

2009 Annual Conference and
Membership Meeting

**Quality in Texas:
The Stars Among Us**

October 15-16, 2009



**Texas Association For
Healthcare Quality**

Radisson Austin North
6000 Middle Fiskville Road
Austin, Texas 78752

Who Should Attend?

Healthcare professionals responsible for quality management and/or organizational improvement in acute care, managed care, home/hospice care, long term care, and behavioral health, including healthcare administrators, risk managers, case managers, nurse leaders, health information professionals, consultants, UR professionals, compliance officers, medical staff leaders, and performance improvement professionals.

Continuing Education Credit

TAHQ will award up to 9.5 nursing contact hours for successful completion of these educational activities. Texas Association for Healthcare Quality is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This activity meets Type I criteria for mandatory continuing education requirements toward relicensure as established by the Board of Nurse Examiners for the State of Texas.

General Education Conference

CNE: 6.25 contact hours (FULL DAY)

Post Conference Workshops

CNE: 3.75 contact hours

Hotel Information

Hotel Accommodations and all conference activities are at the Radisson Austin North Hotel, 6000 Middle Fiskville Road, Austin, Texas. Conference attendees can enjoy a single rate of \$119.00 per night per room. Please call (512) 451-5757 and ask for the Texas Association for Healthcare Quality group rate. Reservations must be made on or before September 23, 2009 to receive this special rate.

Membership Information

Interested in becoming a member? TAHQ membership fees are \$50.00 per calendar year and applications are available on the TAHQ website at www.txquality.org or by emailing kim.sprattley@txquality.org. Please mail in your membership application with your conference registration form to receive the member registration price.

Contact Information

If you have any questions please contact the TAHQ office or Sandra Fly:

TAHQ Office

877-756-4400 Toll Free

kim.sprattley@txquality.org

Sandra Fly

Education Chair

sandra.fly@stdavids.com

Day One

Thursday, October 15, 2009

All Day Conference

B= basic, I=intermediate, A=advanced

7:15 am Registration, Continental Breakfast, Meet and Greet New Members

8:15 am Welcome and Announcements

Robert Stakem, President

Texas Association for Healthcare Quality

8:30 am Turbo-Changing Quality 2009

A discussion of how the interaction of data transparency, evidence-based medicine, and pay for performance is moving the quality agenda ahead faster than ever before. You will receive examples of how public data is effecting outcomes throughout the country, who uses the data and what is publicly available. You will learn the increasing role of pay for performance and hospital-acquired conditions and how to prosper in this environment.

Steve Berkowitz, MD, St. David's Healthcare Partnership

9:45-10:00 am Morning Break

Don't forget to visit the vendors during breaks and lunch!

10:00-11:45am Morning Breakout Sessions

B: *Quality101*

This beginner session will teach you how to implement the elements and various tools of a performance improvement program in an effort to reduce stress.

Laura Weber, RN, BSN, MBA, Director of Quality Management, Medical City Dallas Hospital

I: *ISO 9001*

In this session, you will learn the process, benefits, and required documented procedures needed to implement ISO 9001 within your healthcare organization.

Jennifer Fondon, RN, BSN, MHA, CPHQ, Lead Surveyor, DNV Healthcare, Inc.

A: *CMS and Joint Commission*

The advanced session will run through the survey process including the documents that must be produced during a survey regarding; Patient Rights Standards, medical records services, UR requirement, home health and LTC facilities, and dietary services.

Peter Rossa, BSN, RN, CPHQ, MA, MS, PhD, COO/Survey Consultant, Rossa, Rossa & Associates

Margherita Labson, RN, MS, Joint Commission Executive Director for Home Health

DAY ONE CONTINUED

11:45 am Lunch/TAHQ Membership Meeting

TAHQ Annual Report

Robert Stakem, TAHQ President

NAHQ Update

Linda Scribner, NAHQ Representative

1:00-2:00 pm Afternoon Breakout Sessions

B: CPHQ (overview, intro, applicability)

This session will assess the value of CPHQ certification as it relates to your professional goals. It will also describe the process for obtaining CPHQ certification.

Jack Peterson, MS, FAAMA, CPHQ, President, J Peterson and Associates

I: FMEA

This intermediate session will not only increase your knowledge of the concepts involved in failure modes effect analysis, it will relate the reporting requirements and techniques needed for a successful FMEA projects.

Donna Rossa, RNCNA, MBA, PhD, CEO/Survey Consultant, Rossa, Rossa & Associates

A: (RAC) Recovery Audit Contractors

In this session you will identify the steps and best practices your organization should take in preparation of RAC program initiation.

Sue Forrest, BSN, RN, Case Management Director, St. David's Healthcare Partnership

2:00-2:30 pm Afternoon Break

2:30 pm The Challenge of Engaging Physicians in Healthcare Quality: A Physicians Perspective

What does physician engagement really mean? The presentation will offer a physicians perspective in getting physicians involved, engaged and "on board" with healthcare quality initiatives.

Kathleen V. Butler, MD, FAAP, MBA, CMQ, CPHQ, Lone Star Circle of Care

3:30 pm Utilizing FPPE and OPPE Effectively

Many hospitals are struggling to design, implement, and effectively utilize FPPE and OPPE in the facility. This presentation will present ways that have been successfully utilized by hospitals to complete the requirements of these standards in an effective and usable fashion.

Susan Mellott, PhD, RN, CPHQ, FNAHQ, CEO/Healthcare Consultant, Mellott and Associates

4:30 pm Closing Remarks and Evaluation

Deborah Flores, President Elect

Texas Association for Healthcare Quality

TAHQ reserves the right to substitute faculty or to rearrange the program due to unforeseen circumstances.

Day Two

Friday, October 16, 2009 Post Conference

B= basic, I=intermediate, A=advanced

7:30 am Registration

8:00-10:00 am Post Conference Sessions Interactive and Hands On

B: *Determining Key Quality Measures for your Department*

In this beginner session, participants will learn how to identify the key measures (indicators) for a clinical department or nursing unit in any care setting.

Leigh Humphrey, LMSW, MBA, Supervisor/Quality Management, Medical City Dallas Hospital

I: *Peer Review*

Participants will not only be able to define the Joint Commission's standards on peer review but have a discussion on the pitfalls and legal problems surrounding peer review. You will be educated on effective peer review processes and the Joint Commission's leadership standards regarding disruptive behavior. You will also learn new, innovative approaches to peer review.

Dave Morehead, MD, Healthcare Performance Improvement

A: *RCA*

Participants will accurately learn how to conduct/facilitate a root cause analysis with required elements. You will also learn to complete the follow-up once the analysis is complete.

Craig Clapper, Senior Partner and COO, Healthcare Performance Improvement

10:00-10:30 am Break

10:30 am-12:00 pm Post Conference Sessions Continue

12:00 pm Post Conference Closure and Evaluation

Sandra Fly, Education Chair

Texas Association for Healthcare Quality

New This Year!

Online Conference Registration Available!

Check out our newly upgraded website and register for this year's conference. We now accept credit card payments online. You will get an instant confirmation and receipt when you use our online system. Visit our website at www.txquality.org.

Group Discount Available for Registration!

For groups of two or more registering from the same facility, a \$25 discount will be applied to the registration fee. The groups are asked to send in their registrations together to receive the discounted price.

Registration Form

Please complete the first 3 lines as you would like the information to appear on your name badge.

Name & Credentials: _____

Title: _____

Organization: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Home Phone: () _____ Work Phone: () _____ Fax: () _____

E-nail (so that we may confirm your registration) _____

Member of TAHQ ____ Yes ____ No Special ADA or Dietary Needs _____

____ I consent to release my information in order to compile an attendee list

Please check which breakout sessions or postconference session you will be attending (refer to agenda):

October 15th Morning Breakout

October 15th Afternoon Breakout

October 16th Postconference Session

____ Quality 101

____ CPHQ

____ Determining Key Quality Measures

____ ISO 9001

____ FMEA

____ Peer Review

____ CMS and Joint Commission

____ Recovery Audit Contractors

____ RCA

Registration Fees are due by October 5, 2009

Registration is not complete without payment.

<u>Early Bird Registration</u>	
<u>Post Marked on or before 9/16/09</u>	
TAHQ Member	Price
Conference (Thursday All Day) Only	\$200.00
Conference and Postconference (Thursday and Friday)	\$275.00
Postconference (Friday) Only	\$75.00
Group Registration Discount	Subtract \$25 from listed price
Non-TAHQ Members	Add \$50 to listed price
For Registration Post-Marked After 9/16/2009	
TAHQ Members	Add \$50 to listed price
Non-TAHQ Members	Add \$100 to listed price

Tax ID: 42-1537244

If Paying by Check, mail application and check to: TAHQ, P.O. Box 852789, Mesquite, TX 75185

If paying by Visa, Mastercard or American Express, mail application to address listed above with credit card information, fax to (972) 285-0357, or call 1 (877) 756-4400 to process payment by phone.

Amount: \$ _____ Circle One: Visa MasterCard American Express

Card Number: _____

Card Expires: _____/_____/_____ Print card holder's name as it appears on the card: _____

Signature: _____

Cancellation Policy: All cancellations must be in writing. A \$25 processing fee will be charged for all cancellations. Attendee substitutions can be made at any time. No refunds will be made on cancellations postmarked after September 30, 2009.

Vendor & Sponsorship

You are cordially invited to join us and exhibit your products and services. We have designed many opportunities for you and our membership to interact throughout the conference, including breakfast, lunch, coffee and snack breaks. Our fee is \$425.00 (fee is based on a 1-day conference and a half day postconference), which includes a six-foot skirted table with setup at 6:00 a.m. on October 15th and take-down at the close of the day's activities on October 16th. In addition, if you are interested, we would appreciate additional support in the way of hosting a break, breakfast, or luncheon on the day of the conference. Other types of sponsorship are outlined in the vendor application.

If you have no questions and would like to sign up, please complete the vendor application found at www.txquality.org, attach payment, and mail to the TAHQ Executive Office.

Kim Sprattley
Executive Administrator
Texas Association for Healthcare Quality
P.O. Box 852789

TAHQ at a Glance

TAHQ Mission:

TAHQ promotes excellence and professionalism in healthcare through advancement of theory, policy and practice and quality.

TAHQ Vision:

TAHQ will be universally recognized as the leading resource for quality professionals and the essential connection for leadership, excellence and innovation in healthcare quality in Texas

Storyboard Submission

Last years storyboard submissions were a success! Does your organization have an improvement story to share? We are very interested in hearing about your most recent quality improvement projects. Storyboards are ideal for presenting completed projects, work-in-progress, late-breaking results or for introducing the audience to new projects, and initiatives. Storyboards are intended to provide participants with the ability to connect with each other and to engage in discussions about the work. Please consider submitting a Storyboard at this years annual conference!

Process for TAHQ Storyboard Submission/Presentation

Deadline for Submission: September 11, 2009

Organize your abstract in the following format:

- Background
- Methods
- Results
- Conclusions

The title should contain your Name, Storyboard Title, Authors.

Please email an abstract (maximum of 500 words, 12 point font) to: kim.sprattley@txquality.org

The Education Committee will review your submission and notify you 1 month prior to the posting event.

Presenters are encouraged to provide handouts and business cards for attendees.

If you encounter any problems, please contact:

Sandra Fly
TAHQ Education Chair
sandra.fly@stdavids.com