

AMERICAN HOSPITAL ASSOCIATION
**ADVANCING
CARE**
CONFERENCE
MARCH 7-9, 2022 | CHICAGO, IL





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WELCOME **03**
Attendees & Vendors

AGENDA **04**
Three-Day Conference Schedule

SESSION DESCRIPTIONS **10**
Dive Deep into Important Topics

SPONSORS **26**
Thank You!

HOTEL FLOOR MAPS **27**
Navigate the Conference



WELCOME TO THE INAUGURAL AHA ADVANCING CARE CONFERENCE!

This brand-new interactive conference experience is aimed at the health care professionals who get things done. Using cutting-edge design thinking exercises, attendees are equipped with custom strategies and an actionable plan to tackle challenges. The in-person conference is also supplemented with the Advancing Care Conference Mighty Network, a virtual collaboration space to ensure each participant can create a customized plan and is supported through successful implementation.

Often, we attend a conference on a whim hoping to get something out of it. We come unprepared and leave overwhelmed. The AHA Advancing Care Conference aims to provide attendees with a customized and actionable experience that both equips and empowers. Using a combination of in-person learning and virtual support provides attendees with the accountability and structure needed to make a positive impact.

During the in-person event, attendees will attend breakout sessions and capture their “AHA! Moments” via the journal provided during check-in. At the end of the conference, attendees will translate their learnings into a customized action plan through a design thinking experience during the final keynote.

Following the in-person conference experience, additional support will be offered online in the Advancing Care Conference Mighty Network. Attendees can consult with their peers, conference speakers and other subject matter experts on the progress of their action plans.

This conference is truly a collaborative experience among presenters and participants. We want everyone to walk away from the in-person event with tools and insights to improve performance and outcomes, innovate care delivery, and empower our workforce. **Together we can get things done!**

CONFERENCE AGENDA

MONDAY, MARCH 7

10:00 AM - 4:30 PM	Registration Desk Open	Grand Foyer
1:00 - 2:30 PM	Keynote: 5 Steps to Making the Impossible Possible <ul style="list-style-type: none">• Ben Nemtin	Grand C-F
2:30 - 3:00 PM	Refreshment Break	Grand Hall
3:00 - 4:30 PM	Call for Action: Statewide Plan to Address Healthier Work Environments Led by Frontline Staff The Organization of Nurse Leaders of New Jersey <ul style="list-style-type: none">• Maria Brennan, DNP, MSN, RN, CPHQ• Rita Smith, DNP, MPA, RN, NEA-BC	Grand A
3:00 - 4:30 PM	Wellness During COVID-19 Wellstar Health System <ul style="list-style-type: none">• LeeAnna Spiva, PhD, RN• Jill Case-Wirth, MHA, BSN, RN, FAAN• Ryan Breshears, PhD, ABPP	Grand B
3:00 - 4:30 PM	Recover, Rebuild, Restructure, Release: How to Engage and Unleash the Team for Healthcare's "New Day" Providence Hood River Memorial Hospital <ul style="list-style-type: none">• Jan Brauer, RN, BSN, MA• Rhonda Fischer, RN, BSN, CEN	Grand EF
3:00 - 4:30 PM	The Great "Zoom Boom": Challenges Faced and Lessons Learned (Workshop) University of Washington <ul style="list-style-type: none">• Farrah Leland, JD• Tonya Martino, RN, BSN, ND• Megan Sherman, MAEdHD	Grand GH
3:00 - 4:30 PM	Delivering Value-Based Care At Scale – Best Practices for Maternity and Beyond (Workshop) <ul style="list-style-type: none">• Wildflower Health Leah Sparks, MBA• The ObG Project Sue Gross, MD, FRCSC, FACOG, FACMG• Upside Health Advisors Jeffrey Hogan• Providence Trina Jellison, RN, MHA Sponsored by: Wildflower Health	Plaza
4:30 - 6:00 PM	Welcome Reception	Crystal Ballroom



TUESDAY, MARCH 8

7:30 - 8:00 AM

Breakfast

Grand Foyer

8:00 - 9:30 AM

Keynote: Power in Partnership: Driving Clinical Innovation

Grand C-F

Providence

- David Kim, MD
- Eugene Kim, MD
- Beth Nunn, MBA
- Laura Ramos, MSN, RN
- Troy Gideon, MSN, BSN, RN

9:30 - 10:00 AM

Refreshment Break

Grand Hall

10:00 AM - 12:00 PM

Design Thinking in High Reliability Organizations

Grand A

Do Tank

- Matt Kelly, MBA
- Adam Kohlrus, MS, CPHQ, CPPS

10:00 AM - 12:00 PM

Leading Change in Infection Control from the Frontlines

Grand B

Center for Disease Control and Prevention

- Abigail Carlson, MD

American Hospital Association

- Kristen Hayes, MS, RN, CPHRQ

10:00 AM - 12:00 PM

The Impact of Mindfulness Training on Stress and Burnout in the First Six Months of Practice

Grand IJ

Houston Methodist Willowbrook

- Denise McNulty, DNP, RN, MS-HSA, NPD-BC, NE-BC
- Carol LaMonica-Way, MSN, RN, RNC-OB
- Jo-Anne Senneff, MSN, RN, CCRN-K

10:00 AM - 12:00 PM

Implementation Tools for Your TeamSTEPPS® Project (Workshop)

Grand GH

Tulane University School of Medicine

- Jennifer Calzada, MA, MPH

University of Washington

- Megan Sherman, MAEdHD
- Farrah Leland, JD
- Tonya Martino, RN, BSN, ND

UCLA Health

- Yue Ming Huang, EdD, MHS

TUESDAY, MARCH 8

10:00 AM - 12:00 PM

But Wait! There's More Active Learning and Games for Integrating TeamSTEPPS® Into Health Professions (*Workshop*)

Plaza

UNT Health Science Center

- Cynthia Carroll, MA, LPC, CPPS
- David Farmer, PhD, LMFT, LPC, FNAP
- Lillee Gelinias, MSN, RN, CPPS, FAAN
- Didi Ebert, DO, MPH, MS, CPPS

12:00 - 1:30 PM

Lunch

Grand Foyer

12:15 - 1:15 PM

Lunch and Learn: Developing Meaningful Celebration

Michigan 1

Anchor and Flame

- Heather Campbell Slutzky, MLS, CPXP

12:15 - 1:15 PM

Lunch and Learn: Integrating a Community Health Worker Workforce into Health Care Delivery at Scale

Michigan 3

Trinity Health

- Maureen Pike, MPH, MBA, RN
- Lauren Smith, MPH

1:30 - 3:00 PM

Get Rid of Nursing Care Plans: Empower Your Clinicians to Design a New Approach to an Old Problem

Grand A

Saint Luke's Health System

- Shana Horseman, RN, MSN, MHSA
- Alicia Beebe, BSN, MHA, RN-BC

1:30 - 3:00 PM

It's Time to Build Our Escape Fire

Grand B

Ross Ehrmantraut Consulting

- Ross Ehrmantraut, RN

1:30 - 3:00 PM

The Hidden Truth About Emotional Exhaustion and COVID from 250K Healthcare Voices

Grand EF

Safe & Reliable Healthcare

- Joshua Proulx, BSEE
- Allan Frankel, MD

TUESDAY, MARCH 8

1:30 - 3:00 PM

Transforming Care Through Age-Friendly Health Systems

Grand IJ

American Hospital Association & Rush University Medical Center

- Raahat Ansari, MS
- Marie Cleary-Fishman, BSN, MS, MBA, CPHQ, CPPS, CHCO
- Maneshwar Singh, CPHQ
- Magdalena Bednarczyk, MD
- Edward Gometz, MD
- Krystal White

1:30 - 3:00 PM

Team Training is Not Only for Clinicians: Implementation Strategies for Academia (*Workshop*)

Grand GH

Northern Illinois University

- Marcia Cooke, DNP, RN, NPD-BC

Seattle Pacific University

- Carol McFarland, MN, RN, CNE

Valentine Health Group

- Nancy Valentine, PhD, MPH, MSN

1:30 - 3:00 PM

Graphic Game Planning for Excellence (*Workshop*)

Plaza

MyMichigan Health

- Marissa Palmer, DNP, RN
- Nadine Post, MSN, RN
- Dan Burr, MSN, RN

3:00 - 3:30 PM

Refreshment Break

Grand Hall

3:30 - 5:00 PM

STEPPS for Empowering Physicians on your Just Culture Safety Journey: One Story at a Time

Grand A

Kaiser Permanente

- Jason Cheng, DO

Ariadne Labs

- Alex Hannerberg, MD

3:30 - 5:00 PM

Growth through Adversity: Partnership to Promote the Wellbeing of Healthcare Workers during COVID-19

Grand EF

Northwell

- Mayer Bellehsen, PhD
- Rebecca Schwartz, PhD

TUESDAY, MARCH 8

3:30 - 5:00 PM

8 Years, 9 Lawsuits: Challenge to Change

Grand IJ

Elliot Health System

- Kimberlee Pelkey, MSW, NHICS-A

St. Joseph Hospital

- Rosemary Ford, MBA, OTC, NHICS-A

3:30 - 5:00 PM

Innovations in Battling the Opioid Epidemic in the Acute Care Setting: A Multidisciplinary Approach (Workshop)

Grand GH

St. Tammany Health System

- Ashley Wilson, PharmD, MHA
- Jay Morange, PT, DPT, MBA
- Bert Lindsey, PT

3:30 - 5:00 PM

Innovation and Inclusion: Using Experience Based Co-Design to Improve Healthcare Delivery (Workshop)

Plaza

Foundation for Healthy Communities

- Tanya Lord, PhD, MPH
- Carrie McFadden, MPH

5:00 - 6:30 PM

Poster Reception

Grand Hall

WEDNESDAY, MARCH 9

7:00 - 8:00 AM

Breakfast

Grand Foyer

7:15 - 7:45 AM

FRED Talk: Now that I Know

Grand EF

Providence Hood River Memorial Hospital

- Rhonda Fischer, RN, BSN, CEN

8:00 - 10:00 AM

Communication and Managing Conflict in Healthcare

Grand A

Duke Health Private Diagnostic Clinic

- Sanne Henninger, MSW, LCSW, EdD

WEDNESDAY, MARCH 9

8:00 - 10:00 AM

Processing the Trauma of the Pandemic and Finding Opportunities for Post-traumatic Growth

Grand B

VITAL Worklife

- Liz Ferron, MSW, LICSW

Northwestern Medicine Feinberg School of Medicine

- Gaurava Agarwal, MD

8:00 - 10:00 AM

Age-Friendly Models of Care: Advancing Quality, Equity & Outcomes

Grand IJ

The John A. Hartford Foundation

- Marcus Escobedo, MPA

Center to Advance Palliative Care

- Brynn Bowman, MPA

Mount Sinai

- Linda DeCherrie, MD

Yale School of Medicine

- Ula Hwang, MD, MPH, FACEP

Ohio State University Wexner Medical Center

- Courtney Collins, MD

8:00 - 10:00 AM

Beyond the Basics: Bringing TeamSTEPS® Principles to Life for Nursing Students (*Workshop*)

Grand GH

Brigham Young University

- Stacie Hunsaker, DNP, RN, CEN, CPEN, CNE, CHSE
- Michael Thomas, DNP, APRN, PMHNP-BC
- Natasha Withers, RN

8:00 - 10:00 AM

Solving Leadership Challenges Using the Baldrige Criteria (*Workshop*)

Plaza

GBMC HealthCare System

- John Chessare, MD, MPH, FAAP, FACHE
- Carolyn Candiello, MA, CPHRM

10:00 - 10:30 AM

Refreshment Break

Grand Hall

10:30 - 12:15 PM

Keynote: Designing How We Will Advance Care

Grand C-F

Do Tank

- Marc McLaughlin
- Matt Kelly, MBA

SESSION DESCRIPTIONS

MONDAY, MARCH 7



1:00 - 2:30PM

Keynote: 5 Steps to Making the Impossible Possible

› Speaker: **Ben Nemtin**

Whether you need to set bigger goals or reach the ones you already have, Ben will help you get from “ambition” to “accomplishment.” Ben’s message of radical possibility combined with his ‘5 Steps to Make the Impossible Possible’ leaves audiences not only inspired but also equipped with tools to tackle the seemingly insurmountable. His system of achieving impossible goals demystifies daunting tasks by turning ‘dreams’ into ‘projects’ and creates inspiration through action and accountability. Ben reminds us that it’s never too late to start your list and leave your lasting impact on the world. As a result of this program, attendees will learn how to accomplish seemingly impossible goals, identify the #1 thing that holds you back from accomplishing your goals, learn Ben’s method to unbury your dreams and keep them unburied, and develop a plan of action to drive you forward towards your goals.

3:00 - 4:30PM

Call for Action: Statewide Plan to Address Healthier Work Environments Led by Frontline Staff

› Speakers: **The Organization of Nurse Leaders of New Jersey**
Rita Smith, *Immediate Past President & Partner* and **Maria L. Brennan**, *Chairperson, Nurse Workplace Environment and Staffing Council Commission*

Research reports the benefits in understanding of the relationship between nurse staffing, safe and quality care and healthy work environments. The Organization of Nurse Leaders of New Jersey (ONL NJ) established the Nurse Workplace Environment and Staffing Council (NWESC) Commission to address these concerns. It selected American Association of Critical-Care Nurses (AACN) Standards for Establishing and Sustaining Healthy Work Environments as the framework for their work statewide in hospitals. The work of the ONL NJ NWESC and the statewide establishment of hospital based NWESC will be described so that other leaders and frontline staff can replicate a similar successful program in their healthcare systems.

Wellness During COVID-19

› Speakers: **Wellstar Health System**
Ryan R. Breshears, *Chief Behavioral Health Officer, Director of Psychology/Psychiatry*, **LeeAnna Spiva**, *Assistant Vice President Nursing Operations and Practice*, **Jill Case-Wirth**, *Senior Vice President, Chief Nurse Executive*

The impacts of COVID-19 will be described on team members’ mental, behavioral, and work perceptions. Well-being resources deployed and implemented during COVID-19 will be described. Guiding principles of the well-being program design will be discussed. Lastly, key takeaways and learnings will be discussed.

MONDAY, MARCH 7

3:00 - 4:30PM SESSIONS CONTINUED

Recover, Rebuild, Restructure, Release: How to Engage and Unleash the Team for Healthcare's "New Day"

Speakers: **Providence Hood River Memorial Hospital**
Jan Brauer, *Education Coordinator* and **Rhonda Fischer**, *Trauma Nurse Coordinator*

In the ongoing narrative of worldwide change, the healthcare landscape has been shifted and redefined by new challenges, propelling teams into a new culture of working together. This interactive session will explore the need to adjust our strategy to rebuild both leaders and frontline staff – we are not who we once were.

Recover--Acknowledging our humanity in the wake of grief, trauma and ongoing change. From CEO to patient-facing staff, we need permission to put our own lifejacket first. Rebuild--The art of reestablishing safe communication and information flow on your team and regaining your momentum towards solution-oriented teams. Restructure--Leadership strategies that create on-ramps for individuals to creatively address perceived needs and become part of the solution. Release-- Finding the courage to address and perhaps release the low performer for the sake of the team. Concurrently, those who are prepared for action must be encouraged to drive the team forward into the strength of healthcare's "new day".

This interactive session will move through the process of repairing and regaining your team's momentum. Participants will gain practical tools to re-engage and unleash the power of their team.

The Great Zoom Boom: Challenges Faced and Lessons Learned (*Workshop**)

Speakers: **WWAMI Institution for Simulation in Healthcare, University of Washington**
Tonya Martino, *Clinical Director for Team Performance*, **Megan Sherman**, *Associate Director of Operations* and **Farrah Leland**, *Associate Director*

Interprofessional, team-based learning and simulation has become a vital component of healthcare education. From students to seasoned professionals, research shows that providing the ability to immediately apply and practice interprofessional team-based skills in a team-setting, benefits not only long-term retention but also the likelihood that those skills will become strengthened and utilized in future practice. What happens though, when those in-person practice opportunities unexpectedly become impossible?

This past year we collectively experienced a forced migration of nearly our entire in-person lives, to a remote or virtual environment. This pivot was perhaps no more substantially felt than in the field of education. As programs, schools, and faculty scrambled to make the shift to on-line learning, we, like so many, started to question whether we would be able to bring the same level of experiential learning that we had been able to provide easily in an in-person setting, to our now isolated, virtual learners. How does one even begin to train team performance and communication, when the team members aren't even in the same space?

Pedagogically, we know that interaction and engagement are crucial to an effective learning experience - but this is often easier said than done! Different learning styles necessitate a variety of approaches when establishing this type of education.

MONDAY, MARCH 7

3:00 - 4:30PM SESSIONS CONTINUED

Delivering Value-Based Care At Scale – Best Practices for Maternity and Beyond (Workshop*)

Speakers:

Leah Sparks, Founder, Wildflower Health, **Sue Gross**, Founder and CEO, ObG Project, **Jeffrey Hogan**, President, Upside Health Advisor and **Trina Jellison**, Vice President, Women's and Children's Institute, Providence

Advancing value-based care will require engaged providers, activated patients, the effective use of technology and a relentless focus on driving meaningful and measurable outcomes. For this to happen, providers must lead the way forward, VBC models must focus on achieving what's best for the patient, and smart digital tools must be used to extend support in a way that preserves the humanity of healthcare.

While the promise of value-based care is evident, it has proven difficult to implement and scale. Lessons learned from value-based models in the maternity setting offer valuable insights for how we can effectively scale VBC efforts, both within the OB space as well as other specialty areas.

This session will help clinical leadership, as well as frontline care providers, develop a more detailed understanding of how to successfully make the transition from fee-for-service to value-based care while enhancing both patient outcomes and experience as well as the bottom line.

Sponsored by: Wildflower Health



TUESDAY, MARCH 8

8:00 - 9:30AM

Keynote: Power in Partnership: Driving Clinical Innovation



Speakers: **Providence**

David Kim, EVP & Chief Executive, **Eugene Kim**, CMO, **Beth Nunn**, Chief Administrator, **Laura Ramos**, Chief Executive and **Troy Gideon**, Executive Director of Nursing

In Jan. 2020, Providence was the first health system in the U.S. to receive a confirmed COVID-19 patient in one of its 52 hospitals; since then, Providence has continued to serve thousands of COVID patients in its seven states across the West Coast. But with the current phase of the pandemic, COVID care has become a crisis on the ambulatory side, as well. In this keynote address and panel, you'll hear how Providence leaders on the frontline are driving clinical innovation in care delivery through an integrated delivery network (IDN) model. An IDN enables greater agility – whether its ambulatory physicians rounding on med surg floors when the hospitals are overloaded, or Emergency Room nurses helping staff physician offices when ambulatory cases of Omicron peak. With more than 50% of all physicians employed by a health system and with the industry at large moving more toward value-based care, it's more important than ever to leverage the power of the entire care continuum – we're better together. Join Providence's Chief Executive, Physician Enterprise, David Kim, MD, and frontline leaders from Providence St. Jude Medical Center and St. Jude Heritage Medical Group as they discuss delivering more coordinated, connected care.

TUESDAY, MARCH 8

10:00 AM - 12:00PM

Design Thinking in High Reliability Organizations



Speakers: **Do Tank**

Matt Kelly, *Partner and Business Designer* and **Adam Kohlrus**, *Business Designer*

do tank

Business design, redesigned.

The principles of High Reliability Organizations have become highly influential in healthcare, but the opportunities that people have to interact with them are often too academic. In this workshop, we will share some new design tools and take people through interactive exercises where you will 'learn by doing'; the goal is to show how visual thinking, empathy mapping, and strategy design techniques can help you create experiences that bring these principles to life. You will dive into HRO in the context of your own hospital/system and emerge with specific strategic ideas (along with new tools) that you can take back to your team.

Leading Change in Infection Control from the Frontlines



Speakers:

Abigail Carlson, *Physician, Division of Healthcare Quality Promotion, Center for Disease Control and Prevention*, **Kristen Hayes**, *Director, Clinical Quality, American Hospital Association*

In this 90-minute workshop, participants will learn practical ways to begin infection control interventions from the frontlines. We will discuss how to identify infection control issues and how to choose a problem for intervention. Using a real-world case simulation and discussion, we will then examine how the Impact-Effort Matrix technique can be used to develop possible interventions and select projects for implementation. This workshop will be best for frontline staff interested in addressing infection control problems in their daily work, as well as leaders looking for ways to engage frontline staff in infection control efforts. Previous familiarity with quality improvement or infection control concepts is not required.

Sponsored by: **Centers for Disease Control and Prevention**



TUESDAY, MARCH 8

10:00 AM - 12:00PM SESSIONS CONTINUED

The Impact of Mindfulness Training on Stress and Burnout in the First Six Months of Practice



Speakers: **Houston Methodist Willowbrook**

Denise Stage McNulty, *Professional Development Leader*, **Jo-Anne Senneff**, *Professional Practice Leader* and **Carol LaMonica-Way**, *Professional Development Leader*

The health care community has issued calls to action to decrease burnout and enhance the well-being of clinicians by providing training and addressing other organizational issues to mitigate the stress, compassion fatigue, and burnout that health care providers (HCP) experience. Moreover, transition to practice can be associated with stress and anxiety for newly licensed nurses. The COVID-19 pandemic has heightened the burden of frontline health care providers who risk not only exposure to the virus but also a deleterious impact on their mental health and well-being as they face grief, uncertainty, and a lack of resources. Unfortunately, excessive stress and burnout can result in major depressive disorders and, ultimately, suicide, which have increased during the COVID-19 pandemic. This project assessed the impact of integrating mindfulness training into a large system nurse residency program for newly licensed nurses by offering four, hour-long, interactive learning activities along with tools, reminders, and a log for self-practice throughout their first six months of practice. Burnout, stress, and mindfulness were measured via an online survey at the beginning of the February 2020 residency cohort with repeat measures at six months. The intervention cohort reported significantly less stress and burnout than the control cohort despite starting practice at the start of the COVID pandemic. Come learn some strategies for decreasing stress and burnout in the healthcare setting.

Implementation Tools for Your TeamSTEPPS® Project (*Workshop**)



Speakers:

Jennifer Calzada, *Director of Simulation, Tulane School of Medicine*, **Yue Ming Huang**, *Associate Adjunct Professor, UCLA Health*, **Tonya Martino**, *Clinical Director for Team Performance, University of Washington*, **Megan Sherman**, *Associate Director of Operations, University of Washington* and **Farrah Leland**, *Associate Director, University of Washington*

Master Trainer courses end with a kick start to team projects during an implementation workshop. Teams utilize a variety of tools to plan based on their project needs. This workshop will discuss and give hands-on practice with several different tools, from two primary areas, Design Thinking for visual-based tools and LEAN for project management-based tools. Design Thinking comes out of designers and engineers tackling complex, interconnected problems, not just simple, black and white ones. It is based on complex problems not having right or wrong solutions and many solutions are interconnected to multiple issues. Lean is a management and operational method of doing things in order to empower all levels of staff to problem solve and improve systems, with the goal of increasing value and reducing waste. It ties in people, purpose and processes. Lean methods originally came from Toyota manufacturing and have since been adopted in healthcare. Workshop participants will walk away with a toolbox of exercises that can be utilized for TeamSTEPPS® project implementation. Practice with select tools will give attendees confidence and experience with a tool that most closely aligns with the intended outcomes and needs of their project. Workshop participants do not need experience with design thinking or lean tools. Those who are still in the planning stages for a change management project will get the most value from this session. However, even seasoned planners will find value in more tools.

TUESDAY, MARCH 8

10:00 AM - 12:00PM SESSIONS CONTINUED

But Wait! There's More Active Learning and Games for Integrating TeamSTEPPS® Into Health Professions (*Workshop**)

- › Speakers: **UNT Health Science Center**
Cynthia Carroll, Assistant Director IPE, **David Farmer**, Director Interprofessional Practice Education,
Lillee Gelinas, Assistant Professor and Section Director of Patient Safety and **Didi Ebert**, Associate Professor

TeamSTEPPS® provides a common team development framework applicable for all health professions education. The UNT Health Science Center (UNTHSC) is dedicated to sending all of our students into their clinical learning experiences with TeamSTEPPS® training, thus allowing them to apply strategies that promote effective teamwork and improve patient safety. Integrating and sustaining TeamSTEPPS® into health professions' curriculum can be a challenging process. UNTHSC's Department of Interprofessional Education and Practice, is facilitating innovative approaches to the integration of TeamSTEPPS® into health professions education and faculty development. Design thinking strategies facilitated the development of active learning experiences. Innovative activities like an escape room experience, simulation exercises, competitive word games, and simulated patient and healthcare team encounters are used to introduce and reinforce TeamSTEPPS® concepts. Attendees will participate in our TeamSTEPPS® active learning experiences, discuss the development and refinement processes, and build their own innovations. Workshop leaders will share their TeamSTEPPS® integration processes across five health professions, including lessons learned and shared strategies for overcoming challenges.

12:15 - 1:15PM

Developing Meaningful Celebration (*Lunch & Learn**)

- › Speaker: **Heather Slutzky**, Founder, Anchor and Flame

The principles of High Reliability Organizations have become highly influential in healthcare, but the opportunities that people have to interact with them are often too academic. In this workshop, we will share some new design tools and take people through interactive exercises where you will 'learn by doing'; the goal is to show how visual thinking, empathy mapping, and strategy design techniques can help you create experiences that bring these principles to life. You will dive into HRO in the context of your own hospital/system and emerge with specific strategic ideas (along with new tools) that you can take back to your team.

TUESDAY, MARCH 8

12:15 - 1:15PM SESSIONS CONTINUED

Integrating a Community Health Worker Workforce into Health Care Delivery at Scale (Lunch & Learn*)



Speakers: **Trinity Health**

Maureen Pike, *Director Social and Clinical Care Integration* and **Lauren Smith**, *Social Care Consultant*

Community Health Workers (CHWs) have existed in various forms for decades and are proven to cost-effectively improve health outcomes. CHWs' ability to relate to patients' culture, language, and decision-making process is made more salient through growing societal acknowledgment of systemic racism and inequities. The U.S. health care delivery system remains slow to embrace CHWs on a sustainable, systems level. This session will explore the challenges and solutions to integrating the CHW workforce into health care delivery systems at scale. Attendees will interface with peers from other hospitals/health systems to share lessons learned, acknowledge common challenges, and brainstorm solutions. We will discuss CHW recruitment, retention, training, and certification; relationship-building between CHWs and other clinical team members; incorporating community-based social resources in the continuum of care; use of technology for documentation and closed-loop referrals; and financing CHWs through alternative payment, fee-for-service, and other business models. This session is designed for those who lead community health or ambulatory care management initiatives for health systems, Population Health operations within a clinically integrated network, who operate clinics for low-income populations, and for CHWs. Attendees will gain a sense of community with like-minded peers, ideas for scaling the CHW workforce, and new approaches to articulating clinical and business cases.

1:30 - 3:00 PM

Get Rid of Nursing Care Plans: Empower Your Clinicians to Design a New Approach to an Old Problem



Speakers: **Saint Luke's Health System**

Shana Horseman, *Program Director* and **Alicia Beebe**, *Director of Clinical Informatics*

Patient Care Plans in many organizations have become a click box requirement that neither support the patient's why nor proved meaningful to our nursing staff. Our transition to an electronic medical record offered automation but lacked unique components that allow us to individualize our care plans to our diverse patient population. Each year we would release improvements with little impact until we hit delete on our care plan module and asked our nursing staff what they wanted.

The result is a powerful new approach to patient care planning designed by our nurses to include everyone on the care team. Ancillary teams like Physical Therapy, Nutrition Services and Chaplains want to contribute and be a part of the solution. Our patients and families start each day stating what they want to achieve, and our nurses incorporate that goal into their plan. Our patient care plan looks nothing like it used to and proved that a meaningful and regulatory compliant care plan is achievable when you remove self-imposed restrictions and requirements and engage your staff doing the work. Join us as we share our 2-year journey and what we heard from over 600 nurses throughout our organization. We will include our lessons learned, keys to success and the input from our regulatory surveys to inspire you to go home and get rid of your nursing care plans.

TUESDAY, MARCH 8

1:30 - 3:00 PM SESSIONS CONTINUED

It's Time to Build Our Escape Fire

› Speaker: **Ross Ehrmantraut**, *Consultant, Ross Ehrmantraut Consulting*

In 1949, a wild fire in Mann Gulch, north of Helena, Montana led to the death of 13 young firefighters. Norman McClean discusses this event in his book, *Young Men and Fire*. Over several decades, leaders in high reliable organizations (HROs) have used this event to identify opportunities to improve safety in high-risk organizations, such as the airline, military, nuclear industry, and more recently, in healthcare. HROs are industries in which mistakes can be catastrophic, with potentially permanent consequences, such as death. These industries put systems in place, address hierarchy, and utilize the front line to identify potential issues. Until recently, the medical profession has not embraced design issues, hierarchy, or anticipated potential breakdowns that might affect patient safety. Through programs such as TeamSTEPPS[®], just culture, and multiple quality measures, healthcare organizations are taking innovative approaches to improve patient outcomes, and many are beginning to embrace HRO concepts. Using the Mann Gulch fire as a springboard, this session will help demystify HROs with a discussion of the five major concepts, sensemaking, human factors engineering, and how TeamSTEPPS[®] can be instrumental in achieving high reliability. This session will demonstrate how HRO concepts and TeamSTEPPS[®] are interwoven, and instrumental in improving patient outcomes.

The Hidden Truth About Emotional Exhaustion and COVID from 250K Healthcare Voices

› Speakers: **Safe & Reliable Healthcare**
Joshua Proulx, *Chief Data Science Officer* and **Allan Frankel**, *Chief Executive Officer*

Burnout in healthcare has made headlines, but the data tell a more nuanced story. Although some healthcare workers have experienced crippling emotional exhaustion, others have felt more empowered. Join us as we explore survey data that quantifies the disparities across role, race, and region and discover actionable strategies for cultivating resilience universally.

TUESDAY, MARCH 8

1:30 - 3:00 PM SESSIONS CONTINUED

Transforming Care through Age-Friendly Health Systems

Speakers: **American Hospital Association & Rush University Medical Center**
Marie Cleary-Fishman, *Vice President, Clinical Quality*, **Raahat Ansari**, *Senior Program Manager and*
Maneshwar Singh, *Performance Improvement Coach*, **Dr. Magdalena Bednarczyk**, *Geriatric Medicine*
Specialist, **Dr. Edward Gometz**, *Assistant Professor of Medicine, Section of Geriatric Medicine*, **Krystal White**

Age-Friendly health systems is an initiative of The John A. Hartford Foundation and the Institute for Healthcare Improvement in partnership with the American Hospital Association and the Catholic Health Association of the United States. The initiative is designed to meet the needs of older adults, looking beyond acute events, engaging the whole community, and achieving better health for older adults. The goal of the initiative is to rapidly spread the model to 2500 hospitals and practices and 100 post-acute communities recognized as Age-Friendly Health Systems by 2023.

To date, there are 2,705 sites of care that have achieved this goal. By focusing on four key elements of an age-friendly health system— what matters, medications, mobility and mentation (the 4Ms) we aim to improve patient care, safety and outcomes; improve patient and family engagement in care; and reduce length of stay and readmissions. This initiative will help sites consistently and reliably provide care to every older person in every setting.

This session will provide an overview of the challenge at hand including the growing number of older adults, the importance of meeting the needs of this population, and how to provide age-friendly care in the context of COVID-19. Speakers Dr. Magdalena Bednarczyk and Dr. Edward Gometz from Rush University Medical Center in Chicago will also share their experience in getting involved with the Age Friendly Health Systems movement as our case study example.

They will share how Age Friendly practices have improved patient care, improved patient outcomes, and reduced admissions from Skilled Nursing Facilities. This session also reviews current work on the implementation of Age-Friendly Health Systems, provides suggestions from sites on implementing the 4Ms across diverse settings, and details ways on how session attendees can participate in this transformative work.

TUESDAY, MARCH 8

1:30 - 3:00 PM SESSIONS CONTINUED

Team Training is Not Only for Clinicians: Implementation Strategies for Academia (*Workshop**)



Speakers:

Marcia Cooke, Assistant Professor, Northern Illinois University, **Carol McFarland**, Assistant Dean, Seattle Pacific University and **Nancy Valentine**, Consultant, Valentine Group

Since inception, TeamSTEPPS® has been implemented across many disciplines and has been found to improve teamwork, communication, collaboration and conflict resolution using tools such as briefings, huddles and feedback. There is limited literature related to TeamSTEPPS® use in the academic setting to improve teamwork among faculty.

Using a quality improvement approach, a team of faculty, administrators, and staff planned and implemented a team training educational program for the academic population using the TeamSTEPPS® framework and evaluated the perceptions of teamwork. The results showed an increase in perceptions of teamwork in several domains.

During the session, we will illustrate the transferability of the TeamSTEPPS® concepts to the academic environment through discussion and activities. Providing training to faculty, administrators and staff can serve to foster a common language, hold teams accountable for improving performance, and role modeling behaviors for students. In the clinical setting, teamwork is imperative for safety. In an academic setting, we view “high stakes” as an environment that functions to its highest level of teamwork in order to provide the best educational experience for students. The result is individuals prepared to deal with the complexities of academia, healthcare and interprofessional dynamics.

Graphic Game Planning for Excellence (*Workshop**)



Speakers: **MyMichigan Health**

Marissa Palmer, Director of Quality & Patient Safety, **Nadine Post**, Director of Quality & Patient Safety and **Dan Burr**, Director of Materials Management

The session will include the background of a project at a multi-subsidary health system which leveraged TeamSTEPPS® tools and training to improve the culture of safety as evidence by statistical improvement in Safety Attitudes compared to baseline on a post Safety Attitudes Questionnaire (SAQ) Survey. The quality and safety team analyzed the SAQ data and identified all departments that scored less than 60% in one or both SAQ domains of safety climate and teamwork. Processes learned by trainers from TeamSTEPPS® training gave the opportunity to utilize 5 Bold Steps and a Graphic GamePlan model to train the department leader and safety champions. The program was set up a cohort model placing 5 departments in each cohort with the methodology that the departments would have networking opportunities and support from other departments going through the program. Each cohort was assigned a TeamSTEPPS® trainer and coach. The program launched with an initial training of the department leaders and their selected staff safety champions. This training was then taken back to each department to kick off with their staff and train them on the 5 bold steps and Graphic GamePlan. Each department analyzed the SAQ data to identify a foundational safety behavior or tool they could hardwire in their department to improve their teamwork and/or safety climate. Each department produced a graphic GamePlan outline for the tool or behavior their team chose. The department safety champion and leader led their staff through a 12 month journey working the Graphic GamePlan steps to hardwire their selected target.

TUESDAY, MARCH 8

3:30 - 5:00PM

STEPPS for Empowering Physicians on Your Just Culture Safety Journey: One Story at a Time



Speakers:

Jason Cheng, *Safety and Human Factors Education Chair, Kaiser Permanente* and **Alexander Hannenberg**, *Senior Research Scientist, Ariadne Labs*

The benefits of a Just Culture in healthcare impact patient outcomes, staff satisfaction, retention, burnout and so many dimensions of our work. But what is it and how do you get it? This session will address this question and the role of our thinking about errors in getting there. Breaking down silos in how we learn about teaming and learn from adverse events and near misses becomes achievable in a just culture. Physician engagement can be hard to achieve but is such a vital ingredient to success that designing a strategy for success is a great investment. Participants will explore team training and interprofessional case review in small group exercises. This session is suited for all audiences.

Growth Through Adversity: Partnership to Promote the Wellbeing of Healthcare Workers during COVID-19



Speakers: **Northwell Health**

Mayer Bellehsen, *Director of Behavioral Health* and **Rebecca Schwartz**, *Associate Professor*

The COVID-19 Pandemic has added new layers of stress and burden to our healthcare workforce. The direct and indirect effects have generated increased prevalence of burnout, depression, anxiety, and PTSD, as well as challenges to our systems for providing employee support. The pandemic has also generated opportunities for new thinking and structures to emerge. At Northwell Health, the Center for Traumatic Stress, Resilience and Recovery was established to promote collaborative work and partnership between system structures and service lines (e.g., Human Resources, Behavioral Health, Occupational Medicine, and Nursing) to address the impact of the pandemic and the stress of healthcare work on the workforce. Outcomes from this collaboration have included enhanced monitoring and research on workforce mental health and wellbeing, targeted resilience building activities, system wide peer support through the Stress First Aid program, and increased access to behavioral health services. This session will provide an overview of the development of the structure of the Center, review of key processes, and critical outcomes such as the implementation of a system wide peer support program. Participants will hear about key lessons learned and explore how such programs can be replicated.

TUESDAY, MARCH 8

3:30 - 5:00PM SESSIONS CONTINUED

8 Years, 9 Lawsuits: Challenge to Change



Speakers:

Kimberlee Pelkey, *Manager, Language Services and Accessibility, Elliot Health System and*
Rosemary Ford, *System Director of Interpreter Services, St. Joseph Hospital*

In 2005 a lawsuit was brought forth against a New Hampshire community hospital citing that the hospital did not provide appropriate communication access for a patient seeking medical care. Over the next several years, many other New Hampshire hospitals faced the same or similar circumstances. The resulting outcome: nine lawsuits over eight years centered around New Hampshire hospitals being unprepared to appropriately accommodate the communication needs of Deaf patients. While the focus of these lawsuits centered around patients who were Deaf, they revealed an even larger problem: health care systems in New Hampshire were unprepared to meet the needs of a growing diverse patient population. The response to this wave would forever change the landscape of how hospitals across the state provided effective communication access for patients and would change the culture of medical systems in New Hampshire. This workshop will be presented by the individuals brought on to implement change. The presentation will outline the experiences of the hospitals involved; the challenges and triumphs experienced in building a multifaceted, systemic change that would improve patient-centered care, reduce risk, establish community alliances and create a positive cultural shift. Takeaways include insight into the “why” of providing effective communication, practical planning, resources and tools needed, and the importance of community engagement. Appropriate for all levels and experiences.

Innovations in Battling the Opioid Epidemic in the Acute Care Setting: A Multidisciplinary Approach (*Workshop**)



Speakers: **St. Tammany Health System**

Ashley Wilson, *Pharmacy Clinical Coordinator*, **Bert Lindsey**, *Director of Rehab Services and*
Jay Morange, *Director of Outpatient Operations*

Addressing the opioid epidemic in the United States has forced consideration of unique - and often - paradigm-shifting alternatives. The greatest innovations often are championed best by those communities most affected by the crisis. St Tammany Health System (STHS) was compelled to paint outside the lines in the quest to reduce the impact on our patients, hospital and community.

Utilizing a true multi-disciplinary approach, STHS identified and implemented several alternative strategies. Project goals were to educate and analyze data relating to current prescribing patterns, enhance the electronic health record, and treat pain using non-pharmacological modalities. New innovative treatment techniques such as dry needling and kinesiotaping were integrated with conventional modalities including electrical stimulation, thermo and cryotherapies. STHS continued the journey by exploring Musculoskeletal Ultrasound (MSKUS) as a diagnostic modality. MSKUS provides real time data on musculoskeletal pain, allowing for accelerated and appropriate resolution of symptoms – reducing overall opioid exposure. Though initially designed to assist the opioid-tolerant patient, physicians utilized this program to promote reduced opioid exposure from Emergency Department (ED) admission until discharge. This session will provide the framework to replicate this new way of thinking in any acute care/ED setting.

TUESDAY, MARCH 8

3:30 - 5:00PM SESSIONS CONTINUED

Innovation and Inclusion: Using Experience Based Co-Design to Improve Healthcare Delivery (Workshop*)



Speakers: **Foundation for Healthy Communities**

Tanya Lord, *Director of Patient and Family Engagement* and **Carrie McFadden**, *Project Coordinator*

Have you ever been to the DMV and thought: “Who designed this Process!?”

The answer is likely to be “Not anyone who needed a license or to register a car!”

Is healthcare designed for the patients or for the clinicians and staff? Who should be designing or redesigning healthcare and who should benefit from the design? If your answer to both these questions is “Everyone!” then we would like to invite you to join us!

We will be sharing an innovative method, Experience Based Co-Design, that includes all healthcare voices, the staff, clinicians, patients and families. Participants will be provided tools they can use to design and implement an EBCD project. EBCD can address challenging topics such as substance use treatment, LGBTQ accessible health care and care for vulnerable populations. It is through this type of engagement that organizations can find opportunities for improvement that have a much greater chance of success while minimizing expenditures of resources. Join our session and let’s discuss how each of us can create a healthcare system designed by everybody!

WEDNESDAY, MARCH 9

7:15 - 7:45AM

FRED Talk: Now That I Know



Speaker: **Rhonda Fischer**, *Trauma Nurse Manager, Providence Hood River Memorial Hospital*

Now that I know that my father didn’t have to die, I would have done things differently. Now that I know that patients and their families have a voice, that listening to their voice could save a life, I would have raised my own much sooner. Now that I know that my concerns count - as a daughter, not just as a nurse, I would have refused to be silenced or ignored. Now that I know...

Twenty-eight years ago, at the age of 58, my father died due to a series of medical errors. He succumbed after a two year unexpected journey of falling through the cracks with no one digging deeper or listening to our family’s increasing concern. We went to extreme measures in search of advocacy and answers, and my father’s story ends where it should have began – with a healthcare team that engaged and empowered our family to be part of his journey. Our voice had finally been heard, but it was too little, too late, and he was gone in a matter of a few short months once this unseen enemy was identified.

Now that I know that partnership can save a life, I will fight for patients and families to have a place at the table when it comes to their care. Now that I know that losing a loved one to medical error simply because we refuse to listen is a senseless tragedy, I will advocate for every voice. Now that you know the difference that collaboration can make, will you act in courage to include? We must partner to prevail... now that we know.

WEDNESDAY, MARCH 9

8:00 - 10:00AM

Communication and Managing Conflict in Healthcare

› Speaker: **Sanne Henninger**, *Director of Patient Experience, Duke Health*

Conflict in Healthcare is common, difficult to manage and a threat to safety culture. In today's session you will have the opportunity to learn and apply a new way of evaluating safety culture and conflict for the most difficult relationship scenarios. You will leave with tip sheets and a completed action plan for building safety culture in your work area. You will learn framework for individual and team improvement using Emotional Intelligence. The framework for team improvement will use selected TeamSTEPPS® tools from the original program and others I have added in my published version for strengthening teams. We will review some common scenarios and you will have the opportunity to discuss your scenario with others and develop an action plan. I look forward to seeing you there.

Processing the Trauma of the Pandemic and Finding Opportunities for Post-traumatic Growth

› Speakers:
Liz Ferron, *Physician Practice Lead, VITAL WorkLife* and **Gaurava Agarwal**, *Associate Professor and Director of Medical Student Education, Northwestern Medicine Feinberg School of Medicine*

The COVID-19 pandemic has been traumatic for many healthcare clinicians. It is critical for healthcare and frontline leaders to conceptualize the pandemic as a traumatic event and recognize their critical role in managing the aftermath. In this session, attendees will gain a better understanding of the traumatic nature of the pandemic, the impact of trauma on individuals and organizations, how to foster post-traumatic growth coming out of the pandemic and build trust with your clinicians. We will share how one leading healthcare organization is addressing these issues and best practices and insights gained from our work with 40+ other healthcare systems across the country.

Age-Friendly Models of Care: Advancing Quality, Equity & Outcomes

› Speakers:
Brynn Bowman, *CEO, Center to Advance Palliative Care*, **Ula Hwang**, *Professor and Vice Chair for Research in the Department of Emergency Medicine, Yale School of Medicine*, **Marcus Escobedo**, *VP of Communications & Senior Program Officer, The John A. Hartford Foundation*, **Courtney Collins**, *Assistant Professor of Surgery at Ohio State University*, and **Linda DeCherrie**, *Professor, Mount Sinai*

In this interactive session, participants will learn how the age-friendly interventions and interdisciplinary care team structures in Hospital at Home, Palliative Care, Geriatric Emergency Department and Geriatric Surgery programs can improve outcomes for older people with complex needs. Designed for specific settings or patient populations, these age-friendly programs deliver care focused on what matters most to older patients and their families. They all promote the reliable use of evidence-based practices that lead to reduced harms and improved quality, outcomes and satisfaction of both patients and clinicians. Presenters will discuss the value of each type of program, the essential elements for getting started, how to develop interdisciplinary teams for each, and successes and challenges from diverse hospital settings. Presenters will also discuss how these programs align with the Age-Friendly Health Systems movement, which is rapidly spreading evidence-based care of older adults through the 4Ms Framework – What Matters, Medication, Mentation and Mobility. Breakout sessions will allow participants to have facilitated discussions on each of the four programs.

WEDNESDAY, MARCH 9

8:00 - 10:00AM SESSIONS CONTINUED

Beyond the Basics: Bringing TeamSTEPPS® Principles to Life for Nursing Students (Workshop*)

Speakers: **Brigham Young University**

Stacie Hunsaker, Associate Teaching Professor, **Michael Thomas**, Associate Teaching Professor and **Natasha Withers**, Nursing Student

The presenters will detail strategies they have utilized to incorporate TeamSTEPPS® into an undergraduate nursing program. Information will include faculty training, engaging administration, involving students, and developing an implementation plan. The blended, peer teaching model utilized to teach students TeamSTEPPS® will be described. Participants will learn a method of creating and using online learning modules to help teach students TeamSTEPPS®. Undergraduate nursing students (teaching assistants) will present their roles and training methods.

Additionally, the presenters will share the processes they utilized to implement a uniform hand-off procedure during patient care simulations and clinical settings. Specific tools were developed and implemented to ensure clear and consistent teaching, including a simulation observation form incorporating TeamSTEPPS® language, a standardized hand-off tool, and a reflective writing assignment used as part of the hospital setting. Additionally, the TeamSTEPPS® principles of team structure, communication, leadership, situation monitoring, and mutual support were incorporated into the outcomes of the undergraduate curriculum.

Solving Leadership Challenges using the Baldrige Criteria (Workshop*)

Speakers: **GBMC HealthCare**

John Chessare, President and CEO and **Carolyn Candiello**, Vice President for Quality & Patient Safety

GBMC Healthcare has used the Baldrige Framework for nearly ten years to design and implement integrated systematic approaches to organizational leadership. It has achieved results aligned with its Four Aims of Better Health, Better Care, Least Waste and More Joy. In 2020, GBMC was recognized for this work and attained the nation's highest award for quality, the Baldrige Award. The Framework has been used world-wide by thousands of organizations. This session is designed to advance interdisciplinary professional practice by teaching sustainable system level quality leadership methods. Challenges to the implementation of the criteria will be discussed along with solutions. Through interactive discussion, GBMC will share stories to provide participants with examples of how they have used these methods. Leaders will share tools to begin applying these methods.

WEDNESDAY, MARCH 9

10:30AM - 12:00PM

Keynote: Designing How We Will Advance Care



Speakers: **Do Tank**

Matt Kelly, *Partner & Business Designer* and **Marc McLaughlin**, *CEO & Business Designer*



The closing keynote will be lively and interactive. Referencing the 'AHA Moment!' insights journal that you received on Day One, we will reflect on key things that were learned during the conference. Each attendee will then go on a journey to design their own roadmap for advancing care at their home organization. We will ask attendees to identify a challenge that they would like to work on – please think about what that might be before you arrive; it could be clinical, community based, a new innovation....anything that inspires you.

After a brief conversation with others at your table, you will use human-centered design techniques to sketch out the challenge you identified, the people who will be involved, and the critical next steps that you will take when you return home.

The presenters from Do Tank will guide you through your own individual design template, sharing proven techniques for testing new ideas and gaining buy-in from colleagues. Please come prepared to work closely with other attendees and to dive deep into a challenge that is meaningful to you.

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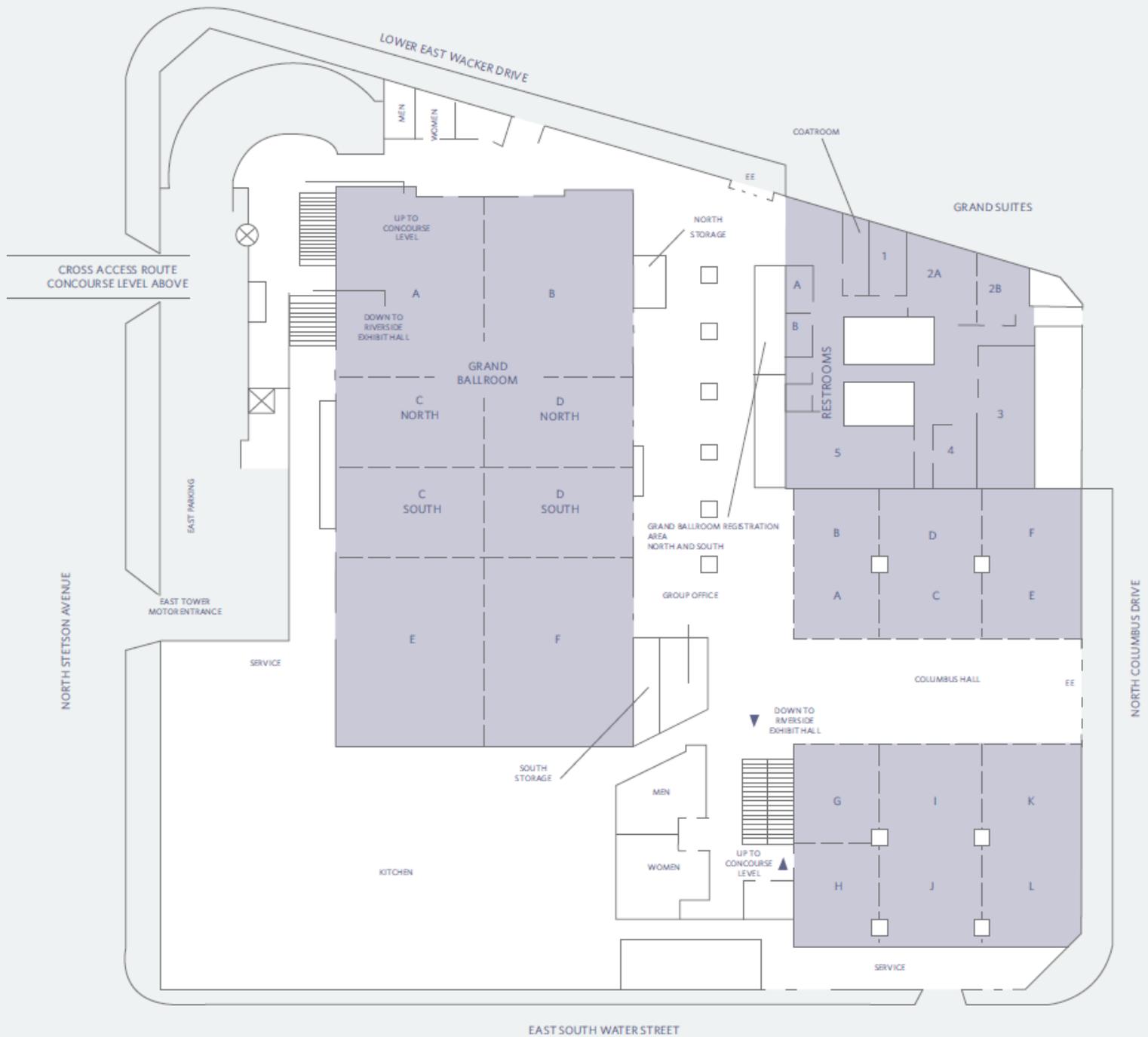
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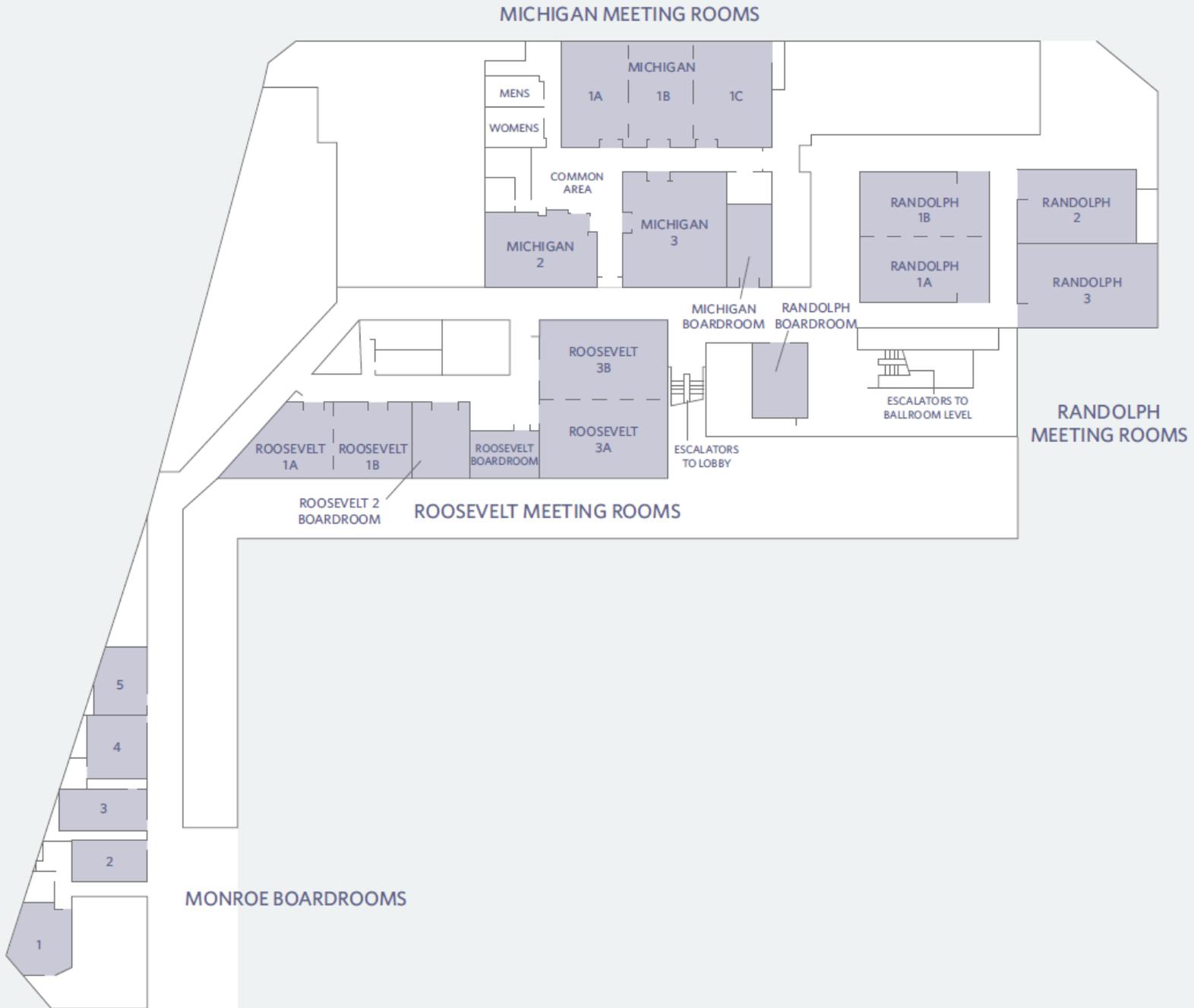
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