How to Turn Data into Meaningful Action

SCHA William L. Yates Conference Center
June 5, 2015 | 8:45 am – 3:45 pm

target audience
Quality/Performance Improvement professionals
Case Managers
Physician leaders
Physician office managers and Quality staff

Nurses
Patient safety officers
Compliance officers

objectives
- Describe the necessary components for successful change management
- Apply techniques for working with improvement teams
- Describe the Model for Improvement
- Utilize tools and diagrams to help organize information and project
- List the types of quality improvement measures
- Evaluate data in Pareto, run and control charts

Interactive activities will be conducted so participants will have the opportunity to use their skills in groups to achieve the following objectives:
- Understand and interpret data and processes
- Develop QI strategies based on data and best practices to meet the need of your facility
- Analyze data and track progress of interventions to determine effectiveness
agenda

8:45-9:00 am  
Registration

9:00-9:10 am  
Welcome and Introductory Comments  
Anne Brittain, PhD, CPHQ| Performance Improvement Project Manager | Palmetto Health, and President, SCAHQ

9:10-10:30 am  
Performance Improvement Methodology Part I  
Anne Brittain, PhD, CPHQ| Performance Improvement Project Manager | Palmetto Health, and President, SCAHQ  
Heather Mann, MSPH, CPHQ| Director of Corporate Quality and Infection Control | Palmetto Health

10:30-10:45 am  
Break

10:45-12 noon  
Performance Improvement Methodology Part II  
Anne Brittain, PhD, CPHQ| Performance Improvement Project Manager | Palmetto Health, and President, SCAHQ  
Heather Mann, MSPH, CPHQ| Director of Corporate Quality and Infection Control | Palmetto Health

12 noon-12:30 pm  
Lunch

12:30-2:00 pm  
Using PI Tools to Turn Readmissions Data into Meaningful Action  
Aunyika Moonan, PhD, CPHQ| Director, Quality Measurement | SCHA  
Laura Cole, RN, MSN, CPHQ| Manager, Care Transitions | SCHA  
Heather Jones, PTA, MHA, CPHQ| Care Improvement Specialist | CCME

2:00-2:15 pm  
Break

2:15-3:30 pm  
Using Data to Drive Decisions  
Moderator: Indun Whetsell, MSN, CPHQ | Director, Quality Management | Regional Medical Center  
Beverly Griffith | Manager of Enterprise Analytics | Self Regional  
Suzanne Wilson, RN, MBA, ACM| Director of Medical Resource Management | AnMed Health  
Juana S. Slade, CDM, CCF| Director of Diversity and Language Services | AnMed Health  
Theresa Trivette, MSN, RN | AVP, Office of Transformation | Tidelands Health

3:30-3:45 pm  
Closing Comments & Adjourn  
Anne Brittain, PhD, CPHQ| Performance Improvement Project Manager | Palmetto Health, and President, SCAHQ

Mark Your Calendars for future 2015 Meeting Dates  
August 14, 2015: quarterly SC AHQ meeting at SCHA  
November 6, 2015: SC AHQ /SC ASHRM Joint Fall Conference at SCHA
general information

location
SCHA William L. Yates Conference Center
1000 Center Point Road
Columbia, South Carolina 29210
www.scha.org

register online!
SCHA offers online registration for this meeting. To register online, visit the SCHA web calendar, www.scha.org/calendar, select this meeting, and click "Register Online". A registration and payment confirmation will be emailed directly to you once you complete the registration process.

registration and fees
The early registration fee expires 5 business days prior to the meeting. A late registration fee will be charged for registrations received after the early registration deadline. Online registration will close May 29 (5 business days prior to the meeting.) Persons wishing to register after that time must complete a hardcopy of the registration form and fax to 803.772.7477.

continuing education
ACHE Qualified Education
SCHA is authorized to award 5.0 pre-approved ACHE Qualified Education credit (non-ACHE) for this program toward advancement, or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting an application to the American College of Healthcare Executives for advancement or recertification.

Continuing Nursing Education
The South Carolina Hospital Association is an approved provider of continuing nursing education by the South Carolina Nurses Association, an accredited provider by the American Nurses Credentialing Center’s Commission on Accreditation.

CPHQ Education
This program has been approved for a total of TBD contact hours of continuing education credit towards Certified Professional in Healthcare Quality Management (CPHQ) renewal.

Participants who attend the entire program and complete an evaluation will earn 5.0 contact hours.

substitution/refund/cancellation
Any registrant who cannot attend may send a substitute from the same organization by resubmitting an updated registration form to SCHA with the name of the substitute. Notify SCHA of the substitution via fax to (803) 772-7477. The registration fee (less $25 processing fee) is refundable if SCHA is notified of cancellation no later than May 29. No refunds issued past this date. No refunds issued for no-shows.

special dietary needs
If you have any special dietary needs, please contact Educational Services at (803) 744-3529.

special note for the disabled
The South Carolina Hospital Association wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act, please write or call Educational Services at (803) 744-3529.
**speaker presentations/handouts available online only**

As a part of SCHA’s “Going Green” effort, all speaker presentations and handouts for this event will be posted on the SCHA web site. You can view the handouts before or after the event. *Please Note: paper copies of these handouts will NOT be available onsite at this education event.* You will be notified via e-mail when the handouts are available online, with a direct link to access the files. The files will be posted when available and remain for 14 days after the event.

**work to be fit**

SCHA is committed to providing a safe and healthy work environment for its employees and guests, compliant with our “Work to be Fit” wellness program. Therefore, policies and standards for tobacco, nutrition, and physical activity have been implemented to support such a culture.

**Tobacco** - SCHA encourages tobacco free people and places so tobacco use is prohibited at SCHA events and on SCHA grounds.

**Nutrition** - SCHA provides a healthy food environment where the healthy choice is the easy choice. Healthy menu items that comply with the healthy food nutrition criteria will be available at each meal service. Please note, sugar sweetened beverages do not comply with the nutrition criteria and will not be readily available.

**Physical Activity** - SCHA encourages the use of scheduled breaks for physical activity (stretching, walking, etc) to help maintain optimal health. A paved community walking trail is available adjacent to SCHA grounds.
registration form

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online registration
You can register and pay for this meeting online at www.scha.org/calendar. Online registration closes on May 29, 2015. After May 29, a faxed registration will still be accepted.

please print
Name ____________________________________________________________
Title _________________________________Hospital ____________________________
Address___________________________________________________________
City State Zip_______________________________________________________
Phone_______________________________ Email __________________________

fees
☐ $25 registration fee SCAHQ members
☐ $40 registration fee for non-SCAHQ members
☐ $35 late registration fee SCAHQ members, after May 29.
☐ $50 late registration fee for non-SCAHQ members, after May 29

payment options
Online registration is available for this meeting at www.scha.org/calendar
If not registering online, a copy of the registration form MUST BE FAXED to SCHA at (803) 772-7477.

☐ CHECK
Enclosed is a check in the amount of $____________
Checks should be made payable to SCHA and returned with a copy of the registration form by May 29.

SCHA | Education Services | 1000 Center Point Road
Columbia, SC 29210 | F (803) 772-7477

DEADLINE FOR REGISTRATION: Registration received after May 29 are considered late and subject to late registration fee listed above. Any registrations received after this date will NOT receive a confirmation prior to the meeting. All walk up registrants are required to pay the late registration fee and payment must be collected onsite.

SUBSTITUTION/REFUND/CANCELLATION: Any registrant who cannot attend may send a substitute from the same organization by resubmitting an updated registration form to SCHA with the name of the substitute. Notify SCHA of the substitution via fax to (803) 772-7477. The registration fee (less $25 processing fee) is refundable if SCHA is notified of cancellation no later than May 29.