TENNESSEE HOSPITALS: THE PULSE OF OUR COMMUNITIES

Oct. 11, 2017
MUSIC CITY CENTER
DOWNTOWN NASHVILLE

2017 LEADERSHIP SUMMIT
LEADERSHIP SUMMIT SESSION DESCRIPTIONS

THA’s Tennessee Center for Patient Safety (TCPS), Tennessee Society for Organizational Improvement (TSOI), Tennessee Organization of Nurse Executives (TONE), Tennessee Nurses Association (TNA) and Tennessee Association for Healthcare Quality (TAHQ) are proud to host the 2017 Annual Leadership Summit, which showcases hospitals from Tennessee and shares best practices on fostering an organizational culture of excellence, quality and patient safety improvement successes, navigating transitions of care and promoting collaboration and teamwork.

WEDNESDAY, OCT. 11

8:00 A.M. REGISTRATION
8:30 A.M. WELCOME
8:45 A.M. KEYNOTE ADDRESS

Thriving vs. Surviving: Enhancing Caregiver Resilience

Bryan Sexton, Ph.D.
Associate Professor and Director of Patient Safety Research and Training at Duke University Health System

Stressed? Anticipating even more work demands on your attention, time and energy? We have learned that the need to improve quality and organizational performance is quite different from being ready to improve. If you, your staff or your colleagues are feeling particularly spent, it is probably because the level of emotional exhaustion in healthcare workers is at an all-time high, with one out of three people already meeting the criteria for burnout syndrome. Against the backdrop of healthcare reform and economic uncertainty, our resilience is even further compromised. During this session, Bryan Sexton, Ph.D., one of the country’s foremost experts on caregiver burnout and resilience, will review the prevalence and severity of burnout, describe fatigue management and provide tools, tactics and research on how to enhance resilience in employees and physicians.

Resilience will not only help you survive in the workplace, it will help you thrive!

10:30 A.M.

Empowering the Principles of High Reliability to Decrease Preventable Codes Outside of Critical Care Areas

Jeanann Pardue, MD FAAP
East Tennessee Children’s Hospital

For any organization, creating a culture of sustained situational awareness is the foundation for eliminating preventable harm and the first step in becoming a high-reliability organization. A key area of harm that can serve as a barometer for our culture of situational awareness is potentially preventable codes. Utilizing the five principles of high reliability, each level of the organization worked to identify risk and mitigate potential concerns that could lead to an unrecognized deterioration of a patient outside of an ICU. The hospital interventions led to over 500 days without a cardiac or respiratory arrest outside of a critical care area and over 390 days without a serious safety event (SSE).

10:50 A.M.

Tennessee Emergency Department Behavioral Health Treatment Protocols

Sullivan Smith, M.D. and Holly Kunz, RN, BSN, MA-HCA, CEN
Cookeville Regional Medical Center Emergency Services and Maury Regional Medical Center

These two hospitals will share their experiences with pilot implementation of emergency department (ED) treatment protocols for people in a behavioral health crisis. The goal for the pilot was to improve the overall care provided to behavioral health patients during the “waiting for placement” phase of their ED experience. The protocols were developed with physician leadership from the Tennessee Department for Mental Health and Substance Abuse Services and Tennessee College of Emergency Physicians. The two hospitals will describe their implementation and early improvements.

QUESTIONS? CONTACT THA EDUCATION AT 615-256-8240/1-800-258-9541, 8 A.M. - 4 P.M. CST.
LEADERSHIP SUMMIT SESSION DESCRIPTIONS

11:10 A.M.
Transitioning to an Opioid-Light Emergency Department
Dawn Waddell, PharmD, BCPS
Baptist Memorial Hospital, Memphis

The Baptist Memorial Hospital emergency department (ED) recognized that prescribing patterns in the ED may have long-term consequences for patients, as an ED visit is frequently a patient’s first opioid exposure. The ED wanted ways to reduce opioids and sought recommendations for alternative treatments. Baptist Memorial Hospital will share their initiative to decrease exposure of patients to opioids through utilization of evidence-based alternatives for specific indications and minimization of doses when opioids are deemed necessary. The project has resulted in a 40% reduction in opioid utilization in the first six months.

11:30 A.M.
Opioid Reduction Strategies in an Academic Tertiary Medical Center
Terry Bosen, PharmD
Vanderbilt University Medical Center

Vanderbilt University Hospital worked to implement peri-operative and post-surgery medication strategies that would decrease the inpatient medication need and usage of opioids and would correspond to a decrease in outpatient opioid discharge prescriptions for these patients. Physician leaders within anesthesia and the comprehensive pain service provided leadership and support in piloting new opioid reduction therapies, which were reviewed and implemented with pharmacy and nursing involvement. The process for implementing the alternative therapies and early results will be shared.

11:50 A.M.
Think Globally: Strategies to Improve the Culture of Antibiotic Prescribing
Paul Lewis, PharmD, BCPS (AQ-ID)
Johnson City Medical Center

Antibiotic prescribing is often empiric, occurring before identification of a specific pathogen. Prescribers often err on the side of over-treating, leading to an overuse of antibiotics. The resultant effect poses unnecessary risk to patients including adverse drug reactions, side effects, increased rates of Clostridium difficile infection, and increased rates of bacterial resistance. This presentation will share the hospital’s strategies to assess antibiotic utilization, identify the top antibiotics for improvement and design systemic improvement strategies to reduce unnecessary utilization.

12:10 P.M. LUNCH/BREAK

1:00 P.M.
The High Price of Missing Malnutrition
Kathy Irwin, MS, RD, LDN, CNSC
Morrison Healthcare at Methodist Medical Center

Malnourished patients cost hospitals three times as much as their well-nourished counterparts, and they stay in the hospital three times longer. The national average of malnutrition diagnosed is only 3.2%, although research suggests 19% of patients are malnourished. Dietitians are nutrition experts and primed to recognize malnutrition. This project was designed to increase the recognition of malnutrition by utilizing dietitians with advanced training on nutrition-focused physical exams to conduct assessments of nutrition status. Benefits to patients and to the organization will be shared in this presentation.
A New Twist to Vaccinations
Susan Parsons, BS, RRT
Saint Francis Hospital, Memphis

Saint Francis Hospital will describe its program to improve vaccination rates by utilizing respiratory therapists for deployment. For the past three years, respiratory therapy has assisted with the deployment of employee flu vaccinations. Based on that success, respiratory therapy began screening and providing flu and pneumonia vaccines to patients. The program has demonstrated improved compliance with vaccinations and contributed to reductions in COPD readmissions.

Navigating the Care Gap
Melissa Walls, RN
West Tennessee Healthcare

Due to multiple rural hospital closures and poor access to primary care, this tertiary care, safety-net hospital has experienced inpatient capacity strain and ED overutilization, resulting in disproportionately high rates of patients with chronic disease, with excessive readmissions and wide variations in care. To address these challenges, the hospital has closed gaps in care by enrolling patients in its disease management program. Utilizing disease-specific algorithms, participants can engage telephonically, electronically, or in person with a multidisciplinary team of RN case managers, social workers, pharmacists, dietitians, respiratory therapists, and behavioral health specialists; likewise, all patients are invited to a weekly free educational clinic. Program interventions and results will be shared including improved clinical outcomes, significant cost savings, and enhanced utilization appropriateness.

Walking in Our Patients’ Shoes
Mukta Panda, MD FACP
Greg Daniel, BCC
Jeremy Lambert, BCC
University of Tennessee College of Medicine at Chattanooga

For today’s young physicians in training, there is a serious risk that they may master the mechanics of delivering medical care, yet never have the opportunity to learn to the art of healing. Understanding the complex relationship patients have with self, others, and society enables holistic care. The program developed a simulation curriculum, titled “Walking in our Patients’ Shoes,” to facilitate holistic care, cultivate altruism and promote awareness of the social determinants of health that impact patients and their care.

Implementation of a Nursing Bundle to Affect the Patient Experience
Tina Prescott, MBA, BSN, RN, NEA-BC
West Tennessee Healthcare

Jackson Madison County General Hospital is the flagship hospital of West Tennessee Healthcare with 690 beds. The chief nursing officer will describe the journey to improve HCAHPS patient satisfaction scores while challenged by tremendous volume growth and staffing shortages. Strategies implemented include senior leader rounds to foster trust and transparency, a nursing bundle including bedside shift report, patient room communication boards, hourly rounds and bedside discharge planning, and manager rounding for accountability.
2:55 P.M.
I Swear, You’ll love WE CARE!
Melody Trimble, FACHE
VP/CEO Washington County and Johnson City Medical Center
Johnson City Medical Center will share its cultural transformation initiative “We Care” to engage team members, and help them rediscover their purpose and perform to their fullest potential. We Care includes six initiatives: Safety, Loop, Listen, Connect, Empower, and Team. Results included improvements in several performance metrics, such as falls and infections in addition to improved patient and employee satisfaction.

3:15 P.M.
System-Wide Rollout of a Nurse Residency Program
Sara Meadows, RN, BSN, MA
Covenant Health System
Covenant Health recognized the challenge of caring for hospitalized patients was growing in complexity and that new graduate nurses are asked to adapt quickly to an environment that may feel overwhelming and stressful. To support new nurse transition to practice, Covenant has implemented a standardized residency program at all of their system acute care facilities based on the success of their initial nurse residency program at Roane Medical Center. The coordinator will describe their successful program, which has led to 89% retention of the 249 new nurses in year one.

3:35 P.M. CLOSING REMARKS

4:00 P.M. POSTER SESSION AND THA RECEPTION

CNE Credit for Leadership Summit
Tennessee Nurses Association (TNA) is accredited as a provider of continuing nursing education (CNE) by the American Nurses Credentialing Centers Commission on Accreditation. Total contact hours – 5.5
The Westin Nashville is the official hotel of the THA Annual Meeting.

**LODGING**
The Westin Nashville
807 Clark Place, Nashville TN 37203
615-248-2800

**GROUP CODE:**
Tennessee Hospital Association

**ROOM TYPE:**
King or 2 Queen

**ROOM RATE:**
$269 Per Night + Tax (No resort fee)

**CUT-OFF DATE:**
Friday, Sept. 22

**RESERVATIONS BY PHONE:**
800-937-8461

**ONLINE:**
Click here for online reservations.

**WESTIN PARKING:**
Valet Parking only $35 (price does not include tax)

**Hotel Policies**

**CHECK-IN / CHECK-OUT**
- Check-in: 3 p.m./Check-out: noon
- 3 p.m. late check-out may be available for $75; after 3 p.m., the full nightly rate applies
- Guests will be subject to an early departure fee of $50 if they shorten their stay.

**CASH PAYING GUESTS**
Guests paying in cash must pay their room charges in full with an additional $50 per day deposit at time of check-in.

**DEBIT CARD POLICY**
The use of a debit card will initiate, at the time of check-in, an immediate deduction from your bank account for your room rate, inclusive of tax, for all room nights plus $100 per night for incidentals. Upon check-out, any unused funds will be credited back to your account. Based upon the business rules of your bank, it may be 72-hours or longer for the credit to post.

**SMOKING POLICY**
The Westin Nashville is a smoke-free environment.
The Music City Center is the official meeting site of the THA Annual Meeting and is located directly across the street from The Westin Nashville.

**MUSIC CITY CENTER**
201 5th Avenue South, Nashville, TN 37203

**PARKING / SELF-PARKING RATES**
1,800 parking spaces available
Located one block from the Westin Nashville
Flat rate/taxes are included
- 0-4 hours ......................... $7
- 4-10 hours .................... $12
- Daily Max ...................... $18

24/7 fully automated system that accepts debit and credit cards open exit.

**NOTE:** MCC special rate parking may apply if event in area without prior notice.

**SURFACE PARKING LOTS**
Multiple surface lots are available for parking close to Westin and Music City Center. These lots are not reserved and are available on a first-come, first-serve basis. Rates vary.
### THA General Registration
No Charge

- **Opening General Assembly**
  - Thursday – Steve Pemberton

- **THA Education Sessions**
  - Thursday / DHG Faculty

- **THA Executive, Trustee and Physician Leadership Session**
  - Thursday – James Orlikoff

- **THA Education Session**
  - Thursday – Seth Mattison

- **THA Education Session**
  - Friday – Regina Benjamin, M.D.

### Special Event
Pre-Registration Required

- **Leadership Summit**
  - Bryan Sexton, Ph.D. ..................... $ 125

- **ACHE Face-to-Face Panel Discussion**
  - ....................... $ 150

- **THA Buffet Lunch**
  - Thursday .............................. $ 15

- **ACHE Breakfast**
  - Heather Rohan ......................... $ 100

- **Membership Luncheon**
  - Ben Nemtin ........................... $ 60

### Allied & Affiliate Groups

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<th>Group</th>
<th>Member (Includes lunch)</th>
<th>Member (Wed. dinner only)</th>
<th>Member (Thurs. program and lunch only)</th>
<th>Non-member (Includes lunch)</th>
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<td>B. Tennessee Association for Healthcare Quality</td>
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<td>H. Tennessee Society of Health Care Social Workers</td>
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THA will make every reasonable effort to accommodate dietary restrictions and need for special assistance. Please contact THA at 1-800-258-4541 before the meeting dates.

### Registration Hours

- **Wednesday, Oct. 11**
  - 7 A.M. - 5:30 P.M.

- **Thursday, Oct. 12**
  - 7 A.M. - 4 P.M.

- **Friday, Oct. 13**
  - 7 A.M. - NOON

### Registration Guidelines

ALL ATTENDEES MUST REGISTER ONLINE. Everyone attending programs at the THA Annual Meeting must register and wear required identification badges.

**Payment Options**

- **1. Credit Cards:** THA accepts

- **2. Check:** Mail a copy of the completed online registration form and check (payable to THERF) to: THA Annual Meeting • 5201 Virginia Way • Brentwood, TN 37027

Confirmed participants will receive a meeting confirmation by email.

### Cancellation Policy

Registrants will receive the following if cancellation is received in the THA education office no later than 4 p.m. prior to Wednesday, Sept. 27, 2017:

- Registration fee less $25 cancellation fee
- Refund on special event tickets

Registrants will receive NO refund if cancellation is received in the THA education office AFTER 4 p.m. on Wednesday, Sept. 27, 2017.

Questions? Contact THA Education at 615-256-8240/1-800-258-9541, 8 A.M. - 4 P.M. CST.