



Compass Practice Transformation Network (PTN)
SD – Partner Learning Community

Agenda

8:00 AM Registration

8:30 AM Welcome & Introduction

8:45 AM State of the Union – Year 1 Results

Tom Evans, MD, President/CEO, Iowa Healthcare Collaborative, Des Moines

The Centers for Medicare & Medicaid Services have launched numerous programs and models to help healthcare providers achieve large-scale transformation while striving to help clinicians move from volume-based to value-based patient-centered healthcare services. Dr. Evans will discuss Transforming Clinical Practice Initiative (TCPI) Year 1 results and additional large-scale transformation initiatives.

- Discuss TCPI and next steps for clinicians and practices.
- Recognize how these collaborative programs will affect quality improvement and facilitate whole-system transformation.
- Explain the power of aims-based collaborative learning to achieve new levels of performance.

9:45 AM Voices from the Field

10:00 AM Break

10:15 AM Engaging the Person and Family in Diabetes Care

Susan Brown, MPH, CPHIMS, Health IT Director, Telligon, West Des Moines

Person and Family Engagement (PFE) is at the core of true healthcare transformation and will soon be measured by CMS. Learn practical ways to integrate PFE concepts into your practice by hearing from TCPI national faculty and a real-life patient perspective.

- Describe the most recent PFE updates and expectations from CMS, including new metrics.
- Describe a patient's perspective on successful diabetes management in today's healthcare system.
- Recognize practical steps that a practice can take to implement PFE concepts.

11:15 PM **Patient and Provider Concerns**
Dan Friedrich, Director of CAHIT

12:15 PM **LUNCH**
Reminder: Lunch indicated as an on-you-own or attendee self-purchase meal break.

1:15 PM **Implementing Performance Improvement in your Organization**
Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ

Is your organization struggling with beginning or sustaining improvements and change? In this session, you will learn the concepts and elements of Quality and how they relate to the environment of improvement. You will also experience how practical concepts for leadership, with steps for improvements, are related to communication and the tools for better change messaging. These practical concepts will ensure you will walk away with the understanding you need to apply these models and techniques in your organization.

- Discover the concepts of quality improvement and its relationship to performance
- Describe ways to positively influence change within your organization
- Determine the best methods of process improvement for your organization
- Provide helpful hints for implementing and applying improvement methods to hypertension and diabetes quality efforts

2:00 PM **MIPS Calculator**
Holly Arends, Great Plains QIN

2:45 PM **Closing Remarks**
Dan Friedrich, Director of CAHIT
Next Steps, Moving Forward

3:00 PM **Closing Remarks & Adjournment**

Meet the Presenter



Tom Evans, MD, is president and CEO of the Iowa Healthcare Collaborative. He practiced family medicine for 13 years and served as chief medical officer for UnityPoint Health. Dr. Evans has served on the board for the National Patient Safety Foundation and on the delegations for both the American Medical Association and the American Academy of Family Physicians. He served as president of both the Iowa Medical Society and the Iowa Academy of Family Physicians. Dr. Evans is a faculty member with the Institute for Healthcare Improvement, the College of Medicine at Des Moines University and the College of Public Health at the University of Iowa.

Susan Brown, MPH, CPHIMS, Health IT Director, Telligen, West Des Moines



Dan Friedrich is the Executive Director of the Center for Advancement of Health Information Technology (CAHIT) at Dakota State University. Dan is a Certified Information Systems Security Professional with more than 30 years of experience in information assurance and adult technical instruction. Prior positions include Director of Technology Support Services at DSU, Data Network Administrator for the College of Engineering at SDSU, and Data Systems Instructor for the US Navy. Dan regularly speaks at Dakota State University offerings as well as at conferences as a privacy/security expert. Dan is based in Madison, SD and is widely regarded as an expert in network privacy and security issues.



Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ has over 19 years of experience teaching and coaching in organizational performance and continuous improvement in business, industry, education, and healthcare. Sarah, the owner of Pavelka's Point Consulting, LLC, is an Improvement Advisor for the Iowa Healthcare Collaborative, Des Moines, Iowa and serves as a faculty member for the Master of Healthcare Administration at Des Moines University.

Dr. Pavelka's extensive experience includes being a five-time National Baldrige examiner as well as a seven-year state examiner for the Iowa Recognition for Performance Excellence. Sarah is also the Past-president of the Iowa Association for Healthcare Quality Board; a task force member for the Iowa Hospital Association and the Iowa Healthcare Collaborative; and a member of the Des Moines University Alumni Board. She was also the Director-at-Large on the Board of Directors for the National Association for Healthcare Quality from 2013 to 2016. Her previous experiences include the Quality Management Director for the Iowa Foundation for Medical Care (December 2006) and prior Director of Business and Industry Relations and Director of the Occupational Therapy department for Pella Regional Health Center in Pella, Iowa.

Sarah holds degrees in Biology and Psychology from Luther College in Decorah, Iowa; an Occupational Therapy degree from Concordia University Wisconsin, MHA from Des Moines University, and a Ph.D. from Walden University. She is a Fellow for the National Association for Healthcare Quality (FNAHQ), a Certified Professional in Healthcare Quality (CPHQ) and has credentials in Occupational Therapy, Ergonomics, Lean and Six Sigma Black Belt.



Holly Arends has enjoyed a 20 year career in healthcare. She has built her skillset from several different areas of the healthcare community. The highlight of her career is time spent working as Clinical Research Specialist, Director of Quality Management, Risk Manager and CEO of her own Quality Consulting business. She is a change agent in South Dakota and has a strong passion for assisting rural and frontier provider practices.