

DIRECTIONS TO UMC NORMAN C NELSON STUDENT UNION
Driving directions from I-55N:

Take Lakeland Drive West to Lakeland UMC Entrance. Turn left and enter UMC Campus. Nelson Student Union is on your right. Parking available in lot to left across the street from the Student Union.

Registration form for MsAHQ 2010 Spring Conference
April 9, 2010 UMC Student Union, Jackson, MS

Name_____

Title_____

Company_____

Mailing Address_____

City/State/Zip_____

Home Phone_____

Work Phone_____

E-mail Address_____

Position_____

Registration for Conference **\$75** (*MsAHQ members discount \$65)

Method of Payment: Check Money Order

(No credit cards accepted.)

Make check/money order payable to **MsAHQ** and return completed form to:

MsAHQ, ATTN: Spring Conference,
P.O. Box 55431, Jackson, MS 39296-5431

*** Join MsAHQ now at a special rate that allows a discount to this conference and the Annual Fall Conference. Check here and add \$15 to your registration (\$80 Total) fee to become a member of MsAHQ today! See membership info on the back of this brochure.**

SPRING CONFERENCE 2010



The Many Faces



Of Healthcare Quality

Mississippi Healthcare Legislative Update, Handling Complaints, Patient Safety Into The Next Decade, Patient-Centered Care & Quality of Life

April 9, 2010 8:30 am - 4:00 pm

Norman C Nelson Student Union
University of Mississippi Medical Center
2500 North State Street, Jackson, MS



CE Credit provided for CPHQ, social work, nursing, psychologists, counselors, teachers (JSU), alcohol & drug counselors, all MS DMH credentials, marriage and family therapists, nursing home administrators, recreation therapists, NAMSS, health information, and rehabilitation therapists.

PROGRAM SCHEDULE

8:00 - 8:30	Registration
8:30 - 8:45	Welcome & Speaker Introduction
8:45 - 10:15	Patient-Centered Care & Quality of Life – Cat Selman
10:15 - 10:30	Break
10:30 - 12:00	Handling Complaints – Cat Selman
12:00 - 2:00	Lunch – Legislative Update Lt. Governor Phil Bryant (or designee)
2:00 - 2:15	Break
2:15 - 3:45	Patient Safety Issues – Stephanie Iorio
3:45 - 4:00	Q&A and Evaluations

CONFERENCE OBJECTIVES

1. Define person-centered care.
2. Define the components of quality of life in health care.
3. Identify attributes that can be found in a customer-oriented, problem-solving, “service recovery” process.
4. Learn techniques that work in dealing with complaints.
5. Utilize protocols to develop a complaint procedure within their own facility.
6. Discuss the Mississippi Legislative Process (in overview)
7. Discuss Budget Shortfall Impact on government services
8. Discuss Policy Issues Affecting the Medical & Healthcare Community
9. Discuss the state of patient safety since the release of the Institute of Medicine’s report in 1999.
10. Identify strategies for improving patient safety within the healthcare continuum.
11. Describe Patient Safety Organizations (PSOs) and their role in reducing patient harm.

LT. GOVERNOR PHIL BRYANT



Known for strong integrity and sincere concern for his fellow man, Phil Bryant was elected Mississippi’s Lt. Governor in November, 2007. As Lt. Governor, Phil Bryant works to ensure accountability in state government. In his first week of office, Bryant proposed webcasting of the Senate proceedings so taxpayers could see their government in action and hold their elected officials accountable. The Senate unanimously approved this innovative, open-government measure. He also led the fight to pass the most comprehensive ethics reform in nearly twenty-five years, which among other things, requires all elected officials to file their ethics reports online. Lt. Governor Bryant’s persistence in promoting conservative public policy stems from his belief that people, not the government, know best how to take care of their own money. His consistent views and actions in public service helped him earn the 2004 Statesman of the Year award presented by the American Family Radio. Because of his love of the outdoors and his belief in the 2nd Amendment, he has been a longtime member of the National Rifle Association’s Institute for Legislative Action and is a recipient of the Kirk Fordice Freedom Award presented annually by the Central Mississippi chapter of the NRA. He served as the 2008 Honorary Chairman of the Republican Lieutenant Governor’s Association and is a past president of the Mississippi Republican Elected Officials Association.

Bryant, the son of a diesel mechanic and a mother who stayed home with her three boys, learned early the values of hard work and the importance of education. The Moorhead native and former deputy sheriff earned his Bachelor’s Degree in criminal justice from the University of Southern Mississippi and a Master’s Degree in political science from Mississippi College. Governor Bryant’s dedication to his work is evident through his years of public service, but his faith and family has always come first. Phil Bryant and his wife, Deborah, a long-time member of MsAHQ, have two children.

If Lt. Governor Bryant should be unable to attend that day due to his duties in the Legislature, Senator Billy Hewes has been authorized to present in his place and it will not affect the CE credit being offered.

CATHERINE “CAT” SELMAN



Ms. Selman, a featured speaker at AHCA, AAHSA, and numerous state association conferences, has provided educational offerings/presentations in all 50 states. Ms. Selman received her BS Degree from Trevecca University in Nashville, TN, and has completed graduate work at the University of Southern Mississippi. She currently

provides educator and consultant services to nursing facilities, corporations, & professional membership associations, as well as federal and state survey agencies throughout the nation. Cat is a qualified Social Worker & Certified Activity Consultant with over 30 years experience in the healthcare industry. Before founding The Healthcare Communicators, Inc. in 1988, she served as a Corporate Management Consultant for 101 nursing homes in seven states. Ms. Selman was a member of the CMS expert panel that developed the new surveyor guidelines for activities and quality of life requirements. Since 1989, she has served on numerous CMS Expert Panels, assisting in the development of surveyor training materials for new guidance affecting activities, quality of life, and psychosocial aspects of the survey process. Ms. Selman presently shares the position of Founding Director for the Quality of Life Alliance, a non-profit organization dedicated to creating environments for growth and leadership in order to address quality of life issues for the aging.

STEPHANIE IORIO, BSN, RN, CPHQ, CPC



Stephanie Iorio is an integral part of the leadership team at American Data Network (ADN). Under her direction, ADN developed the Quality/Core Measurement application, a robust data abstraction and reporting tool. She supervises the national data submissions to the Joint Commission and CMS and regularly represents ADN at national vendor meetings. She is responsible for client education, training and custom consulting services. Her expertise in healthcare data and up-to-date knowledge of trends in quality has helped hospitals identify and prioritize opportunities for performance improvement in areas such as mortality, complication, and readmission rates, in addition to length of stay and cost per case. She is also active in product management and business development. Stephanie worked as a cardiovascular nurse at an acute care hospital in Little Rock, AK, and received her Bachelor of Science in Nursing from the University of Central Arkansas. Stephanie is currently a Board Member of Arkansas Association for Healthcare Quality, where she has served as the Education Action Team Leader for five years. Stephanie is a member of the Mississippi Association for Healthcare Quality where she currently serves on the Education Committee.

REGISTRATION INFORMATION

Registration: Complete form and mail with payment to: MsAHQ
 Attention: 2010 Spring Conference

P.O. Box 55431
 Jackson, MS 39296-5431

Pre-payment and pre-registration is required.

Conference Fees:

MsAHQ Members (includes lunch & CE credit)\$65
 Non-members (includes lunch & CE credit)\$75
(Requests for more than one type of CE credit-\$10 per additional CE type)

Checks should be made payable to:

Mississippi Association for Healthcare Quality (MsAHQ)

For more information/special assistance contact:

John W. Pace, MsAHQ President at
 Phone..... (601) 351-8000, ext. 4558
 E-mail..... pacejo@msh.state.ms.us

Refunds & Cancellations: Full refunds for cancellations will be made only if a written request is received within 14 days prior to this program. After this date, all fees are forfeited. You may send a substitute if you cannot attend.

Sponsored by:

Mississippi Association for Healthcare Quality
 American Data Network, Little Rock, Arkansas
 Mississippi Department of Mental Health Division of Professional Development
 St. Dominic’s Hospital, Jackson, Mississippi
 Brentwood Behavioral Healthcare, Flowood, Mississippi
 University of Mississippi Medical Center, Jackson, Mississippi

CONTINUING EDUCATION INFORMATION

An educational portion of this activity is sponsored by the Department of Mental Health, Division of Professional Development. Continuing education is a separate registration which is required at the beginning of the conference. Application has been submitted for continuing education credit for the following: Nursing, Psychology, LPCs, A&D Counselors, Education (JSU CE), Marriage & Family Therapists, DMH credentials (Certified/Licensed Mental Health Therapists, Certified/Licensed Mental Retardation Therapists, Licensed Mental Health/Mental Retardation Administrators, Case Mgmt, and Addiction Counseling), Nursing Home Administrators, Recreation Therapists, and Rehabilitation Counselors. For specific information regarding the status of application for

these CEs and/or number of units approved, please contact the Mississippi Department of Mental Health, Division of Professional Development, at 601-359-6246.

In addition to continuing education credit provided by the Mississippi Department of Mental Health Division of Professional Development, MsAHQ is proud to offer the following: Certified Professional in Healthcare Quality (CPHQ) 5.5, Approved for NAMSS continuing education credit by the National Association Medical Staff Services 5.5, and Approved for social work continuing education credit by the National Association of Social Workers 3, Health Information Management professionals can self report continuing education hours based on the appropriate HIM Professional Domain Definitions. For more information please see the *Commission on Certification for Health Informatics and Information Management (CCHIIM) Recertification Guide*. For specific information regarding the status of application for these CEs and/or number of units approved, please contact MsAHQ Education Chair John W. Pace at pacejo@msh.state.ms.us.

Mississippi Association for Healthcare Quality, Inc. (MsAHQ)

- Mission:** Founded in 1984, the mission of MsAHQ is to be the advanced leader in quality in the healthcare industry by promoting the use of quality principles and practices in healthcare organizations and supporting the growth and development of healthcare quality professionals. (1996)
- Vision:** The Mississippi Association for Healthcare Quality (MsAHQ) is recognized by leaders of healthcare organizations and by healthcare quality professionals as Mississippi's premier source of expertise in healthcare quality. (1996)

Membership Benefits:

- Multi-state networking
- Educational offerings (maximum CEUs at minimum cost)
- Reduced rate at educational offerings (covers membership fee completely)
- Continuing educational credits for select educational offerings
- Affiliation with the National Association for Healthcare Quality (NAHQ)
- Newsletter that focuses on quality, utilization management and professional matters (quarterly)
- Directory of MsAHQ members
- Reasonable membership fee
- Professional development
- Opportunity to serve as delegate to the national conference representing MsAHQ and to serve in other operational aspects of the state organization

Membership:

- Acute care hospitals
- Mental health services
- Home health/hospice care
- Long term care
- Rehabilitation
- Ambulatory care
- Payors/Managed care
- Regulatory agencies

Representatives from all disciplines:

- **ANYONE** with an interest in improving healthcare quality
- Health information professionals
- Nurses
- Health care managers
- Health educators
- Dietitians
- Social workers
- Laboratory professionals
- Physical therapists
- Occupational therapists
- Speech pathologists
- Respiratory therapists
- Pharmacists
- Radiology professionals
- Chaplains
- Recreation therapists



MsAHQ WANTS YOU!