

Healthcare Under Pressure: Fortify Your Quality Toolkit

Agenda

8:00- 8:30 a.m. - Breakfast and Registration

8:30-8:45 a.m. - Welcome and President's Message—Mouna Ayoub Bahsoun, UAHQ President, 2022

8:45- 9:45 a.m. - Key Note: Why Are We Not Safer? Frank Federico & Mouna Ayoub Bahsoun

Patient Safety is often discussed as one of the most important parts of health care, however, errors occur every day in healthcare. In this session, we will discuss the current state of patient safety and why we are not as safe as we could be. We will also discuss activities and behaviors that could help to enable the improvement of patient safety.

9:45-10:15 a.m. - "More for Less: Primary Care and the Quality Equation"- Sarah Woolsey

Attendees at this talk will learn about how primary care investment can support cost-effective high-quality care, understand current opportunities and challenges in primary care, and identify key ways to engage with primary care offices to support your patients.

10:15- 10:30 a.m. - Break

10:30 a.m.-11:30 a.m. - "Regulatory Readiness: A Panel Discussion with TJC, DNV, and CMS"- Panel Discussion by Kemper Funk, Julie Hogue, Linda Maxwell, Jessica Fiedel

Accreditation does not have to be a scary process. After this session attendees will feel more empowered to tackle the challenges when surveyors walk through your facility doors. Our panel will help demystify the man behind the curtain!

11:30 a.m. - 12:00 p.m. - UAHQ Annual Business Meeting

12:00- 1:00 p.m. - Lunch and Networking

1:00-1:30 p.m. - Laughter Yoga- Diane Passey

Laughter has been shown to have significant stress-reducing benefits. What is Laughter Yoga? Laughter Yoga is a unique concept where anyone can laugh for no reason, without relying on humor, jokes or comedy. The participant follows the simple instructions of the Laughter leader to do stretches and deep breathing, all while pretending to laugh. It is based on a scientific fact that the body cannot differentiate between fake and real laughter if done with willingness, resulting in the same physiological and psychological benefits to the body. This class is interactive, simple, and easy. Come as you are. This class is easy and does not require special clothing or equipment. Come and attend, even if you choose not to participate; you just may leave with a smile on your face.





1:30-2:15 p.m. - Risk Management: A Systematic Approach to Safety- Lara Al-Qadi

When establishing a Culture of Safety there needs to be a plan for how an organization will address risk. This presentation will discuss the key dimensions and steps to proactive risk management. Additionally, the development of a SMART risk mitigation plan will be described to show how identified risks can be addressed and the importance of closing the loop and sharing lessons learned when addressing risk. To do this, Lara will demonstrate her innovative risk assessment tool that helps to keep her and her team on track to ensure that all identified risks are being addressed.

2:15-3:00 p.m. - “Who is responsible for Data Quality?”- Justin Schaper & Jackie Kokx

“Data quality” means different things to different people. We will use a real-life example to walk through the different roles and responsibilities involved in building and maintaining a data-centric product or process. This is relevant for any role reliant on healthcare metrics, dashboards, machine learning, or reporting. We discuss the responsibilities of roles such as: Clinicians, Revenue Cycle Specialists, Data Analysts, Data Scientists, Data Engineers, Integration Engineers, and many more.

3:00-3:15 p.m. - Break

3:15- 4:45 p.m. - Empowering Patients and Caregivers to Strive for Equity in Healthcare - Panel Discussion by Jose Rodriguez, Anna Gallegos, Enrique Romo, & Denitza Blagev

Equity in Healthcare continues to take center stage across the world as we hear of the rights of women, transgender patients, and those from minority groups being neglected. In Utah, there are many healthcare leaders that are working to identify and overcome some of the barriers and provide equitable care to patients regardless of their circumstances. Listen to some of these leaders and hear what they are doing to empower patients and caregivers to provide equitable healthcare.

4:45- 5:00 p.m. - Closing Remarks and Evaluations



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Speaker Biographies



Frank Federico, RPh Senior Safety Expert and formerly Vice President at Institute for Healthcare Improvement (IHI), focuses on helping organizations improve patient safety, and the application of reliability principles in health care. He is core faculty for the IHI Patient Safety Executive Development Program and co-authored the Framework for Safe, Reliable and Effective care. He has been the senior lead for efforts to improve patient safety in the US, England, Portugal, Qatar, Brazil and Wales. He has authored numerous patient safety articles, authored/co-authored book chapters in 5 patient safety-related books, and is an Executive Producer of "First, Do No Harm, Part 2: Taking the Lead." He coaches leaders and improvement teams and lectures extensively, nationally and internationally, on how to improve patient safety.



Mouna Ayoub Bahsoun, RN, MSHCQ, IHif, CPPS, CPHQ is a registered nurse who began her career in Lebanon and soon after worked as a quality coordinator on Qatar's National Patient Safety Collaborative with IHI. In 2018, she joined Intermountain Healthcare as a quality consultant and is now leading the safety, quality and experience program at Intermountain's LDS Hospital while she serves as IHI faculty. She received a Master's in healthcare quality from George Washington University, has completed her IHI fellowship on Building Total Safety Systems and is currently pursuing a

Doctorate in Nursing Practice in Executive Leadership. Her areas of expertise and interest include organizational strategic planning and governance, change management, and interprofessional education and collaborative practice. Mouna likes to spend time with her husband and two kids travelling, cooking Italian or Lebanese food and exploring how to become better citizens of the world.





Sarah Woolsey, MD MPH, FAAFP is a board-certified in family medicine and a Medical Director of the Association for Utah Community Health, Utah's Primary Care Association. She has worked in clinical and public health leadership for over 20 years demonstrating quality outcomes, re-designing care delivery, increasing patient participation in research and quality improvement, and she has led state advances in quality and cost transparency and telehealth access.



Kemper Funk, BSN, RN, HACP-CMS, has spent 40+ years in the health care industry. In the last decade, she has focused her expertise on Health Care Quality Accreditation and as an Accreditation Manager, leading more than 50 successful federal and state hospital surveys. Prior to her current position, she spent 25 years as a Registered Nurse, where she compassionately took care of patients at their bedside. Her passion for patient care, patient safety, and quality are palpable. She is a mother of 3 and has been married for 39 years to her loving husband, Dave. She enjoys gardening, hiking, and playing games with her family when she's not working.



Julie Hogue, MBA, BSN, RN, CPHQ is currently the VP of Quality and Risk Management at St. Mark's Hospital. Julie has been a nurse since 2004 and has spent the past 10 years working as a Quality and Patient Safety leader at different hospitals both in Idaho and Utah. In that same time frame, she has also been functioning as a consultant for Quality and Regulatory activities at sister healthcare facilities across Idaho and Utah.

Linda Maxwell RN, CPHQ, HACP is Corporate Senior Director of Quality and Regulatory Western Division for Steward Health. Linda's clinical background is Critical Care, Cardiovascular Care. She has over 15 years in Quality and Regulatory compliance holding several executive management positions in Quality. Before joining Steward Health, Linda was a DNV surveyor for 5 ½ years serving as Team Leader for accreditation and certifications for VAD, and Hip and Knee. She is also a Certified ISO lead auditor, Certified Professional in Healthcare Quality and Healthcare Accreditation Certified Professional.





Jessica Fiedel, MBA/HCM, BSN, RN, has been an acute and continuing care (ACC) surveyor for the Utah Department of Health's Bureau of Health Facility and Certification for the past 14 years. She conducts comprehensive and focused investigations for Medicare certified acute healthcare facilities in the State of Utah. She also serves in a leadership role supervising the ACC Certification Program. She earned her Bachelor of Science degree from the University of Utah. In 2020, she obtained her MBA in Healthcare Administration. Previous nursing experience included Bone Marrow Transplant/Oncology and Med/Surg at LDS Hospital.



Diane Passey, LMHC has been a Senior EAP Consultant and Training Coordinator for the Intermountain Employee Assistance Program with Intermountain Health Care since 2010. Diane is a Certified Domestic Violence Treatment Provider, National Certified Counselor and Certified Laughter Yoga Instructor. Diane is a seasoned presenter averaging over 200 presentations per year using humor to engage with a variety of audiences.



Justin Schaper is an Entrepreneur-in-Residence at Olive Ventures where he supports new companies in their tech and data science build out. He has been in healthcare analytics and IT for over 25 years and has been part of leadership at multiple healthcare start-ups. Prior to Olive, Justin was CTO at Empiric Health, taking an Intermountain Healthcare data science innovation to market.



Jackie Kokx is a data scientist that works with some of her favorite people at Magenta Care Continuum helping to guide value-based care through comprehensive analytics. She's been tackling healthcare data puzzles now for four years and before that she studied engineering, worked in biotech labs, and taught a little math. Jackie loves finding a way to transform data from messy, hard-to-read tables into effective, insightful tools. When she's not sitting in front of a computer, she's busy exploring Colorado with her two kids.





Lara Al-Qadi, R.PH, MQM, CPHQ, CMQ, EFQM Assessor, GSSB, IHI fellow has over 22 years of diverse experience and proven leadership in managing large scale healthcare transformation and process redesign by applying quality improvement tools and methodologies to improve systems and deliver better results and outcomes in quality, patient experience and patient safety. Lara is very passionate about strategic planning and setting priorities in order to build efficient and effective frameworks to deliver highest quality and trusted care and drive optimization to improve business performance. Lara is an advocate to advancing transformation in healthcare systems by leveraging innovative technology and solutions. She is dedicated to developing and sustaining a culture of safety and continuous quality improvement and organization learning.



José E. Rodríguez, MD, FAAFP currently serves as Associate Vice President for Health Equity, Diversity, and Inclusion, is a professor in the Department of Family and Preventive Medicine, and Associate Medical Director at the Redwood Health Center. Since his appointment as AVP, Dr. Rodríguez has worked with teams across health sciences to increase the relevance and actions taken in the areas of Equity, Diversity and Inclusion throughout University of Utah Health. Scholarship has taken a central role in his office, and multiple manuscripts have been published highlighting the excellent work in EDI that has been happening across the Health Sciences Campus. Before his appointment as AVP, Dr. Rodríguez has taken a strong role in advancing the institutional goals for health equity and inclusion. Within his department, he has served on the diversity committee, as well as various recruitment committees supporting focused recruitment of underrepresented ethnic and racial minority (URM) faculty and residents. He has represented the university presenting at national conferences on our work and his research on diversity initiatives.



Anna Gallegos is a program coordinator at University of Utah Health committed to uplifting refugee and marginalized voices, in efforts to create inclusive and equitable health outcomes. Alongside University Health partners, Anna works on expanding access to health care and programs, strengthening partnerships with community based organizations, and building culturally confident care teams and initiatives. The International Rescue Committee recognized Anna's primary clinic, University of Utah Redwood Health Center, as a model clinical provider for New Americans and former refugee patients in 2019. The University of Utah and University of Utah Health recognized Anna as a 2021 Staff Excellence winner for her work in cultivating culturally sensitive care for patients of refugee background and of limited English proficiency. Catholic Community Services recognized Anna as a 2021 Humanitarian Award winner for her work on the frontlines during the COVID-19 pandemic. Anna is born and raised in Salt Lake City and is working towards a Masters of Public Health and Masters of Healthcare Administrative with The University of Utah. She received a Bachelor of Science in Health Promotion and Education from The University of Utah. She is an alumna of The University's Student Center for the Public Trust and Health Sciences LEAP Program. Pronouns: she/her/hers





Enrique Romo is the Director for Diversity, Equity, and Inclusion at Intermountain Healthcare. In this role, he provides operational support to teams involved in Diversity, Equity, and Inclusion (DEI) initiatives, and monitoring DEI goals and benchmarks. He offers strategies to senior leadership to ensure accountability, partners with Talent Acquisition to update the staff recruitment and retention plan with a goal of increasing participation from all communities at all levels of the organization. He curates a curriculum for developing leadership and caregivers on leading and engaging in diverse teams to create a highly engaged work environment and enhances the patient/member experience and outcomes.



Denitza Blagev, MD graduated from Yale University with a degree in Biomedical Engineering. She completed medical school at New York University School of Medicine and Internal Medicine Residency at Beth Israel Deaconess Medical Center in Boston and University of California, San Francisco. She finished her Pulmonary and Critical Care fellowship at UCSF before moving to Utah. She is clinical Associate Professor at the University of Utah and Associate Professor at Intermountain Healthcare. During the pandemic, Dr. Blagev has continued to care for patients in the intensive care unit, wards, and clinic and saw firsthand, as others did, the health

inequity that the pandemic exposed and exacerbated. As the medical director for Quality in the Office of Patient Experience, Dr. Blagev looked for ways of understanding and addressing the disparities. Currently, Dr. Blagev serves as the medical director of Riverton Hospital.

UAHQ Conference Planning Committee

- ✿ Sathya Vijayakumar, Education Committee Chair
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