



Creating a Culture of Engagement

Compass Learning Community

Hilton Garden Inn,
4351 17TH Ave S.,
Fargo, ND
Wednesday, July 18th
from 10:00 am -4:00 pm CT

Agenda and Presenters

9:30 am **Registration**

10:00 am **Welcome & Introduction**

10:15 am **Where We Are & Where Do We Need To Go**
Tara Leonard and Dan Friedrich

10:45 am **Networking Break**

11:00 am **Care Coordination**
Douglas W. Patten, MD, FACS

Discussion on how patients can help us determine what a successful outcome would be for them, empowering patients to make better choices and how working with patients to set and measure their own outcomes improves physician satisfaction scores.

12:00 pm **Lunch on your own**

1:00 pm **Person Family Engagement**
Kady Reese, MPH, CPHQ

We need your help to bring patients and their families into the health care system to work on the design, delivery, and evaluation of their care.

- Discussion of the goals and metrics of person and family engagement.
- Round Table Discuss on how we'll work with our partners and stakeholders to meet our goals.

2:45 pm **Networking Break**

3:00 pm

Teach-Back: An 'Always Event'

Sally May, RN, BSN, CH-GCN

Teach-back is an evidence-based communication method that ensures that patients understand the information that healthcare professionals share with them. Implementation of teach-back directly correlates with improved patient outcomes and satisfaction. This presentation will provide an overview of teach back principles, implementation strategies, and practical resources.

3:50 pm

Closing Remarks

Meet the Presenters



Dan Friedrich is the 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 35 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.



Tara Leonard, MSAS, CHSP is based in Yankton, SD and has a BA in Communications and an MA in Healthcare Administration with a specialization in long-term care. She worked 13 years at the South Dakota Human Services Center in many areas including admissions, volunteers services and staff development. She provided training for staff in nonviolence crisis intervention and dementia education. In 2010 she started her position as Clinical IT Specialist Lead for HealthPOINT and providing assistance to clinics and hospitals with electronic health record implementation, Medicare and Medicaid EHR Incentive Program, and HIPAA security risk analysis and remediation. In 2016 she was promoted as HealthPOINT Project Manager for the Compass PTN Project. She develops quality project plans and provides guidance with workflow redesign, data collecting and reporting, and change management for practices to be successful with the Quality Payment Program.



Sally May, RN, BSN, CH-GCN, is the Senior Quality Improvement Specialist at Quality Health Associates of North Dakota. She is a graduate of the Trinity School of Nursing, Minot. She received her Bachelor of Science in Nursing degree from South Dakota State University. Sally's nursing experience has been primarily caring for patients in the intensive care unit or in their homes as home health or hospice patients. Sally currently co-leads the Great Plains Quality Innovation Network Care Coordination project under contract with the Centers for Medicare and Medicaid Services. She is a First Steps® Advance Care Planning Facilitator and Instructor. Sally serves on the Honoring Choices North Dakota Board of Directors and is their acting Project Coordinator.



Kady Reese, MPH, CPHQ serves as the program lead for statewide strategies with the Iowa Healthcare Collaborative. In this role, Reese helms statewide strategic operations aimed at development of cross-collaborative and multi-disciplinary standards for population health to address priority health issues and disease states. She offers an array of experience across the healthcare continuum, including home health, primary and urgent care practice, healthcare administration and quality reporting. She holds a master's degree in public health from Benedictine University, as well as certificates in health management and policy and health education and promotion. She is a national champion for Person and Family Engagement with CMS as part of the Partnership for Patients and the Transforming Clinical Practice Initiatives. Ms. Reese is an ardent advocate for public and population health.



Douglas W. Patten, MD, FACS currently serves as the Associate Dean, Southwest Campus of the Medical College of Georgia, Augusta University. His clinical background is general surgery, practicing in rural South Georgia, based in Cordele. He has been a physician leader at the state level with Georgia Hospital Association, at the regional level with Phoebe Putney Health System, and at the local level as a hospital board member for Crisp Regional Hospital. He currently serves on multiple Boards including Healthcare Georgia Foundation and Albany Area Primary Health Care. Doug completed medical school at LSU School of Medicine in New Orleans, and his general surgery training at University of South Florida in Tampa. His current interests include cultivation of leaders for the health systems of the future, health related workforce development, and creation of community strategies to improve the overall health status of Georgia. Along with his two partners, he is also a co-founder of CCI, a startup technology platform designed to improve patient care through enhanced facilitation of patient transfers to the most appropriate site of care.