North Texas Association for Healthcare Quality (NTAHQ)
2009 Annual Conference

Through a generous grant from
TMF—Health Quality Institute AND Edwards Lifesciences

Presents
“Improving and Sustaining a Culture of Patient Safety and Quality Outcomes in Healthcare”

“Texas Healthcare organizations continue to operate in a demanding environment. As a leader in healthcare, it is important that you stay informed about issues facing our industry. Patient safety and positive patient outcomes continue to be an issue despite the recent focus on creating a culture of patient safety and regulatory requirements focusing on outcomes. The annual NTAHQ conference provides information on cutting edge improvement strategies and tools to take back to your organization. Register today for this timely conference, which features noted experts on patient safety and outcomes as well as physicians who have worked directly with healthcare organizations that have implemented strategies to change the culture of patient safety and improve patient outcomes”.

November 13, 2009
Las Colinas Country Club
4400 N. O’Connor Blvd.
Irving, TX 75062

For more information contact:
Sherri Timms (stimms@thcs.org) Phone: 903-416-5112
Sandra Jones (sjones@thcs.org) Phone: 903-416-4132
Who Should Attend

Healthcare professionals responsible for Patient Safety in acute care, managed care, home/hospice care, long term care, and behavioral health, including:

- The Registered Nurse, CEOs, CNOs, COOs, CMOs and CFOs, Patient Safety Officers, Quality and Risk Management Leaders are invited
- Professionals, Consultants, UR Professionals, Compliance Officers, Medical Staff Leaders and
- Quality Management and Performance Improvement Professionals

Continuing Education Credits Sponsored By:

Texoma Medical Center (TMC) is accredited by the Texas Medical Association (TMA) to sponsor continuing medical education for physicians. TMC designated this education activity for a maximum of 6.25 AMA PRA Category 1 Credits™

TMC 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 contact hours for mandatory continuing education requirements toward relicensure as established by the Board of Nurse Examiners for the State of Texas.

Texoma Medical Center (TMC) will award 6.25 nursing contact hours for successful completion. Successful completion requires attendance at the activity in its entirety and completion of the evaluation tool.

Hotel Information
Omni Mandalay (972) 869-5525
Four Seasons Resort (972) 717-2500
Courtyard Marriott (972) 510-2089
Marriott Las Colinas (972) 831-0000
Fairfield Marriott (972) 550-8800
Staybridge Suites (972) 465-9400
Holiday Inn Select (972) 929-8181
Wyndham Garden (972) 650-5917
Homewood Suites (972) 556-0665

Be sure to mention that the event is at Las Colinas Country Club for any discounts.

Vendors & Sponsorships
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 $500.00 (fee is based on a 1-day conference), which includes a six-foot skirted table with setup at 7:30a.m. on November 13th and take-down at the close of the day’s activities at 4:30p.m. Other types of sponsorship are outlined in the vendor application.

If you would like to sign up, please request a vendor application by e-mailing Sandra Jones, Past President at sjones@thcs.org.

General Information
Valet parking will be available at no cost

Membership Information
Interested in becoming a NTAHQ member? NTAHQ membership fees are $15.00 per calendar year. You may join NTAHQ and attend the conference at a discounted price. Please check the box to join NTAHQ and attend the conference on your Registration Form. Information on NTAHQ may also be obtained from Denice Nowlin at dnowlin@thcs.org.
Our Speakers

Key Note Speaker—Sorrel King was a young mother of four when her eighteen-month-old daughter was badly burned by a faulty water heater in the family’s new home. Taken to the world-renowned Johns Hopkins Hospital, Josie made a remarkable recovery. But as she was preparing to leave, the hospital’s system of communication broke down and Josie was given a fatal shot of methadone, sending her into cardiac arrest. Within forty-eight hours, the King family went from planning a homecoming to planning a funeral. Mrs. King is a patient-safety advocate and cofounder of the Josie King Foundation, a not-for-profit organization aimed at increasing patient safety and eliminating medical errors. She lives with her husband and their children in Baltimore, Maryland.

Carl E. Couch, MD, MMM, FAAFP is a board certified Family Physician, an AOA graduate of the University of Florida medical school. He completed his clinical training at Parkland hospital in Dallas, and holds a Masters in Medical Management from Tulane University in New Orleans. He is the founder of Family Medical Center at Garland, Texas. Dr. Couch served as Chairman of the Board of HealthTexas from 1994 until July 2007, and is presently serving as Senior Consultant for Clinical Excellence. Under his leadership, HealthTexas grew to almost 500 employed physicians (75% primary care, 25% specialty care). HealthTexas has demonstrated nationally recognized clinical quality performance and serves as a cornerstone of Baylor's Clinical Transformation initiative. Dr. Couch has served since 2003 as a founder and director of ABC Baylor, the Baylor Health Care Systems 6-day course on clinical quality improvement, which has graduated 850 physician, nursing, and administrative leaders in the past three years.

Scott Simmons, BA is a Managing Partner for the Healthcare Division of The Gallup Organization. He is also the corporate officer responsible for overseeing the successful completion of consulting work for his healthcare clients. Prior to joining Gallup in 2003, he served for six years as a director in a 350-bed healthcare facility where he was responsible for leading all employee satisfaction and quality improvement initiatives for more than 1,000 employees. His consulting work is focused on performance management strategies that directly improve the financial and patient health outcomes for his clients. He develops cost-rewarding solutions in support of employee, patient, and physician engagement, as well as a host of other solutions that directly benefit clients and ensures that his clients maximize their human capital, facilities, and marketing strategies. The hallmark of Simmons’ consulting engagements is a clear focus on achieving bottom-line results. He leads large and complex consulting engagements and has an extensive background in all aspects of client relations and troubleshooting.

Emanuel Rivers, MD, MPH, IOM is Vice Chairman and Director of Research for the Department of Emergency Medicine. He is a Senior Staff Attending Physician in the Surgical Critical Care Unit and the Emergency Department at Henry Ford Hospital in Detroit, Michigan. He received his Bachelors of Science, Masters of Public Health, and Doctorate in Medicine from the University of Michigan in Ann Arbor, Michigan. He completed a residency in emergency and internal medicine at Henry Ford Hospital, Detroit, Michigan, followed by a fellowship in critical care medicine at the University of Pittsburgh, PA. He is Board certified in Critical Care Medicine, Emergency Medicine and Internal Medicine.

Dr. Rivers is a fellow and national research award recipient from the American College of Emergency Physicians (2005), Society of Academic Emergency Medicine (2000), and American College of Chest Physicians (2000). He is also a fellow of the American Academy of Emergency Medicine, American College of Chest Physicians and long standing member of the Society of Critical Care Medicine. He has been recently inducted into the Institute of Medicine, National Academy of Sciences in 2005. He was voted on of the Top Docs in the city of Detroit for the years 2006-2009.

His interests include the examination and treatment of critical illness or the critically ill in the earliest stages of hospital presentation, which includes the Emergency Department and Intensive Care Unit. Diseases, which are included in this area, are patients presenting with shock of all kinds (septic or severe infection, trauma or hemorrhage, heart attacks, blood clots to the lung and other shock states such as cardiac arrest), as an expert in shock and sepsis in particular.

Pat Posa, RN, BSN, MSA has held various roles in health care in her 30 years of practice including critical care staff nurse, manager, educator, and director of nursing and administrator of an outpatient multispecialty/primary care clinic. Excellence in clinical practice is her passion and she has been involved in many programs with that aim, including most recently the statewide Keystone ICU patient safety initiative. She is currently a member of the Technical Expert Panel for an AHRQ/HRET project to implement this patient safety program in 10 additional states over the next 3 years. Pat has published many articles in both clinical and quality journals. Pat lectures extensively nationally on various critical care and quality topics. Pat received her BSN from Wayne State University in Detroit Michigan and her masters in healthcare administration from Central Michigan University. Pat is currently a Special Projects Coordinator for St. Joseph Mercy Health System in Ann Arbor Michigan working on the Keystone ICU program and other patient safety initiatives.

An expert consultant from Courtemanche & Associates, a Joint Commission and regulatory compliance consulting firm, will deliver a presentation on the latest changes and best practices for compliance with the National Patient Safety Goals. Learn practical tips for improving patient safety, meeting the requirements and learning how The Joint Commission's new criticality scoring process relates to the NPSGs.
Program Schedule

0730-0830
Registration
Continental Breakfast Served

0830-0930
Keynote Speaker: Sorrell King, Josie King Foundation
“A Mother’s Journey: Family-Centered Improvements in Patient Safety”
Objectives: Recognize characteristics of an effective patient-family health care provider relationship. Discuss patient and family activated rapid response teams. Patients educated on what is an appropriate call. Rapid response team independent from patient’s team. Describe methods that can be used to facilitate effective communication between patients and providers. Care Journal, Communication skill development, Teamwork, Maryland Disclosure Program. Discuss an adverse event that could be prevented by effective communication between patients, families and providers. DO listen to patients’ and their families’ concerns; a loved one can be particularly attuned to changes in condition. DO communicate changes in the medical plan to all members of the medical team and family.

0930-1030
Carl Couch, MD, MMM, FAAFP, Baylor Healthcare System
“Healthcare Quality—Before, During, and After Healthcare Reform”
Objectives: The attendee will understand healthcare improvement imperatives that will be applicable in any Reform scenario. The attendee will also understand how healthcare organizations must structure quality improvement to be competitive and successful in all possible Reform scenarios.

1030-1100
Networking and Book Signing

1100-1200
Scott Simmons, BA, Management Partner, Gallup
“HCAHPS: Fostering a Culture of Service Excellence, Employee Engagement and Tactics to Improve Patient and Family Satisfaction”
Objectives: Participants will gain an understanding of employee and patient engagement concepts and drivers. Participants will learn practical steps toward leveraging Employee Engagement to drive Patient Engagement and HCAHPS. Participants will be gain an understanding of proposed CMS patient survey initiatives.

1200-1300
Lunch with Book Signing

1300-1400
Emmanuel Rivers, MD, MPH, IOM, Wayne State University, Henry Ford Hospital
“The State of Adoption of Early Goal-Directed Therapy / Sepsis—Saving Lives”
Objectives: Relevant early pathogenic mechanisms of sepsis. The early presentation of sepsis and the tools that aid in early detection and diagnosis. The fundamental issues regarding the need for early intervention of all therapies—early goal-directed therapy: fluids, vasopressors, inotropes; antibiotic administration; source control; steroids, recombinant activated protein C and glucose control.

1400-1415
Networking and Book Signing

1415-1515
Emmanuel Rivers, MD, MPH, IOM, Wayne State University, Henry Ford Hospital
“Implementing a Sepsis Program / Barriers”
Objectives: Case examples: Converting knowledge to practice. The importance of these interventions and how to adopt them at your institution. A review of the current literature of how effective ED sepsis management changes outcome and decreases healthcare costs and length of stay. The future of sepsis management.

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-Mail (to confirm your registration)

Member of NTAHQ _____Yes _____No

___ I do not wish to have my name and contact information included in the attendee list.

Registration Fees are due by November 5, 2009.
Registration is not complete without payment.

Tax ID: 20-3418760
Payment accepted by Check Only
Mail application and check to:
NTAHQ, P.O. Box 1574, Denison, TX 75020

Amount Enclosed: $__________

Cancellation Policy: All cancellations must be in writing. A $20 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 October 30, 2009.

NTAHQ Member Price
$50  □ Attend Conference, NTAHQ Member

Join NTAHQ and Attend Conference Price
$65  □ Attend Conference, Join NTAHQ

Non-NTAHQ Members
$100  □ Attend Conference

NTAHQ is a growing association, focusing on promoting excellence and professionalism in healthcare through the advancement of theory, policy, and practice of quality.