

2023 ORH Hospital Quality Workshop

May 15-17, 2023

Seaside Civic and Convention Center | Seaside, OR

AGENDA

MONDAY, MAY 15, 2023

4:00 – 5:30 Welcome Reception - Social Hour

Join your peers and friends from rural hospitals and get acquainted over treats and beverages in the Pacific Room.

TUESDAY, MAY 16, 2023

8:00 – 8:30 Check-in Desk Open

Breakfast served and coffee/tea provided.

8:30 – 8:35 Welcome

Stacie Rothwell, Field Services Program Manager, Oregon Office of Rural Health

8:35 - 9:35 Getting to Know the New Basics in Health Care Quality

Susan Runyan, Runyan Health Care Quality Consulting

How will you maintain program integrity and continuity in the “new normal” when the public health emergency ends in May? Staff shortages, newer staff with less experience, travelers, and more are creating challenges to answering this question. This interactive discussion will provide tips to get back to the “new” basics in a post-pandemic life.

9:35 - 10:35 Strengthening Relationships Between Hospital and Community to Reduce Hospitalization Utilization

Seema Rathor, Senior Practice Facilitator, Comagine Health

Hospitals are working to reduce hospital utilization through internal quality improvement efforts. However, a well-developed network of community-based resources can effectively address patients' clinical and non-clinical needs. Learn how a community-based approach can help address barriers by building partnerships with community service providers to facilitate the transition of patients back into the community and ensure continuity of care for patients following hospitalization. This is especially important for hospitals that aim to support vulnerable populations.

10:35 - 10:45 BREAK

10:45 - 11:45 Integrating Patient and Worker Safety in Critical Access Hospitals: A Need in the Pandemic Aftermath

David Hurtado, ScD, MSc, Assistant Professor, Oregon Institute of Occupational Health Sciences, Oregon Health & Science University, OHSU-PSU School of Public Health

Critical access hospitals (CAHs) need to revitalize their safety efforts in the wake of the COVID-19 pandemic. Renewed safety efforts must address long-standing and emerging issues with depleted resources and a demoralized workforce. One promising response to this challenge is addressing problems that intersect worker and patient safety. This

presentation will provide an overview of the safety situation for CAHs in the pandemic aftermath and will present an example of a program that was effective in reducing patient-assist injuries—an area that integrates patient and worker safety. We will discuss the principles that explain effectiveness with their implications for research and practice.

11:45 - 12:45 NETWORKING LUNCH

12:45 - 2:00 Overview of CMS Quality Programs and Initiatives

Cecile Greenway, Rural Health Coordinator and Provider Outreach Lead for the Seattle Regional Office for the Centers for Medicare & Medicaid (CMS)

CMS will discuss the end of the COVID-19 public health emergency (PHE) and the status of the flexibilities that were created to help address the needs of hospitals, including critical access hospitals, as a consequence of the worldwide pandemic. CMS will also provide an overview of the Conditions of Participation and the survey expectations now that the PHE is ending and will discuss quality reporting programs focused on rural hospital, including health equity, Social Drivers of Health (SHOD).

2:00 - 2:10 BREAK

2:10 - 3:10 Infection Prevention Staff at Your CAH

Roza Tammer, MPH, CIC, Infection Prevention & Control Epidemiologist, OHA, Public Health Division, Acute & Communicable Disease Prevention, Healthcare-Associated Infections Program

Impacts of the shortage of experienced infection prevention staff on critical access hospitals have included high turnover, high variability in duties between facilities and health systems, and the need to fill vacancies on an interim basis. The Oregon Health Authority's Healthcare-Associated Infections (HAI) Program liaises between the state Public Health Division and health care settings statewide and offers resources for quality and infection prevention staff. Learn a brief history of the development of infection prevention programs as well as state-level HAI programs, an overview of the broad scope of work – and essential responsibilities – of an infection preventionist, and linkages with the OHA HAI Program and other public health resources for building infection prevention and control capacity.

3:10 - 4:45 Heartbeats Behind the Headlines: Data Storytelling 101

Susan Runyan, Runyan Health Care Quality Consulting and Doug Morse, former rural hospital CEO and author of "You Got This: How to Make Big Decisions at Small Hospitals"

This session will illustrate the power of storytelling to move people to action. Presenters will demonstrate how to tell compelling stories backed up by data in a rural hospital setting.

4:45 Adjourn Day One – Enjoy Seaside This Evening!

WEDNESDAY, MAY 17, 2023

8:00 - 8:30 BREAKFAST

8:30 - 9:45 Stop, Collaborate, and Listen: Leveraging Partnerships for Quality Improvement
Panel Session moderated by: Natalia Martinez-Paz and Zahra Escobar of The Center for Stewardship in Medicine (CSiM) at the University of Washington. Panelists: TBD
Three rural hospitals will discuss the power of working collaboratively, both within and outside of the Center for Stewardship in Medicine framework. We'll get into specifics about leveraging resources to help with patient care and quality improvement work.

9:45 - 10:30 Building a Quality Program and Patient Care and Safety Structure
Terri Brandt-Correia, CNO, Becky Sanders, RN, Quality and Risk Manager and Debbie Gorst, Quality Assistant, Coquille Valley Hospital
Learn how the quality team at Coquille Valley Hospital is building their quality program from the ground up. Learn about struggles and achievements, how "The Culture of Safety, Just Culture" played a role in their wins and the vital role the leadership plays in quality. The team will also share their story of developing a patient care and safety committee.

10:30 - 10:45 BREAK

10:45 - 11:30 Improving the Timeliness of Stroke Care through Lean Process Improvement
Theresa Via, Director of Quality Resources, Samaritan North Lincoln Hospital
In 2022 SNLH identified that their CAH was not providing stroke care that was consistent in meeting both quality and timeliness standards as defined by AHA GWTG. They were too often falling out of best practice for time to CT, time to CT interpretation and time to thrombolytic. Based on hospital data, a decision was made to form a Lean Six Sigma team to improve the timeliness of stroke care. This presentation will show how SNLH utilized Lean Six Sigma tools to make significant improvements in processes to consistently achieve the AHA GWTG stroke targets.

11:30 - 12:30 You Got This! How to Make Big Decisions at Small Hospitals
Doug Morse, former rural hospital CEO, consultant and author
This engaging presentation takes participants on a journey of dead ends, discovery and hidden gifts. Following a surprise physician resignation, a rural hospital obstetrics service is at risk. After a series of disappointments trying to find a solution alone, a hospital CEO learns new ways to include others and ask questions which leads to deeper understanding. The result: strong community support for a challenging decision. Attendees will leave energized by the gifts that come from empowering teams to make the right decision the right way.

12:30 - 12:35 CLOSING REMARKS | ADJOURN