

Hello everyone,

My name is Billie Delauder, and I would like to formally introduce myself as one of the Quality Process Improvement Specialists here at the Kentucky Hospital Association (KHA). My dedicated focus area will be on the healthcare facilities in the Eastern region of Kentucky, while my colleague, Adam Isaacs is dedicated to the Western regions of the state. As one of the newest members of the KHA Quality Team, I want you to know that I am at your disposal as a committed resource for all your quality and patient safety needs.

One of my first collaborative efforts associated with joining the KHA Quality Team was to attend the following:

I, along with the other four members of the Kentucky Hospital Association (KHA) Quality Team, had the opportunity to take five of Kentucky's Hospital Quality Healthcare Leaders along with us to attend the Institute for Healthcare Improvement (IHI) Forum. The IHI Forum is a four-day conference held in December of 2023. The IHI hosts this event annually and invites Quality/Performance Improvement professionals from all over the world to collaborate and learn about some of healthcare's most challenging topics, with Patient Safety, Health Equity, A.I., and Patient Workflow being only a few examples.

I was partnered with Melanie Garcia, MBA, HACCP-CMS, the Director of Performance Improvement from The Brooks Hospital KMI. Melanie and I branched out so we could get the most out of the conference and attended different sessions with the goal of learning some new key insights or having that "aha!" moment that we could bring back to share with all our Kentucky hospitals.

Even though there were several phenomenal presentations that I attended, one stood out the most for me: **"The Forgotten Aim No Longer-Advancing Equity Through Safety, QI Analytics & Patient Advocacy"**, while Melanie's inspiration was sparked by: **"From Individual Voice to Systems Change: Framework to Address Systems Barriers to Health & Wellbeing"**.

From this, Melanie and I worked together to create a quality information sheet using both presentations as our guides. We hope that you enjoy and learn something new from the attached presentation and that you and your Quality Teams are as inspired by them as we were. If you have any questions or concerns, please feel free to reach out to either of us.