



IOWA HOSPITAL  
ASSOCIATION  
*We care about Iowa's health*

# 2023-2024 QUALITY RESIDENCY PROGRAM

## FEATURED SPEAKERS

- Jennifer Nutt, D.N.P., RN, Vice President, Nursing and Clinical Services, Iowa Hospital Association
- Sarah Pavelka, Owner, Pavelka's Point Consulting
- Alissa Smith, J.D., Partner, Dorsey and Whitney
- Nancy Ruzicka, Consultant, Ruzicka Healthcare Consulting
- Armando Nahum, Principal, H2PI
- Representatives from the Iowa Healthcare Collaborative and Iowa Department of Public Health

## OVERVIEW

Health care quality professionals are integral leaders in improving quality and safety while preventing harm. Unfortunately, hospital leaders report high turnover in these positions, creating a knowledge gap. The Iowa Quality Residency Program is designed to provide knowledge, support and networking opportunities that will position quality leaders for success. This is a two-year program that includes in-person learning sessions, coaching calls, pre- and post-learning assessments and interactive discussion among quality leaders.

The goals of the program include:

- Advancing critical thinking and data-driven decision making.
- Helping with the transition from novice to expert quality leader.
- Providing networking opportunities for quality leaders.
- Supporting professional development.

## WHO SHOULD ATTEND

Hospital quality leaders, quality data analysts and clinical staff with quality and compliance as primary roles.

## DAILY AGENDAS

In-person programs are scheduled back-to-back to limit travel and the number of times attendees are out of the office. The programs will follow the agendas below. Lunch is included each day.

### MODULE A: Thursday, Aug. 24 | 10 a.m.-3 p.m.

Orientation and How Quality Fits in the Bigger Picture

This module will provide an overview of the program's purpose and structure. The roles and responsibilities of the participants will be defined. Collecting quality data is a step in the right direction but putting the data to use is the key to success. This session will help attendees understand their job descriptions, organizational strategic plans, how to juggle multiple hats and how to interact with differing levels of hospital staff.

### MODULE B: Friday, Aug. 25 | 9 a.m.-2 p.m.

Quality Improvement

Plan/Do/Study/Act (PDSA), Lean and Project Management are a few of the buzzwords that apply to improvement strategies for hospitals. The science of improvement offers multiple options using evidence-based strategies. This session will provide information about these approaches to help determine which improvement strategy fits the culture of attendees' organizations.

### **MODULE C: Thursday, Oct. 19 | 10 a.m.-3 p.m.**

#### Use of Data, Part 1

This seminar is about a mindset, not a tool set. Attendees will learn how to educate their culture and react appropriately when exploring quality and patient safety measures and, as a result, find significant opportunities for improvement that may otherwise remain hidden resulting in the need for far fewer root-cause analyses. More-effective reporting formats also will be discussed.

### **MODULE D: Friday, Oct. 20 | 9 a.m.-2 p.m.**

#### Use of Data, Part 2

Data-driven solutions are a must for quality professionals to execute quality and patient-safety strategies. Applying proven standard-based policies includes analysis of data sources to drive operational changes that make a difference for patients and staff. Attendees also will learn to use Excel for data collection and presentation.

### **MODULE E: Thursday, Dec. 7 | 10 a.m.-3 p.m.**

#### Meeting External Requirements and Just Culture

Deciding which quality measures should be reported can be a complicated and confusing process, especially when combined with internal expectations to deliver meaningful information. In this session, attendees will learn about external national and state-related reporting requirements (e.g., Center for Medicare and Medicaid Services, Hospital Engagement Network and Medicare Beneficiary Quality Improvement Project). Attendees will also learn to apply those measures in their facilities and create measures useful to their organizations.

### **MODULE F: Friday, Dec. 8 | 9 a.m.-2 p.m.**

#### Patient Safety Tools

There are many tools available for turning data analysis into action for quality and patient-safety improvement. In this session, attendees will learn about sentinel-event review, failure-mode effect analysis, culture-of-safety surveys and how patient-safety programs fit with the quality strategy.

### **MODULE G: Thursday, Jan. 25, 2024 | 10 a.m.-3 p.m.**

#### Survey and Accreditation

Dealing with external surveys and determining accreditation opportunities are one of the most challenging roles a quality professional will manage. Attendees will learn to manage a survey and understand what accreditation means.

### **MODULE H: Friday, Jan. 26, 2024 | 9 a.m.-2 p.m.**

#### Medical Staff Functions

Gaining the trust and support of medical staff can be challenging. In this session, attendees will learn about peer review, practice evaluation, committee support and credentialing.

### **MODULE I: Thursday, Feb. 29, 2024 | 10 a.m.-3 p.m.**

#### Risk Management

Managing risk can be an overwhelming task. Understanding legal and regulatory requirements can be daunting. In this session, attendees will learn to complete a root-cause analysis and event reporting, work with a liability carrier and maintain records.

### **MODULE J: Friday, March 1, 2024 | 9 a.m.-2 p.m.**

#### Patient and Family Engagement

Quality staff can have a positive impact on patient satisfaction and family engagement. This session will provide attendees with tools to measure patient satisfaction and create plans using satisfaction data. Attendees will learn to manage complaints and grievances.

## IOWA QUALITY RESIDENCY RECOGNITIONS

The class will be recognized for their work at the Iowa Association for Healthcare Quality Spring Conference in Spring 2024. Registration for this event is complimentary to graduates if they join the association's personal membership group. The Iowa Association for Healthcare Quality provides many educational opportunities annually for quality professionals to continue their education.

## CERTIFICATE QUALIFICATIONS

To receive a certificate of completion, attendees must participate in all on-site programs listed in this brochure. Participants are allowed to miss two on-site programs, but the missed on-site programs are then required to be watched by web recording.

## REGISTRATION

Register online at [www.ihaonline.org](http://www.ihaonline.org).

Guest registration is permitted for up to two single modules. Price per program is \$350.

- IHA member program enrollment – \$3,000
- Non-IHA member program enrollment – \$3,800

## PROGRAM LOCATION

IHA Conference Center, 100 E. Grand Ave., Des Moines, IA 50309.

- If you have dietary restrictions or allergies, email [iharegistration@ihaonline.org](mailto:iharegistration@ihaonline.org).
- Dress for the conference is business casual. Layered clothing is recommended for your comfort.

## LODGING

IHA has a discounted corporate rate attendees can use for overnight accommodation. The discounted rate is offered to IHA event attendees on "non-last room" availability, meaning there are times when this rate will not be available because of high demand. Book early if you think you may need arrangements. When calling, please reference the corporate ID:

### [Staybridge Suites Des Moines](#)

Corporate rate: \$133 per night plus taxes  
515-280-3828  
Corporate ID No.: 786828419

### [Downtown Des Moines AC Marriott](#)

Corporate rate: \$174 per night plus taxes  
515-518-6060  
Corporate ID Code: IHBS

## REGISTRATION/CANCELLATION/REFUND POLICY

- No-shows will be billed.
- All cancellations must be emailed to Autumn McGill at [mcgilla@ihaonline.org](mailto:mcgilla@ihaonline.org).
- A full refund will be given to cancellations received 30 or more business days before.
- IHA reserves the right to cancel the conference because of insufficient enrollment. If so, preregistered participants will be notified, and full refunds provided.

## ADA POLICY

IHA does not discriminate in its educational programs based on race, religion, color, sex or disability. IHA wishes to ensure no one with a disability is excluded, denied services, segregated or treated differently than others because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans With Disabilities Act to attend this conference, call IHA at 515-288-1955, or email the IHA Education Department at [iharegistration@ihaonline.org](mailto:iharegistration@ihaonline.org).