

# AHA/HRET Hospital Engagement Network

## Improvement Leader Fellowship Wave 3 Agenda



### Monday, November 12<sup>th</sup>, 2012

7:30-8:30 AM *Concurrent	<b>Continental Breakfast</b>		
	<b>Objective:</b> Fellows will have an opportunity to network with participants from other states in an interactive setting.		
7:30-8:30 AM *Concurrent	<b>CEO and SHA Breakfast</b>		
	<b>Objective:</b> State Hospital Association Leads (SHAs) will have an opportunity to interact with hospital CEO's regarding activities in their state.		
8:30-8:45 AM	<b>Welcome and Overview</b>	Presented by	<b>Maulik Joshi, DrPH</b> President, HRET
	<b>Objective:</b> Introduce participants to key concepts, topics and interactive activities that will take place during the next two day.		
8:45-9:45 AM	<b>Opening Plenary</b>	Presented by	<b>Dennis Wagner</b> Co-Director, HHS Partnership for Patients <b>Paul McGann, MD</b> Co-Director, HHS Partnership for Patients
	<b>Objective:</b> Speakers will provide an overview of the national improvement efforts and progress towards the 40/20 goal.		
9:45-10:00 AM	<b>BREAK</b>		
10:00-11:00 AM	<b>HRET HEN Data Analysis 101</b>	Presented by	<b>HRET HEN Data Team</b>
	<b>Objective:</b> The HRET HEN data team will provide Fellows with in-depth data analysis related to their improvement projects. Additional tools will be shared to help Fellows analyze their data using various methods.		
10:00 AM-12:00 PM *Concurrent	<b>Improvement Advisor Office Hours</b>	Presented by	<b>Cynosure Health Improvement Advisors</b>
	<b>Objective:</b> Advisors will assist Fellows in planning the next steps in their improvement process to transition them from identifying challenges to entering the spread and sustain mode. This session will serve as an additional opportunity for Fellows to share what they have learned in an interactive setting.		
10:00 AM-12:00 PM *Concurrent	<b>Data Office Hours</b>	Presented by	<b>HRET HEN Data Team</b>
	<b>Objective:</b> The HRET data team will be set-up with the Comprehensive Data System (CDS) to assist Fellows, in: 1) gaining access (to the CDS); 2) conferring rights; 3) entering data; and 4) running reports and run charts. Other topics related to CDS will also be discussed during this interactive learning experience.		
11:00 AM-12:00 PM *Concurrent	<b>Best Practice Fair</b>	Presented by	<b>HRET HEN Hospitals</b>
	<b>Objective:</b> Hospital Improvement Teams will display and discuss their best practice poster work in an interactive learning environment with other Fellows. All Fellows are encouraged to visit each poster.		

<b>12:00-1:00 PM</b>	<b>RECOGNITION LUNCH</b> Presented by <b>Hospital CEOs and SHAs</b>		
	<b>Objective:</b> CEOs and SHAs, of hospitals presenting their posters, will award their hospital Improvement Teams with a certificate of recognition.		
<b>1:00-2:30 PM</b>	<b>Hospital Stories</b>	Presented by	<b>Deborah Hummel, RN, MBA, MSN</b> Rush Memorial Hospital, Rushville, IN <b>Timothy Carey, MSM</b> South Shore Hospital, Weymouth, MA <b>Jennifer Rehmer, RN</b> Bothwell Regional Health Center, Sedalia, MO
	<b>Objective:</b> Hospitals will share their Readmissions Race interventions to foster Fellow peer-to-peer learning.		
<b>2:30-2:45 PM</b>	<b>BREAK</b>		
<b>2:45-3:45 PM</b>	<b>Implementing and Sustaining Improvement</b>	Presented by	<b>Frank Federico, RPh</b> Executive Director, Strategic Partners, Institute for Healthcare Improvement
	<b>Objective:</b> Theoretical and practical methodology will be discussed to help Fellows continue to implement and sustain improvement.		
<b>3:45-4:15 PM</b>	<b>Wrap-up and Next Steps</b>	Presented by	<b>Paul McGann, MD</b> Co-Director, HHS Partnership for Patients <b>Dennis Wagner</b> Co-Director, HHS Partnership for Patients <b>Tennille Daniels, MPH, PMP</b> Sr. Program Manager, HRET
	<b>Objective:</b> Dr. McGann and Mr. Wagner will discuss the importance of accelerating the work and making active commitments to achieve results. Ms. Daniels will close the day by providing the context for Day 2.		

# Tuesday, November 13<sup>th</sup>, 2012

7:30-8:30 AM	<b>Continental Breakfast</b>		
	<b>Objective:</b> Fellows will have an opportunity to network with participants from other states in an interactive setting.		
8:30-8:45 AM	<b>Welcome and Overview</b>	Presented by	<b>Maulik Joshi, DrPH</b> President, HRET
	<b>Objective:</b> Set the context for continued learning through Day 2 of the Fellowship.		
8:45-10:00 AM	<b>Spreading Improvement</b>	Presented by	<b>Frank Federico, RPh</b> Executive Director, Strategic Partners, Institute for Healthcare Improvement <b>Linda Ostermeier, MSM, BSN, RN, HFA, CPHQ</b> Franciscan Alliance, St. Francis Health, Indianapolis, IN
	<b>Objective:</b> Methods for spreading improvement across hospital units will be explored and demonstrated through the showcasing of a HEN hospital that has addressed five or more areas of harm.		
10:00-10:15 AM	<b>BREAK</b>		
10:15-11:30 AM *Concurrent	<b>Affinity Group Workshop</b>	Presented by	<b>HRET HEN Staff and Cynosure Health Improvement Advisors</b>
	<b>Objective:</b> Reflecting on previous experiences, hospitals will discuss and interact with Improvement Advisors on affinity-specific challenges and next steps looking toward 2013.		
10:15-11:30 AM *Concurrent	<b>Improvement Advisor Office Hours</b>	Presented by	<b>HRET and Cynosure Improvement Advisors</b>
	<b>Objective:</b> Advisors will assist Fellows in planning next steps, ranging from progressing on their improvement to spreading and sustaining progress. Fellows will be able to dialogue and share learning among peers.		
10:15-11:30 AM *Concurrent	<b>Data Office Hours</b>	Presented by	<b>HRET HEN Data Team</b>
	<b>Objective:</b> The HRET HEN data team will be set-up with the Comprehensive Data System (CDS) to assist Fellows in: 1) gaining access to the CDS; 2) conferring rights; 3) entering data; and 4) running reports and run charts are among various topics to be discussed during this interactive learning experience.		
10:15- 11:30 AM *Concurrent	<b>Enhancing Communication for Improvement: Using Messages that Stick - Part 2</b>	Presented by	<b>Bruce Spurlock, MD</b> Cynosure Health Physician Advisor
	<b>Objective:</b> Communication permeates an improvement program. Effective communication requires messages that are memorable, and that drive the action you want. This fun and interactive session will describe how to create "sticky messages" to support your improvement efforts.		
11:30 AM-12:30 PM	<b>LUNCH</b>		
	<b>Objective:</b> Affinity and General Medicine/Surgery hospitals may continue their interactive discussions informally through the lunch hour.		
12:30-2:00 PM	<b>TeamSTEPPS: Implementation</b>	Presented by	<b>Stephen Hines, PhD.</b> Chief Research Officer, HRET <b>Mary L. Salisbury, MSN, RN</b> President, The Cedar Institute, Inc.
	<b>Objective:</b> Based upon the introduction of TeamSTEPPS during Wave 2, Fellows will discuss practical ways to implement TeamSTEPPS tools in their improvement teams.		

2:00-2:10 PM	STRETCH BREAK		
2:10-3:00 PM	<b>TeamSTEPPS: Sustainment and Spread</b>	Presented by	<b>Stephen Hines, PhD</b> Chief Research Officer, HRET <b>Mary L. Salisbury MSN, RN</b> President, The Cedar Institute, Inc.
	<b>Objective:</b> Through the TeamSTEPPS model, Fellows will move from the implementation of tools into discussion and group thinking regarding sustainment and spread within improvement teams.		
3:00-3:30 PM	<b>Wrap-up and Presentation of Certificates</b>	Presented by	<b>Tennille Daniels, MPH, PMP</b> Sr. Program Manager, HRET
	<b>Objective:</b> HRET staff will deliver closing remarks and present participants with certificates of completion.		