

# Small Health Care Provider Quality Improvement (SHCPQI) Peer Learning Seminar

March 13-14, 2019

Georgia State University College of Law  
Knowles Conference Center  
85 Park Place  
Atlanta, GA 30303

## Agenda

### Tuesday, March 12

6:00 pm – 7:30 pm

**Social Hour in the Haverty Room at the Marriott Residence Inn**

Join members of the TA team and your peers for an informal social gathering the night before the conference.

### Wednesday, March 13

8:45 am

[Welcome and Introductions](#)

**Peer-to-Peer Discussion: The Go Fish Game**

[Strategic Communication for Sustainable Systems Change](#)

*Jean Synodinos, Communication & Social Marketing Consultant, Synodinos Consulting*

Whether we want individuals to take better care of their health or we want health care providers to interact with patients in new ways, we're talking about persuading others to change. The challenge? Change is rarely easy—especially when it comes to changing systems. That's where a strategic approach to communications can help. In this interactive session, you'll shift to a "marketing mindset" and learn four iterative questions that will help you craft and deliver a persuasive message to the decision makers who have the power to change "the way business gets done" in your communities.

12:00 pm

**Lunch** (*will be provided*)

[Making the Value Proposition](#)

*Kimberly Rask, Chief Data Officer, Alliant QIO*

In this session, Dr. Rask will provide an overview of the current policy environment, federal and private tools to incentivize quality care, understand the cost and quality data needed to demonstrate value and how to shape your value calculation.

2:15 pm

**Break**

**Challenges and Strategies for Program Sustainability: Stories from the Field**

Moderator: *Wadia Hanna, Technical Assistance Consultant, Georgia Health Policy Center*

Panelists: *Kathy Alkire, Director of Quality, Morongo Basin Community Health Center; Theresa Knowles, Chief Quality Officer, Penobscot Community Health Care*  
*Chelsea Watkins, Registered Dietitian Nutritionist, KentuckyCare;*

- [Pines Health Center-Community Care Partnership of Maine](#), Teresa Knowles, FNP-C
- [Hi-Desert Memorial Healthcare District](#), Kathy Alkire, BSN, MA
- [KentuckyCare Chronic Care](#), Chelsea Watkins

As a grant period comes to an end, many grantees face challenges in securing commitments and implementing strategies to ensure that their efforts will sustain. This work is especially important when their grant-funded efforts have resulted in better patient outcomes. In this session, we will hear from a panel of current SHCPQI grantees who have focused efforts on addressing common challenges to sustainability of QI initiatives. Each panelist will tell their story that includes a description of their QI initiative, the results obtained, and how the component will be sustained.

### **[Update from the Federal Office of Rural Health Policy \(FORHP\) and Overview of Closeout Process](#)**

*Katy Lloyd, Program Coordinator SHCPQI, Federal Office of Rural Health Policy*

#### **Wrap up and announcements**

Group dinner opportunities (informal)

5:00 pm      **Adjourn**

### **Thursday, March 14**

8:45 am      **Welcome**

#### **Bringing the Future into Focus: Planning for Long-Term Sustainability**

The GHPC Technical Assistance Team will provide an overview of the Sustainability Plan Template required by FORHP. The team will take you through a step-by-step sustainability planning process to help prepare you for conversations and decision-making when you get back home. Learn tips for facilitating sustainability planning with team and partners.

10:30      **Break**

### **[Building for the Future with Quality Improvement Strategies](#)**

*Karla Weng, Senior Program Manager, & Sarah Brinkman, Program Manager, Stratis Health*

In this interactive session, you will identify strategies and tools for embedding quality improvement into organizational culture, review and discuss an example of how to utilize data to support sustainability, and begin to identify opportunities for utilizing your program data to 'tell your story'.

#### **Handouts**

- [Quality Improvement Basics: Peer Learning Network for Quality Grantees](#)
- [Self-Assessment: Culture of Quality Improvement \(QI\)](#)

**Reflections**

Grantees will reflect on the learnings of the Peer Learning Seminar and develop action items to implement once home. Accountability partners will be identified to offer support after the meeting.

**Wrap Up and Evaluations**

12:30pm

**Boxed Lunches and Adjourn**