

IHC Annual Forum

Innovation Born from Disruption

July 13 - 15, 2021



IHC Annual Forum

Innovation Born from Disruption

About



OVERVIEW

Convening providers and community stakeholders to work toward the common goal of exceptional healthcare in Iowa and across the nation.



TARGET AUDIENCE

The Annual Forum sessions will benefit physicians, CEOs, CFOs, senior administrators, nurses, quality assurance professionals, trustees/board members, clinic managers, infection control professionals, hospital pharmacy directors, clinical pharmacists and other healthcare personnel.



REGISTRATION

There is no registration fee to attend the Annual Forum. Please click the link below to register for each day of the event.

Register online at <https://www.ihconline.org/education/annual-forum>.
(Link)



| Quotes from Past IHC Annual Forum Attendees

“Excellent conference. Motivating, uplifting, energizing in the focus of person-centered care and deepening our relationships.”

-anonymous

“I was very impressed with everyone's willingness to share their stories, ideas and answer questions along the way. It was nice to get ideas and also to realize we are on the right track!”

-anonymous

“The best ever IHC meeting, outstanding keynote speakers, and great breakout sessions”

-anonymous



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Agenda

Tuesday, July 13 | Integrated Delivery Systems

9:00 AM - 9:20 AM (CDT)

Welcome and Introduction

Tom Evans MD, President and CEO, Iowa Healthcare Collaborative, Des Moines

9:20 AM - 10:30 AM (CDT)

Emerging Stronger: Choosing Quality

Kedar Mate, MD, President and CEO, Institute for Healthcare Improvement

The COVID-19 pandemic presents new challenges and new opportunities for those engaged with healthcare quality, patient safety and clinical reliability. In this session, Kedar Mate will consider how COVID has affected our understanding of quality, how it has led to a culture of innovation and what new ideas we may wish to preserve in our systems that will shape health system transitions in the post-pandemic future.

Objectives:

- + Review challenges and opportunities presented by the COVID-19 pandemic in the healthcare field.
- + Identify five key innovations for a different system of the future.
- + Describe how QI can help in equity.

10:30 AM - 10:45 AM (CDT)

Break

10:45 AM - 11:45 AM (CDT)

Finding our Yellow Brick Road

Katelyn Thompson, DO, Medical Director, UnityPoint Health Berryhill Center, Fort Dodge

Telemedicine was widely used in behavioral health prior to the pandemic. The ease of several restrictions has allowed for innovative means to reach patients, especially in rural locations. This session will explore the changing perceptions of telemedicine and opportunities for the future.

Objectives:

- + Review possible reasons for disruption of telemedicine.
- + Propose future solutions to broaden the use of telemedicine.

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Wednesday, July 14 | Stakeholder Engagement

9:00 AM - 9:15 AM (CDT)

Welcome and Introduction

Today if you are in healthcare you have to know how to innovate and be ready to lead and participate fully with other stakeholders in providing care and supporting population health. Disruptive forces ... such as the pandemic, the opioid crisis, poor use of medications, disparities in outcomes, ... are causing rapid and evolutionary changes in healthcare. We are moving to integrated delivery systems tailored to population groups and managed for exceptional outcome and financial results. Tom Evans will describe how we can work together at the state and community level to make that happen. He will introduce the “Yes And Leadership” team to share a proven set of mindsets and methods that we can use to move forward together, fast.

Objectives:

- + Create movement among participants toward a community of practice pursuing innovation in local healthcare service delivery.

9:15 AM - 10:30 AM (CDT)

Intervening in the Current Drift - to Achieve Innovation Through Partnerships, Abundance and Results

Dennis Wagner, MPA, Principal and Managing Director, Yes and Leadership, Alexandria, VA and John Chessare MD, MPH, President and CEO, Greater Baltimore Medical Center Health System, Baltimore, MD
Innovation is a way to achieve meaningful results in organizations and communities. Innovation flows from leadership bold aims and succeeds by applying clear methods for sustaining resilience and generating abundance with partners.

Dennis Wagner of “Yes And Leadership” and John Chessare MD, President and CEO of Greater Baltimore Medical Center (GBMC), describe their individual and shared experiences in stepping into challenging situations to set bold new directions. Wagner shares a set of powerful methods for sustaining resilience and working with other stakeholders to bring greater abundance into our work and life. Resilience uses purpose and partners to overcome the inevitable breakdowns that leadership efforts encounter. Dr. Chessare describes the GBMC community board and stakeholder experience that produced a powerful new organizational vision, and that ultimately led to achieving the prestigious national 2020 Malcolm Baldrige Award.

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Agenda (Continued)

Wednesday, July 14 | Stakeholder Engagement (Continued)

9:15 AM - 10:30 AM (CDT)

Intervening in the Current Drift - to Achieve Innovation Through Partnerships, Abundance and Results (continued)

Objectives:

- + Discover how bold aims and proven methods can propel uplifting individual growth, teaming with others, resilience and results.
- + Show how innovation can have a community hospital and health system achieve greater provider satisfaction and population health results.
- + Use a set of methods for sustaining resilience in ourselves and others, while engaging community stakeholders in innovation.

10:30 AM - 10:45 AM (CDT)

Break

10:45 AM - 12:15 PM (CDT)

Accelerate Teaming, Stakeholder Engagement and Results through the Language of Leadership

Panel with Zandra Glenn, PharmD, RPh, Independent Consultant, Tallahassee, FL and Dennis Wagner, MPA, Principal and Managing Director, Yes and Leadership, Alexandria, VA

Facilitator: John Scanlon, PhD, Executive Architect

Engage and learn with a panel of leaders from several high performing, local, community-based healthcare providers. Surface specific healthcare, community engagement and leadership practices that are able to accelerate innovation. Learn the Leadership Speech Acts that enable you to spread and scale innovation. Leadership Speech Acts are contrasted with the corresponding deadly non-leadership speech acts and presented as tools to be immediately applied and shared with others.

The team from “Yes And Leadership” will facilitate an all-teach, all-learn work session. Participants will experiment with how they and others can incorporate powerful leadership methods into their innovation game plans.

Objectives:

- + Discover powerful examples of community and stakeholder engagement and results from peers.
- + Define a commitment to use and test these leadership methods as members of “a community of practice pursuing innovation in local healthcare service delivery.”

Agenda (Continued)

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Thursday, July 15 | Opioids

9:00 AM - 9:15 AM (CDT)

Welcome and Introduction

Jennifer Brockman, MHA, BSN, RN, Chief Clinical Program Officer, Iowa Healthcare Collaborative, Des Moines

9:15 AM - 10:15 AM (CDT)

Medication for Addiction Treatment: If Not Now, When?

Don Stader, MD, FACEP, Emergency Physician, Opioid Expert, Film Producer and Innovator, Golden, CO

Overdose and opioid use disorder represent a clear and present public health emergency. Despite the availability of effective, approved medications for nearly 50 years the treatment system remains underdeveloped. This session will investigate the reason behind the slow adoption of treatments for OUD, investigate the compelling evidence for implementing treatment with Methadone, Buprenorphine and Naltrexone and discuss how hospitals and clinicians can implement MAT for the benefit of patients and communities.

Objectives:

- + Describe the current American opioid epidemic and the urgent need to implement addiction treatment in hospitals and medical practices.
- + Explain how to better understand and treat Opioid Use Disorders (Addiction).
- + Discuss ways to apply MAT in practices and the benefits.

10:15 AM - 10:30 AM (CDT)

Break

10:30 AM - 11:15 AM (CDT)

Engaging and Supporting Patients in Their Opioid Care Plans

Pat Merryweather-Arges, Executive Director, Project Patient Care, Chicago, IL

The COVID-19 pandemic has spurred increases in usage of Telehealth for routine and urgent visits resulting in decreased cancellations and no-shows. Whether in-person or through Telehealth, learn how motivational interviewing has helped clinicians and patients with opioid use disorders achieve first or next steps in a care plan.

Agenda (Continued)

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Thursday, July 15 | Opioids (Continued)

10:30 AM - 11:15 AM (CDT)

Engaging and Supporting Patients in Their Opioid Care Plans (Continued)

Objectives:

- + Outline the value of meeting patients where they are at physically and with their care plans.
- + Explain how telehealth can be implemented with patients with opioid usage disorder.
- + Demonstrate how motivational interviewing can be successfully initiated with patients with opioid use disorder.
- + Construct a comprehensive approach for follow up to needs identified in Motivational Interviewing.

11:15 AM - 11:30 AM (CDT)

Break

11:30 AM - 12:15 PM (CDT)

The Clinical Pharmacist Role in Substance Use Disorder Management in a Primary Care Clinic

Brianna McQuade, PharmD, BCACP, MHPE, Clinical Pharmacist, Mile Square Health Center and Clinical Assistant Professor, University of Illinois at Chicago, College of Pharmacy, Chicago, IL

In this session, Brianna McQuade will discuss the clinical pharmacist role within the interprofessional team approach to managing patients with substance use disorder. She will provide a background on pharmacist education, explain her specific position as a pharmacist working with patients with substance use disorders and complex medical histories, review patient cases highlighting her contributions, and provide recommendations for health systems to integrate pharmacists in their practices.

Objectives:

- + Describe pharmacist training, expertise and skills that make them valuable members of the healthcare team.
- + Explain the pharmacist role managing patients with substance use disorder.
- + Review options for integrating pharmacists within the healthcare team.

12:15 PM - 12:25 PM (CDT)

Leaving in Action, Working Together

Tom Evans, MD, President and CEO, Iowa Healthcare Collaborative, Des Moines

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Details



Location

This is a virtual event that will be run through Zoom.



Notes

All presentations for this event occur in Central Daylight Time (CDT).



Videos

Registration and participation in the IHC Annual Forum constitute an agreement by the registrant to IHC's use and distribution (now and in the future) of the registrant or attendee's image or voice in photographs, video, electronic reproductions and audio recordings of such events and activities.



Handout Information

This is a paperless conference. You will be notified via email when the handouts are available online, with a direct link to access the files.



Registration/Cancellation/Refund Policy

- + Cancellations and substitutions welcome anytime. All cancellations and substitution requests must be sent to Norma Haskins at haskinsn@ihconline.org (e-mail).
- + IHC reserves the right to cancel the Annual Forum due to insufficient enrollment, in which case pre-registered participants will be notified.



Continued Education

Iowa Nursing Contact Hours

2.1 nursing contact hours will be awarded on July 13, 3.0 nursing contact hours on July 14 and 2.5 nursing contact hours on July 15 for this Virtual Conference by Iowa Hospital Association, Iowa Board of Nursing Provider No. 4. Iowa nursing contact hours will not be issued unless your Iowa license number was provided at registration. For nursing contact hours to be offered, you must log in individually, your webinar sign-in and sign-out times will be verified. Partial credit for individual sessions will not be granted. Attendees outside Iowa should check with their state Board of Nursing for nursing continuing education requirements.

Certificate of Attendance

Continuing Education Certificates for proof of attendance will be available for the Annual Forum. Some national, state and local licensing boards and professional organizations will grant continuing education credits for attendance when you submit the course outline and your certificate of attendance. IHC recommends keeping a copy of the onsite agenda and that you contact your own board or certification organization to find out what is required.

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Speakers

Jennifer Brockman, MHA, BSN, RN, Chief Clinical Program Officer, Iowa Healthcare Collaborative, Des Moines

Jennifer Brockman is chief clinical program officer at Iowa Healthcare Collaborative. She has 20 years of clinical nursing experience including acute and long-term care, quality management and infection prevention. She received a bachelor's degree in science and nursing from the University of Iowa and a master's degree in healthcare administration from Walden University. Brockman has developed and led multistate healthcare improvement initiatives, engaging and supporting healthcare organizations and providers, to achieve large scale positive results through continuous quality improvement and process implementation.

John Chessare, MD, MPH, President and CEO, Greater Baltimore Medical Center Health System, Baltimore, MD

John Chessare, MD, is president and CEO of Greater Baltimore Medical Center Health System. Dr. Chessare is a pediatrician, hospital executive and a national expert and leader in quality improvement and hospital flow. He led his organization in achieving the Malcolm Baldrige Award, one of only five organizations nationally to achieve this distinction in 2020.

Tom Evans, MD, President and CEO, Iowa Healthcare Collaborative, Des Moines

Tom Evans, MD, has been president and CEO of the Iowa Healthcare Collaborative (IHC) since 2005. Dr. Evans received bachelor and master degrees from Drake University. He received his medical degree from the University of Iowa and completed his family medicine residency at Broadlawns Medical Center. He practiced family medicine for 13 years before serving as chief medical officer for the Iowa Health System. Dr. Evans has served as president of both the Iowa Medical Society and the Iowa Academy of Family Physicians. He has also served on the delegations for the American Medical Association (AMA) and the American Academy of Family Physicians (AAFP). Dr. Evans is a faculty member with the Institute for Healthcare Improvement, the College of Medicine at Des Moines University and the College of Public Health at the University of Iowa. He serves on the Board of Trustees for Bethel University in St. Paul, Minnesota.

Zandra Glenn, PharmD, RPh, Independent Consultant, Tallahassee, FL

Zandra Glenn, PharmD, is a talented clinical pharmacist and national quality improvement leader who has worked with thousands of clinicians, executives and others to provide servant leadership and support to communities of practice in clinical pharmacy, hospital patient safety, practice transformation and more. She has led several initiatives, most recently, the Medication Management and Opioids Initiatives, and works to systematically integrate comprehensive medication management as a critical component of the healthcare delivery system.

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Speakers (Continued)

Kedar Mate, MD, President and CEO, Institute for Healthcare Improvement

Kedar Mate, MD, is the president and chief executive officer at the Institute for Healthcare Improvement (IHI), president of the Lucian Leape Institute and a member of the faculty at Weill Cornell Medical College. Dr. Mate's scholarly work has focused on health system design, healthcare quality, strategies for achieving large-scale change and approaches to improving value. Previously Dr. Mate worked at Partners In Health, the World Health Organization, Brigham and Women's Hospital, and served as IHI's chief innovation and education officer. Dr. Mate has published numerous peer-reviewed articles, book chapters and white papers and has received multiple honors including serving as a Soros Fellow, Fulbright Specialist, Zetema Panelist and an Aspen Institute Health Innovators Fellow. He graduated from Brown University with a degree in American History and from Harvard Medical School with a medical degree. You can follow him on twitter at @KedarMate.

Brianna M. McQuade, PharmD, BCACP, MHPE, Clinical Pharmacist, Mile Square Health Center and Clinical Assistant Professor, University of Illinois at Chicago, College of Pharmacy, Chicago, IL

Brianna M. McQuade, PharmD, is a clinical assistant professor of pharmacy practice at the University of Illinois at Chicago College of Pharmacy (UIC COP) and a clinical pharmacist at the University of Illinois Hospital and Health Sciences System (UI Health). She maintains a practice site within a family medicine clinic at Mile Square Health Center, a Federally Qualified Health Center located in Chicago, IL. Dr. McQuade specializes in primary care pharmacotherapy for complex underserved populations, including patients with severe mental health and substance use disorder.

Pat Merryweather-Arges, Executive Director, Project Patient Care, Chicago, IL

Pat Merryweather-Arges serves as the executive director of project patient care bringing the voice of patients, residents, families and caregivers to policy and performance improvement initiatives. She has served as an executive director of a three-state QIO and senior vice president with the Illinois Hospital Association. Merryweather-Arges serves on the IHC Board of Directors and state, national and international healthcare, quality and safety boards and committees. She also is a child life volunteer at a children's hospital for the past 28 years.

John Scanlon, PhD, Executive Architect

John Scanlon, PhD, is an executive architect who has teamed with leaders and executives throughout the nation for nearly 30 years to develop and implement a powerful "Signature Style" of management and leadership. These mindsets and methods have helped colleagues in hundreds of organizations generate results that matter.

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Speakers (Continued)

Don Stader, MD, FACEP, Emergency Physician, Opioid Expert, Film Producer and Innovator, Golden, CO

Don Stader is a board-certified emergency and addiction medicine physician, innovator and entrepreneur. He practices at Swedish Medical Center and Craig Memorial Hospital in Colorado. Through his consulting group Stader Opioid Consultants LLC (www.staderopioidconsultants.com), he provides consulting services for quality improvement organizations, hospitals, governmental agencies, nonprofits and other organizations looking to improve pain control, opioid stewardship and treatment of Opioid Use Disorders. Stader holds a medical degree with honors from Baylor College of Medicine, where he was an Albert Schweitzer Fellow and attended emergency medicine residency at Carolinas Medical Center. He is the former president of Colorado ACEP and the Emergency Medicine Resident's Association (EMRA). He is the founder and chair emeritus of The Emergency Medical Minute which provides free online emergency medical education. In addition to medicine, he co-founded and works as a film producer for Triage Films LLC and was the creative force behind the Emmy winning documentary 24|7|365 - The Evolution of Emergency Medicine and producer of Palliative and Dying in Your Mothers Arms, an award-winning documentary on end-of-life care in the pediatric population.

Katelyn Thompson, DO, Medical Director, UnityPoint Health Berryhill Center, Fort Dodge

Katelyn Thompson, DO, is a proud lowan who grew up in Webster City. She attended medical school at Des Moines University and completed a residency in psychiatry at Creighton University/ University of Nebraska Medical Center in Omaha. Dr. Thompson is board certified by the American Board of Psychiatry and Neurology. She serves as the medical director of UnityPoint Health Berryhill Center, a Certified Community Behavioral Health Clinic in Fort Dodge. As a passionate educator, she serves as a teaching attending for the Broadlawns/UnityPoint Health Psychiatry Residency and Des Moines University third year medical students.

Dennis Wagner, MPA, Principal and Managing Director, Yes and Leadership, Alexandria, VA

Dennis Wagner is a national and international leader in quality improvement, hospital patient safety, organ donation and transplantation, social marketing and the environment. He and teams that he has led have supported large public and private sector communities of practice in achieving unprecedented improvements and results. Wagner believes in committing to and achieving bold goals in work and in life.

