Minnesota Hospital Association and Stratis Health
Hospital Quality and Patient Safety Learning Network Day

Mall of America Parkview Conference Facilities
May 22, 2017 9:00 a.m. - 4:00 p.m.

Objectives:
- Identify strategies that will positively impact your organization’s interdisciplinary teamwork and resiliency
- Explore creative ways to work with community partners to improve patient outcomes and reduce readmissions
- Understand the Quality Payment Program and discover potential opportunities for cross-setting quality improvement

Agenda

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| 9:00 a.m. | Welcome and Introduction  
  • Jennifer Lundblad, PhD, MBA, President & CEO, Stratis Health         |
| 9:15 a.m. | Incorporating Work Place Accountability and High Reliability Outcomes into Just Culture  
  • John Westphal, Chief Advisor, Outcome Engenuity                     |
| 10:15 a.m. | Break                                                                  |
| 10:30 a.m. | Community Paramedicine: Enhancing Care Transitions & Reducing Readmissions  
  • Nicole Barnes, Social Worker Supervisor, Park Nicollet  
  • Jim Flanders, Assistant Chief-EMS and Emergency Management, Minnetonka Fire Department  
  • Tim George, CP, NRP, CEO, Crossroads Paramedic                     |
| 11:30 a.m. | Patient, Customer, Consumer – Health in Transition  
  • Ken Holmen, MD, President & CEO, CentraCare Health  
  • George Morris, MD, Physician Vice President for Performance Excellence, CentraCare Health |
| 12:30 p.m. | Lunch                                                                  |
| 1:15 p.m. | Overview of Minnesota Department of Health’s Law Enforcement and Healthcare Coalition  
  • Jeffrey Ho, MD, Emergency Medicine Physician, Hennepin County Medical Center; Deputy Sheriff, Meeker County Sheriff’s Office  
  • James Steve, Commander, St. Cloud Police Department                |
| 2:15 p.m. | Break                                                                  |
| 2:30 p.m. | Understanding the Quality Payment Program and Opportunities for Alignment with Hospital Quality Improvement  
  • Candy Hanson, BSN, PHN, LHIT-HP, Program Manager, Stratis Health  
  • Sarah Brinkman, MBA, MA, CPHQ, Program Manager, Stratis Health      |
| 3:45 p.m. | Closing Remarks  
  • Tania Daniels, MBA, BASc, Vice President, Quality and Patient Safety, Minnesota Hospital Association |
Presenter Bios

Nicole Barnes, LICSW, CCM is the Social Work Supervisor at Methodist Hospital that has assisted with the development and implementation of the Post Hospital Fire Fighter Visit Program. She has worked for Methodist for 10 years in the Emergency Center, on the acute care floors and leading projects that help the hospital enhance health care by connecting patients and families to the community.

Tania Daniels, MBA, PT, Vice President, Quality and Patient Safety, Minnesota Hospital Association
Ms. Daniels currently is the vice president of quality and patient safety at the Minnesota Hospital Association and leads multiple Federal and State quality improvement projects, including the Partnership for Patients Hospital Improvement Innovation Network and the CMS Systems Improvement Agreement. She earned a master's degree in biomedicine science from St. Cloud State University and an MBA from the University of Minnesota. Daniels has been a strong leader for quality improvement implementation for 17 years to collaboratively improve health care. In 2000, she earned an MBA with a concentration in health care management from the University of St. Thomas. Prior to MHA, Ms. Daniels practiced physical therapy at the University of Minnesota, Fairview.

Sarah Brinkman, MBA, MA, CPHQ, Program Manager, Stratis Health
Sarah Brinkman joined Stratis Health as a program manager in the spring of 2016. She has more than a decade of experience working in health care quality, ranging from the community to the national level. She holds a BA from the University of Minnesota Duluth with majors in women's studies, political science, and international studies, and earned a MA in Management and an MBA from the College of St. Scholastica. As a certified professional in healthcare quality (CPHQ), Sarah provides support to health care providers across the spectrum of care related to quality improvement strategies and principles.

Jim Flanders, Assistant Chief-EMS and Emergency Management, Minnetonka Fire Department
Jim is in his thirty-third year of serving in fire, EMS, and rescue services and is a 25-year Nationally Registered Emergency Medical Technician. Jim is currently the Assistant Chief of Emergency Medical Services and Emergency Management for the Minnetonka Fire Department. Jim is part of the team that forged the partnership between Park Nicollet/Methodist Hospital and three (now five) municipal fire departments to create the Post-Discharge Firefighter Visit Program, and is a member of the Hennepin Technical College Community EMT Advisory Board.

Tim George, CP, NRP, CEO, Crossroads Paramedic
Timothy George is a Nationally Registered Paramedic and Minnesota Licensed Community Paramedic. Tim has served as an EMS provider in Grand Rapids, Minnesota for 39 years, and recently retired from his career position as a community paramedic and Director of Community Health Outreach in that community's EMS system. Tim is the CEO of Crossroads Paramedic Health Services providing consulting and support services, including community paramedic program insight to interested communities.

Candy Hanson, program manager at Stratis Health, is co-developer of the MIPS Estimator Tool. Candy was the program lead for the Physician Quality Reporting System (PQRS) and the Value Based Modifier (VBM) program at Stratis Health and is now the lead for Medicare’s Quality Payment Program. She has over 30 years of experience in health care and over 25 years of experience working in long term post acute care settings and public health. She is a graduate of the Leadership in Health Information Technology for Health Professions program from the University of Minnesota and the Practice Facilitation Certificate program from the State University of New York at Buffalo.

Jeffrey Ho, MD, Hennepin County Medical Center
Dr. Jeffrey Ho is a board-certified emergency medicine physician and is a Fellow of the American College of Emergency Physicians and the American Academy of Emergency Medicine. He practices at Hennepin County Medical Center, an urban Level 1 trauma center in Minneapolis. After completing a residency in emergency medicine in 1995, and a Fellowship in pre-hospital emergency care in 1996, he was awarded a Bush Foundation Medical Fellowship in Law Enforcement in 2003 which allowed him to complete his peace officer standards training. He is a licensed deputy sheriff in Minnesota and currently serves in uniform patrol with the Meeker County Sheriff’s Office.
Dr. Ho has served as a medical director/operator of an urban SWAT team, and is currently medical director for several Minnesota EMS agencies. He holds the academic rank of Professor of Emergency Medicine at the University of Minnesota.

Kenneth Holmen, MD, President/Chief Executive Officer, CentraCare Health
Ken Holmen, MD joined CentraCare Health in 2015 as the President/CEO. Dr. Holmen is responsible for providing leadership and strategic direction of CentraCare Health and its 9,600 employees, for the establishment, maintenance and enhancement of quality health services in accordance with the mission, philosophy, and values of the organization. Dr. Holmen holds an MD degree from the University of Minnesota Medical School and is a Board Certified Anesthesiologist.

Jennifer P. Lundblad, PhD, MBA, President and CEO, Stratis Health
Dr. Lundblad leads Stratis Health, an independent non-profit quality improvement organization based in Bloomington, Minnesota, that leads collaboration and innovation in health care and patient safety. She has an extensive background in leadership, organization development, and program management in both non-profit and education settings.
Jennifer has a BA in speech communication and economics from Macalester College, an MBA in public and non-profit management from Boston University, and a PhD in Education with a focus on organization development from the University of Minnesota.

George Morris, MD, Physician Vice President for Performance Excellence, CentraCare Health
Dr. Morris joined CentraCare Clinic in 2008 as a Family Medicine & Sports Medicine physician. He was named Medical Director of CentraCare Clinic in 2012 and continues to see patients half time. He was named CentraCare Health Physician Vice President for Performance Excellence in 2016. He earned his doctor of medicine from the Medical College of Wisconsin in 2004. George also completed a Family Medicine Residency at the University of Minnesota, Minneapolis, and the Mayo/ St. Cloud Hospital program. He served as a physician in the U.S. Navy for four years, then completed a primary care sports medicine fellowship from the Medical College of Wisconsin in 2004.

James Steve, Commander, St. Cloud Police Department
Commander Steve graduated in 1987 from St. Cloud State University with a BA in Criminal Justice Studies. He began his law enforcement career with the St. Cloud Police Department and worked there for three years. Commander Steve joined the St. Cloud Police Department in 1990 and has held several assignments including Patrol, Community Crime Impact Team, Gang Strike Force Investigator, Patrol Sergeant, Investigative Sergeant, Investigative Lieutenant, and is currently Commander of Operations for the Department. He has been a crisis negotiator on the St. Cloud Police Department's SWAT team since 1996. Commander Steve also is one of St. Cloud Police Department's community active threat trainers. He is past president of both the MN Juvenile Officers Association and the St. Cloud Area Metro Lions.

John Westphal is a Senior Advisor at Outcome Engenuity working in both industry and health care applying the Five Skills and teaching Just Culture Certification Courses. In health care John's work has centered on Just Culture implementations and predictive risk modeling. John's work in predictive risk modeling has employed the ST-PRA methodology for wrong-site surgery, smart pump programming errors, medication dispensing errors, injurious falls, chemotherapy administration errors, mislabeled specimens, and triage errors. John is a Six Sigma Black Belt and holds a BS in Aviation Business Management from Minnesota State University, Mankato.