



Discovering Balance: Strategies for Sustaining Healthcare Quality

Agenda

10:00- 10:10 am- Welcome and President's Message—Shelly Rives, UAHQ President, 2021

10:10- 11:00 am- Key Note- Make your Organization ROAR (Recruit, Onboard, Actuate, and Retain) Top Quality and Patient Safety Talent—Bill Humbert

Often, the question is asked, “What does recruiting have to do with Leadership and Quality?” My response, “Everything. Where do Health Care Quality Leaders come from? Do they magically appear?” How do Healthcare facilities sustain Quality? Through the Attraction, Onboarding, Actuation and Retention of Top Quality and Patient Safety professionals like you. ROAR helps you Attract the best medical professionals.

11:00- 11:45 am- Getting Better at Getting Better Using Lateral Strategy Deployment to Drive Favorable Outcomes—Stacey Reed & Rob Gaul

This session will cover maximizing operational effectiveness using lateral strategy deployment to augment large scale improvement in safety, quality and patient experience outcomes. The speakers will provide examples of lateral strategy deployment, visual management, daily improvement huddles and address sustainability and support for long term success.

11:45 am- 12:15 pm- Announcements and Member Meeting—all are invited to attend

12:15- 12:45 pm- Lunch break

12:45- 1:30 pm- Application of Evidence Based Practices—Nick Batty & Joanna Ostler

“What does the evidence say?” Before embarking on their quality improvement journey, nurses at Primary Children’s Hospital are trained on asking this question, looking at evidence-based practice literature and synthesizing it to integrate it into their projects. Of those projects, two are highlighted. The first came when the patient population on the 3 Northeast Medical Unit changed dramatically and staff needed education. After using Transformation Learning and education initiatives, staff comfort with the patient population was evaluated via self-reported surveys. Analysis of the methods used indicates a possible connection between Transformational Learning and positive learner outcomes. The second project was related to whether nurses in the PICU at Primary Children’s Hospital document more than needed. After looking at nurse documentation, evidence suggests that the nurses are documenting more than necessary and may affect patient care.





1:30-2:50 pm- Panel Discussion on Social Determinants of Health and Health Care Equity—Jose Rodriguez, Tiffany Noss, Denitza Blagev, & Amy Cowan

Social Determinants of Health and Health Equity are an important topic of conversation nationally. In 2020, the inequities that exist took center stage as we watched underprivileged communities suffer at alarming rates due to the COVID-19 pandemic. Hear how leaders in Utah are identifying and addressing Social Determinants of Health and Health Equity in our community.

2:50- 3:00 pm- Break

3:00-3:45 pm- Soup Du Jour: Carrots and Sticks- Nate Hadley

The questions and theories surrounding what causes individuals and systems to change have been ongoing since time immemorial. The psychology of change can and should be viewed from multiple perspectives given the complex nature of human behavior. What motivates and creates change within one individual or system may or may not motivate and change another system. Are there other menu options to help create meaningful change or is there merely one Soup of the Day, and everyone must learn to like it? This presentation will focus on the various ways to create change and which methods might be more effective in creating lasting change when working with individuals and systems.

3:45- 4:00 pm- Closing remarks and evaluations

