

Kentucky Hospital Association Presents

KHA QUALITY CONFERENCE

March 17-19, 2025

Marriott Lexington Griffin Gate
Golf Resort & Spa
1800 Newtown Pike
Lexington KY 40511



CONFERENCE OVERVIEW: When it comes to providing the highest standard of care for patients and supporting the best possible outcomes for them, our Kentucky hospitals know that it's not luck... it's Quality! During the 2025 KHA Quality Conference, attendees will have the opportunity to draw inspiration and insights from vibrant guest speakers, engaging panelists, and collaborative discussions with other dedicated professionals from hospitals across the Commonwealth.

TARGET AUDIENCE:

CEO, CNO, CMO, quality leader, infection prevention, pharmacist, front-line staff, family engagement team, and other health care providers.

CONTINUING EDUCATION:

The Kentucky Hospital Association is an approved provider of continuing nursing education by the Kentucky Board of Nursing (KBN). KBN approval of a continuing nursing education provider does not constitute endorsement of program content. This educational conference is approved to offer contact hours listed.

- March 17 - Contact Hours: 3.6 – Offering # 5-0023-12-25-034
- March 18 - Contact Hours: 3.6 – Offering # 5-0023-12-25-035
- March 19 - Contact Hours: 1.2 – Offering # 5-0023-12-25-036

To receive credit, participants must attend the full conference day for which they are requesting credit hours, provide their nursing license number, sign the attendance roster, and complete the offering evaluation. Failure to complete any step in the process outlined above will result in non-issuance of CEU credit in accordance with KBN guidelines.

SPECIAL NEEDS:

KHA wishes to take all steps necessary to ensure no individual with a disability is excluded, denied services, segregated, or otherwise treated differently than other individuals because of the absence of auxiliary aids or other services. If you need any such assistance, please contact Kris Allen, kallen@kyha.com, or call 502-426-6220.

FEES AND REGISTRATION

KHA Member – Full Conference	\$250
KHA Non-Member – Full Conference	\$400
KHA Member – Single Day.....	\$150
KHA Non-Member – Single Day.....	\$250

Registration fee includes sessions and meals.
No refunds will be given after March 3, 2025.

Conference Registration Link:

https://kyha.memberclicks.net/2025_qualityconference#!/

ACCOMMODATIONS:

Marriott Lexington Griffin Gate Golf Resort & Spa
1800 Newtown Pike, Lexington KY 40511

Room Rate: \$179/night*

Room block cut off: February 24, 2025

Phone: 1-800-228-9290

Booking Link: <https://www.marriott.com/event-reservations/reservation-link.mi?id=1718645996373&key=GRP&app=resvlink>

**Room rates are subject to a non-commissionable daily resort fee of \$20.00 per room per night.*

FOR MORE INFORMATION:

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QUALITY CONFERENCE AGENDA

Monday, March 17, 2025

9:00 – 9:45 a.m. ET

Breakfast and Registration

9:45 – 10:00 a.m.

Welcome

Melanie Landrum

Senior Vice President of Data, Operations, and Innovation
Kentucky Hospital Association

10:00 – 11:00 a.m. - KEYNOTE PRESENTATION

CMS: Now and Into the Future

Rick Curtis, RN, MS, HACP

Chief Executive Officer

Center for Improvement in Healthcare Quality (CIHQ)

This presentation will address the latest information promulgated by Centers for Medicare and Medicaid Services on the federal survey and certification process with a focus on new standards and regulations, ongoing changes to the survey and certification process, survey challenges, and top deficiencies.

Learning Objectives:

- Identify two new standards and/or regulations promulgated by CMS since 2024
- Discuss the impact of the CMS report to Congress on health care facilities
- Describe three significant challenges hospitals face during a CMS survey

11:00 – 12:00 p.m.

Holding On: Managing Restraints in Our Hospital Settings

Moderator:

Andrea Scott, BSN, RN, CPHQ

Quality Coordinator

Baptist Health Louisville

Panelists:

Nettie Damron, MSN, BSN, HACP-CMS

Dir-Accreditation (Inpatient)

Accreditation & Patient Safety

UK King's Daughters Medical Center

Lisa Hoover, MSN, RN, HACP-CMS

Director of Nursing

Russell County Hospital

Jason Staats

Chief Executive Officer

SUN Behavioral Kentucky

Managing restraints is a serious matter that requires adherence to ethical standards, legal requirements, and institutional policies. This panel will discuss tactics for ensuring documentation and usage standards for restraints

meet those requirements, as well as best practice habits for identifying the appropriate indications for restraints, what alternatives may be utilized in place of restraints, and the impact good stewardship of restraint usage can have on patient outcomes.

Learning Objectives:

- Discuss the different types of restraints
- Explain the indications for restraint use
- Identify alternatives to restraints usage
- Understand the legal and ethical principles to consider with restraint use

12:00 – 1:15 p.m. - LUNCH AND LEARN

Supporting Those Who Support Our Patients: The Phenomenon of Second and Third Victims

Branden Robertson, MPH, NR-P, CPHQ, CPPS, CPHRM

Senior Director of Quality and Patient Safety

Carilion Clinic

The complexities of health care delivery lead to unfortunate medical errors that are known to impact high numbers of patients each year. While most systems have processes in place to manage the patient post-event, few place the same emphasis on the second victims (staff involved in the event), and even fewer have processes in place to support the quality and patient safety professionals who must review and manage these often-difficult cases (the third victims). Supporting staff who support our patients at the front line, and behind the scenes in our quality offices should be non-negotiable.

Learning Objectives:

- Identify second and third victim phenomena
- Build a second and third victim support process
- Identify how to build safety culture by improving support to staff

1:15 – 2:15 p.m.

Poster Presentations

Poster presentations will highlight the quality improvement projects taking place in hospitals across Kentucky to reduce health care deficiencies, advance safety in health care, and improve quality outcomes.

2:15 – 2:30 p.m.

Networking Break with Sponsors

2:30 – 3:30 p.m.

Kentucky Statewide Opioid Stewardship (KYSOS) Bridge Program Panel

Moderator:

Emily Henderson, PharmD, LDE

Pharmacy Consultant KYSOS

Panelists:

Wesley Barnett, MD

Emergency Department Medical Director

Harrison Memorial Hospital

- continued -

Will Caylor

Step Works Recovery Center
Mercy Health – Lourdes Hospital

Nikki Howard

Certified Kentucky Adult Peer Support Specialist
Harrison Memorial Hospital

Rebecca Inman, MSN, RN

Director of Critical and Emergency Services
Mercy Health – Lourdes Hospital

Allison Morrison, BSN, RN

Registered Nurse
Harrison Memorial Hospital

This panel discussion will answer questions about the KYSOS Bridge Program.

Learning Objectives:

- Understand basic tenets of opioid use disorder
- Recognize how the tenets of opioid use disorder relate to the bridge program
- Identify KYSOS role in the emergency department

3:30 – 4:30 p.m.

Poster Presentations

Poster presentations will highlight the quality improvement projects taking place in hospitals across Kentucky to reduce health care deficiencies, advance safety in health care, and improve quality outcomes.

4:30 p.m. - Reception

Sponsored by: Kentucky Health Information Exchange, Kentucky Perinatal Quality Collaborative, and Kynect Resources

Tuesday, March 18

8:00 – 9:00 a.m. - Breakfast and Registration

9:00 – 10:00 a.m. - KEYNOTE PRESENTATION

Oh No! Not More of That Fluffy Stuff!

Rich Bluni, RN

National Speaker, Coach
Huron

When we are feeling stressed and burnt out it's not because we are lacking an "intellectual skill" nor is it because we don't care enough...quite the contrary! Often we start getting burnt out because we care a lot! What if we focused on our stories? Thought about how we "start"? Talked about giving people what they need rather than what we think they need? Does that sound like "Fluffy Stuff"? Good! Because it is! In Rich's presentation, you may see that sometimes all of that "Fluffy Stuff" is exactly what you need.

Learning Objectives:

- Define and describe the power of "why" and our "stories"
- Relate and describe the value of "starting well"

- Explain and discuss the importance of using a specific approach to engagement

10:00 – 11:00 a.m.

Utilizing Lean Methodology to Improve Healthcare Processes

Jessalynn White, PharmD

Director Medication Safety
Norton Healthcare Pharmacy Services

Each day there are processes that are not optimally performed, which creates workarounds and waste. This presentation will cover how to identify a potential process improvement, simple tools to utilize when changing processes, and provide a team activity applying lean methodology.

Learning Objectives:

- Cite the benefits of applying Lean methodology
- List the different types of waste and each step of the 5S system
- Apply Lean methodology concepts to improve a health care process

11:00 – 11:15 a.m.

Networking Break with Sponsors

11:15 – 12:15 p.m.

Poster Presentations

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12:15 – 1:30 p.m. - Networking Lunch

1:30 – 2:30 p.m.

Integrating a Trauma-Informed Approach to Improve Outcomes for Infants with Neonatal Opioid Withdrawal Syndrome and Their Families

Lori Devlin, DO, MHA, MS

Professor of Pediatrics
University of Louisville School of Medicine

When infants are born with Neonatal Opioid Withdrawal Syndrome (NOWS), the impact on the baby's health outcomes as well as the duress that is experienced by their family and caregivers can be significant. In this session, discover an exciting new standard of care that is being initiated in the state of Kentucky which incorporates an evidence-based, trauma-informed approach in providing care to babies with NOWS and ensuring the best possible outcomes for both the infant and their caregivers.

Learning Objectives:

- Discuss how a foundation of trauma-informed care improves outcomes for infants with NOWS and their families
- Discuss the evidence which supports the use of the ESC care approach as a standard approach to care for infants with NOWS

- continued -

Integrating a Trauma-Informed Approach - continued

- Identify plans for dissemination of an evidence-based standard approach to care for infants with NOWS across the state of Kentucky

2:30 – 3:00 p.m. - Networking Break with Sponsors

3:00 – 4:00 p.m.

Poster Presentations

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4:00 – 5:00 p.m.

Seamless Transitions: Enhancing Collaboration Between Acute and Post-Acute Care

Nancy Sehy, BSN, RN, CHPCA

Senior Solution Design Lead
PointClickCare

This session will delve into the critical aspects of care coordination between acute and post-acute settings, aiming to enhance patient outcomes and streamline transitions. The speaker will share experiences and best practices, providing attendees with valuable insights and actionable strategies.

Learning Objectives:

- Learn effective communication strategies to enhance collaboration between acute and post-acute care settings
- Identify best practices in care coordination, highlighting successful models and approaches that improve patient outcomes
- Identify common challenges and barriers in acute and post-acute coordination and explore solutions to overcome these obstacles
- Understand how technology enhances coordination and communication between acute and post-acute care providers

5:00 – 6:30 p.m. - Reception

Sponsored by:

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Wednesday, March 19

8:00 – 9:00 a.m. - Breakfast and Registration

9:00 – 10:00 a.m. - KEYNOTE PRESENTATION

Getting to Goal: Using Motivational Interviewing with Chronic Disease Management

Diane Mickle Gotebiowski, PT, DPT

Vice President of Clinical Services
VivaLynx/EverHome Care Advisors

This presentation will explore the basic principles of motivational interviewing and move quickly to specific tools to use and examples in both clinical-facing and team situations.

Learning Objectives:

- Describe at least four motivational interviewing tools and when they would be most effective

- Recognize and acknowledge barriers to communication and forward movement and modify their approach
- Effectively and quickly engage a patient and together establish SMART goals
- Learn to effectively recognize and respond to resistance
- Recognize and effectively react to change talk

10:00 – 11:00 a.m.

The CHEST of Gold at the End of the Rainbow: The Benefits of Implementing a T-CHEST Program In Your Hospital

Moderator:

Casey Franklin, BSN, RN, CPHQ, WCC, HACP-CMS

Associate Vice President, Quality and Health Professions
Kentucky Hospital Association

Ohio County Healthcare Panelists:

Olivia Burden, BSN, RN, CIC

Clinical Staff Operations Manager

Julie Byrne, RN, a-IPC, HACP-CMS

Manager of Quality, Infection Prevention and Risk Management

Athena Minor, DNP, MSN, RN, CNCO

Chief Nursing Officer

Shellie Shouse, CPA, MBA, FHFMA, FACHE, RHCEOC

Chief Executive Officer

In order to meet the many Infection Prevention standards that are necessary in health care, it is important that every health care worker is empowered to do their part in keeping patients safe. Join this expert panel in discussing the definition of a T-CHEST/CHEST program, the benefits of incorporating a T-CHEST training program into a hospital setting, and what an implementation looked like for Ohio County Healthcare, who has experienced tremendous success with their own T-CHEST program in recent years.

Learning Objectives:

- Define the key elements of a T-CHEST/CHEST program
- Describe what benefits a hospital may experience with the implementation of a T-CHEST program
- Discuss the potential barriers and solutions to creating a rigorous and effective T-CHEST program in a health care setting

11:00 – 11:30 p.m.

Poster Presentations

Poster presentations will highlight the quality improvement projects taking place in hospitals across Kentucky to reduce health care deficiencies, advance safety in health care, and improve quality outcomes.

11:30 – 1:30 p.m.

KHA Quality Awards Lunch

Enjoy a delicious meal with your colleagues as we announce and celebrate the recognition of the year's Best Posters, as well as the awardees of the 2025 KHA Quality Award!