



2021  
**Quality  
& Patient Safety  
Conference**

*Pre-Conference Workshop*  
*October 13, 2021*

*Conference*  
*October 14, 2021*

Minnesota Masonic Heritage Center  
Bloomington

**LeadingAge**<sup>®</sup>  
Minnesota

**SAFE**  
**Care**

# Quality & Patient Safety Conference



**We invite you to join us for two exciting quality and safety events.**

The **Pre-Conference Workshop: Foundations of Quality Improvement** provides the opportunity to join colleagues in learning and practicing approaches to enhance your quality improvement programs, use data and information to drive decision-making, and develop and implement solutions to address priority issues.

The **Quality & Patient Safety Conference** builds on the quality improvement foundations to address key quality and safety issues that are top of mind for members and to drive safety and continuous improvement.

## SUGGESTED AUDIENCE

The conference and pre-conference workshop have been designed to be of interest to all aging services settings – care centers, assisted living, home and community-based services, and adult day programs.

- LTC administrators
- Campus directors
- Clinical services directors/directors of nursing
- AL managers
- Staff responsible for quality improvement
- Other interested staff

**Register  
for one  
or both  
events.**

## WEDNESDAY, OCTOBER 13

### Pre-Conference Workshop: *Foundations of Quality Improvement*

#### ABOUT THE WORKSHOP

The Pre-Conference Workshop provides the information, resources, and hands-on application of key quality improvement concepts, approaches, and tools to support and strengthen your quality improvement program.

#### WHY YOU SHOULD ATTEND THE WORKSHOP

Having a solid quality improvement program and approach impacts all aspects of your organization from meeting regulatory compliance, reducing costs, and maximizing value-based payments to improving resident satisfaction and care, and staff engagement and retention.

#### LEARNING OBJECTIVES

- Acquire the foundational knowledge necessary to effectively apply quality improvement principles and methods to opportunities for improvement in your organization.
- Participate in case studies and exercises to gain a deeper understanding of the concepts introduced during the workshop and apply that knowledge right away.
- Take home resources and tips to strengthen your organization's quality improvement program.

# WEDNESDAY, OCTOBER 13

## Workshop Schedule

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- 8 a.m. **Registration and Continental Breakfast**
- 8:30 a.m. **Creating a Solid Quality Foundation**
- 9 a.m. **The 5-Step Quality Improvement Process: Identifying the Problem to Be Solved**
- Step 1: Identify Problems/Barriers
    - ❖ Prioritization
  - Step 2: Select Specific Problem
    - ❖ Identifying Contributing Factors and Root Causes – Deep Dive
    - ❖ Identifying Process Gaps (Process Mapping) – Deep Dive
- 10:15 a.m. **Break**
- 10:30 a.m. **The 5-Step Quality Improvement Process: Identifying Strong Solutions**
- Step 3: Brainstorm Solutions
    - ❖ Effective Brainstorming
    - ❖ Strong Solutions
  - Step 4: Select One Solution
    - ❖ Prioritizing Solutions
    - ❖ Creating a Project Plan
  - Step 5: Testing Your Solutions
    - ❖ PDSA Cycles
    - ❖ Implementing Your Plan
- 11:30 a.m. **Lunch**
- 12:30 p.m. **Understanding, Sharing, and Using Data to Drive Decision-Making**
- 1:30 p.m. **Break**
- 1:45 p.m. **Applying Your Data Knowledge to Case Studies**
- 2:15 p.m. **Summary and Wrap-Up**
- 2:30 p.m. **Optional Session: Understanding Nursing Home Specific Measures and Reports**
- 3:30 p.m. **Adjourn**

## WORKSHOP FACULTY

Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul; Sandy Delgehausen, Regional Director of Clinical Support/Metrics, Cassia, Edina; Paula Newinski, RN-BC, NE-BC, Quality Director, Minnesota Department of Veterans Affairs, Minneapolis; and Cyndi Siders, RN, MSN, DFASHRM, CPHRM, CPPS, CWCA, Executive Consultant, Risk Management and Patient Safety, Vaaler, Grand Forks, N.D.

### Early Bird Rate on or Before Sept. 14

### Regular Rate Sept. 15 or Later

|                               |                  |                  |
|-------------------------------|------------------|------------------|
| LeadingAge Minnesota Members: | \$130 per person | \$155 per person |
| Prospective Members:          | \$170 per person | \$195 per person |

Registration fee includes lunch, refreshment breaks and handouts.

**THURSDAY, OCTOBER 14**

## **Quality & Patient Safety Conference**

### **ABOUT THE CONFERENCE**

The Quality & Patient Safety Conference brings together people who are interested in and passionate about improving quality and safety within their organizations. The conference provides the opportunity to learn from experts in the field of quality improvement and patient safety, hear tips from colleagues for practical application of key strategies, and take back ideas and tools to support on-going quality and safety efforts in your organization.

### **WHY YOU SHOULD ATTEND THE CONFERENCE**

Creating a culture and the systems that support staff, residents, and your overall organization in processing and recovering from the trauma of COVID-19 while renewing your commitment and progress toward quality, safety, and performance goals is a vital step to achieving regulatory, operational, and quality outcomes.

### **Conference Schedule**

8:30 a.m. **Registration and Continental Breakfast**

9 a.m. **WELCOME AND OPENING GENERAL SESSION**

#### **Establishing a Just Culture Focused on Continuous Improvement**

- Hear perspectives from multiple stakeholders on the role that Just Culture plays within their efforts to support organizations and individuals in keeping those they serve safe from harm.
- Explore challenges and practical approaches for implementing a culture of learning, justice, and accountability to improve quality and safety.
- Take home strategies and tools that can be used within your organization to take the first steps in building a safety culture.

*Barbara Olson, Chief Clinical Officer, Executive Lead, Healthcare Operations, The Just Culture Company, Fort Lauderdale, Fla.; Christy Brinkman, Administrator, Essentia Health Oak Crossing, Detroit Lakes; and Susan Winkelmann, J.D., Assistant Division Director, Health Regulation Division, Minnesota Department of Health, St. Paul*

10 a.m. **GENERAL SESSION**

#### **How a Supportive Culture Enhances Quality and Safety**

- Build awareness about how staff resilience and overall wellness are tied to quality and safety goals.
- Learn how to implement solutions to build sustained resilience in your organization.
- Take home strategies and resources to create a psychological safety net within your communities.

*Alyson VanAhn, PsyD LP, Licensed Psychologist, Associated Clinic of Psychology, Minneapolis*

11 a.m. **Break**



## THURSDAY, OCTOBER 14, *cont'd.*

11:15 a.m. **GENERAL SESSION**

### **Designing Systems that Account for Human Beings Being Human**

One of the greatest threats to addressing Twenty-first Century challenges is not a lack of resources, vision, or passion, but a chronic lack of creativity. One promising framework for fostering equitable and creative problem framing and solving is Human Centered Design (HCD). HCD is an applied research and innovation framework that prioritizes empathy for individuals most familiar and impacted by a challenge, involves diverse and collaborative project teams, and promotes cycles of designing, testing, and analyzing a product or process based on insights gathered from the end-user.

- Describe the principles of HCD and how it relates to recognized improvement concepts and practices.
- Uncover insights from people's lived experiences and integrate them into new ways of delivering care.
- Learn how humility, radical collaboration, and rapid prototyping promote creativity and safety.
- Apply specific HCD approaches and tools to your own work setting.

*Jess Roberts, Human-Centered Designer, Professional Un-Expert and Founder, Culture of Health By Design, University of Minnesota, Minneapolis*

12:15 p.m. **Lunch**

1:15 p.m. **CONCURRENT SESSIONS**

### **Session #1 – Care Center: Lessons Learned from Immediate Jeopardy Cases**

- Investigate the results of an analysis of the Immediate Jeopardy cases cited by the Minnesota Department of Health in 2020-21.
- Discover opportunities identified for improvement or further exploration within each of the top citation categories.
- Discuss solutions to address identified opportunities for improvement from a regulatory and quality improvement perspective.

*Jonathan Lips, J.D., Vice President of Legal and Regulatory Affairs, LeadingAge Minnesota, St. Paul; and Diane Vaughn, Vice President of Clinical Services, Volunteers of America National Services, Eden Prairie*

### **Session #2 – Assisted Living: Lessons Learned from Substantiated OHFC Cases**

- Investigate the results of an analysis of home care OHFC cases substantiated by the Minnesota Department of Health in 2020-21.
- Discover opportunities identified for improvement or further exploration within each of the top categories.
- Discuss solutions to address identified opportunities for improvement.

*Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul; and Janet Perreault, Regional Directors of Assisted Living Services, Cassia, Edina*

2:15 p.m. **Break**

## THURSDAY, OCTOBER 14, *cont'd.*

2:30 p.m.

### CONCURRENT SESSIONS

#### Session #3 – Optimizing Resident Physical, Cognitive, and Emotional Health and Well-Being

- Gain strategies to address and mitigate functional and cognitive decline for older adults.
- Hear from peers the practical strategies they have employed to optimize physical, cognitive, and emotional health and well-being within their communities.
- Take home strategies and resources to optimize resident health and well-being in your communities.

*Dr. Kathleen Weissberg, MS, OTD, OTR/L, CMDCP, CDP, National Director of Education, Select Rehabilitation, Milford, Del.; and a provider to be announced*

#### Session #4 – Steps to Create a Culture of Continuous Improvement and Excellence

- Consider why it is important to the success of your organization to create a culture that promotes a systems approach and eye toward improvement and excellence even when you feel you can't even keep up with daily tasks and expectations.
- Learn how you can take small, manageable steps to start on your organization's journey toward continuous improvement and excellence.
- Hear practical strategies from colleagues to begin fostering a culture that supports systems thinking and continuous improvement.
- Evaluate new resources available to support you in taking that first step toward excellence.

*Brian Lassiter, President, Performance Excellence Network, St. Paul; and Anneliese Peterson, Chief Operating Officer, Walker Methodist, Minneapolis*

3:30 p.m.

### Conference Adjourns

### CONFERENCE REGISTRATION FEES

#### Early Bird Rate on or Before Sept. 14

#### Regular Rate Sept. 15 or Later

|                               | Early Bird Rate on or Before Sept. 14 | Regular Rate Sept. 15 or Later |
|-------------------------------|---------------------------------------|--------------------------------|
| LeadingAge Minnesota Members: | \$165 per person                      | \$190 per person               |
| Prospective Members:          | \$205 per person                      | \$230 per person               |

Registration fee includes lunch, refreshment breaks and handouts.



# General Information



## LOCATION

Minnesota Masonic Heritage Center • 1411 Masonic Home Dr., Bloomington, MN 55437 • 952.948.6500

## ACCOMMODATIONS

There are several lodging options in the Bloomington area. We suggest the La Quinta Inn & Suites by Wyndham Minneapolis Bloomington West located at 5151 American Boulevard West, Bloomington, MN 55437. This hotel is affordably priced and only five miles away from the Minnesota Masonic Heritage Center. Book your lodging on their [website](#).

## HANDOUTS

Participants will be sent links to handouts prior to the conference and/or workshop.

## CONTINUING EDUCATION CREDITS

The educational programming for the conference and pre-conference workshop meets the CEU approval criteria for the Minnesota Board of Executives for Long Term Services and Supports (MN-BELTSS). It has been designed to meet the continuing education approval of the Minnesota Board of Nursing. LeadingAge Minnesota is an approved provider of continuing education by the Minnesota Board of Social Work. General certificates of attendance will also be available for housing managers, assisted living directors, and others.

## HOW TO REGISTER

Register separately for the Pre-Conference Workshop and the Conference

[Click here](#) for Pre-Conference Workshop Registration

[Click here](#) for Conference Registration

## CUT-OFF/CANCELLATION

October 8, 2021. All cancellations must be made in writing and are subject to a \$25 processing fee. LeadingAge Minnesota reserves the right to cancel this workshop and/or conference.

## HEALTH AND SAFETY REQUIREMENTS FOR PARTICIPANTS

After a review of the latest official guidance and information related to COVID-19 and the Delta variant, and in consideration of the health and safety of those who will be attending the Quality & Patient Safety Workshop/Conference, we will require the following from participants:

- Participants are required to wear a face covering at all times, regardless of vaccination status, while entering and inside the Minnesota Masonic Heritage Center, except when actively eating or drinking. We suggest bringing your own mask. LeadingAge Minnesota will have disposable masks available on-site for those who need one.
- All registered attendees are required to verify or present proof of COVID-19 vaccination through a HIPAA-compliant process online. We will provide additional details to registered attendees through a separate communication. Please contact LeadingAge Minnesota at [education@leadingagemn.org](mailto:education@leadingagemn.org) should you wish to seek approval for an exemption or exception to this policy.

LeadingAge Minnesota will follow the health and safety practices mandated by the site hosting the conference, or by applicable federal, state, and local authorities whichever requires the most protection. Those practices and others will be determined close to the date of the event and may become more or less strict between registration and the event.

All participants will be required to acknowledge any personal risk by attending the conference upon registration.

## FOR FURTHER INFORMATION

Quality-Related Topics: Julie Apold [japold@leadingagemn.org](mailto:japold@leadingagemn.org)

Registration Questions: Ashley Rogers [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org)