



## Successful Hand-offs for Touchdowns in Transitions of Care

This activity is jointly provided by AXIS Medical Education and the Indiana Hospital Association.

Join us for a collaborative meeting for healthcare providers to discuss how we can improve care transitions.

### Goal

Describe the process of change management for improving care transitions across the healthcare continuum.

### Objectives

- Identify relevant data from patients' and providers' shared stories and experiences
- Describe improvement opportunities from the Transitional Care Management process
- Identify regional opportunities from case presentations
- Outline strategies to engage community healthcare providers in improving care transitions

### 2018 Dates

**April 11**

**April 12**

**May 14**

**May 15**

### Location

**Evansville**

**Indianapolis**

**Ft. Wayne**

**Hammond**

### Who Should Attend

Interested healthcare providers and community members including, but not limited to, primary care managers, physicians, nursing students, medical residents, extended care facilities, hospital quality/care coordinators, nursing managers, home health care, and hospice care providers

### Time

**1:00 p.m. – 5:00 p.m.**

Local Time Zone

### Contact

Ann Hayworth

317-518-0018

[ahayworth@qsource.org](mailto:ahayworth@qsource.org)

### Registration

Register for the meeting at

<https://www.surveymonkey.com/r/HandoffsandTransitionsReg2018>

This activity is jointly provided by the Indiana Hospital Association, Qsource and Purdue Healthcare Advisors.

### Keynote Speaker

Jackie Conrad, RN, BS, MBA, RCC

Jackie is an Improvement Advisor from Cynosure Health, working with the HRET Hospital Improvement and Innovation Network (HIIN). Jackie is a rehabilitation nurse, Leadership Coaching Specialist, registered Corporate Coach and Team STEPPS Master Trainer. She speaks often on clinical harm reduction, integrating change management, quality improvement and leadership topics. She also serves as the HRET HIIN clinical topic lead for falls, pressure injuries, catheter associated urinary infections, and the critical access affinity group. Her experience as a former CNO, Leadership Coach and Rehabilitation Nurse provides great background for her engaging healthcare improvement strategies.

**Due to federal funding, refreshments will not be served.**

## Agenda

- 1:00-1:30 p.m. Registration
- 1:30-1:40 p.m. Welcome/Intro (Becky Hancock)
- 1:40-2:00 p.m. Root Cause Analysis Methods Overview (Ann Hayworth, Tracy Harvey)  
*Describe methods of root cause analysis and interviews for failed transitions in care*
- 2:00-2:20 p.m. Care Transitions' Case Study Analysis (Karin Kennedy, Ann Hayworth, Tracy Harvey)  
*Describe hospital discharge improvement opportunities from case studies with bio-psycho-social context*
- 2:20-2:50 p.m. RCA Themes/Community Consensus/Culture of Safety (Jackie Conrad)  
*Analyze themes in regional transitions and the impact of culture of safety in organizations*
- 2:50-3:00 p.m. Break
- 3:00-3:45 p.m. Transitional Care Management Process (Tara Hatfield, Rose Higazy, Cindy Lee)  
*Identify Transitional Care Management steps for improved care coordination and billing in hospital to outpatient transitions*
- 3:45-4:45 p.m. Science in Small Tests of Change Across Settings (Jackie Conrad)  
*Learn to implement Small Tests of Change processes using data collection, communication and teamwork*
- 4:45-5:00 p.m. Applications: Putting it all together (Jackie Conrad)  
*Describe application of Root Cause Analysis, Transitional Care Management and Small Tests of Change in your work environment*

## Continuing Education Accreditation Statement



In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and Indiana Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME) and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

### Credit Designation for Pharmacists

This knowledge-based activity is approved for 3.0 contact hours of continuing pharmacy education credit JA4008106-9999-18-015-L04-P

### Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 3.0 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

### Social Workers

*This program is Approved by the National Association of Social Workers (Approval # 886749394-1270) for 3 continuing education contact hours.*

### AXIS Contact Information

For information about the accreditation of this program please contact AXIS at [info@axismeded.org](mailto:info@axismeded.org).

### Disclosure of Conflicts of Interest

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of

interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content and appropriateness of patient care recommendations.

The faculty reported the following financial relationship or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

<b>Name of Faculty or Presenter</b>	<b>Reported Financial Relationship</b>
Ann Hayworth	Nothing to disclose
Tracy Harvey	Nothing to disclose
Karin Kennedy	Nothing to disclose
Jackie Conrad	Nothing to disclose
Tara Hatfield	Nothing to disclose
Rose Higazy	Nothing to disclose
Cindy Lee	Nothing to disclose

The planners and managers reported the following financial relationship or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

<b>Name of Planner/Manager</b>	<b>Reported Financial Relationship</b>
Mitzi Daffron	Nothing to disclose
Rebecca Hancock	Nothing to disclose
Dee Morgillo, MEd, MT(ASCP), CHCP	Nothing to disclose
Holly M. Hampe, D.Sc., RN, MHA, MRM	Nothing to disclose

### Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer’s product information and comparison with recommendations of other authorities.

### Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, contact Rebecca Hancock at (317) 423-7799 before the meeting dates.

### Requirements for Credit

- Attend/participate in the educational activity and review all course materials
- Complete the CE Attestation form online by the below expiration dates at 5 p.m. ET. Instructions will be provided. If you do not complete the online process by this date, you will not be able to retrieve a statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print. Pharmacists, your record will be automatically uploaded to CPE Monitor.

Program Date	Portal Expiration Date
4/11/18	5/11/18
4/12/18	5/12/18
5/14/18	6/14/18
5/15/18	6/15/18

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