

# Navigating Through Care Transitions

## Improving Continuity of Care

APRIL 19 & 20, 2017

Coeur d'Alene Resort, Coeur d'Alene, ID

### *Improve continuity of care while empowering patients to be their own health care advocates*

Transitions of care is one of the biggest topics in health care today. The **Navigating Through Care Transitions: Improving Continuity of Care Conference** will bring together a multidisciplinary team for a dynamic and interactive event to learn models of care and innovative processes leading to improved outcomes across the continuum of care and appropriate use of healthcare resources.

### **This two-day educational conference will provide participants with the tools to:**

- Reduce avoidable hospital readmissions
- Focus on patient-centered care
- Decrease medication errors
- Improve patient outcomes
- Increase self-efficacy of patients and family/caregivers
- Identify the relationship between compassion, kindness, and patient satisfaction
- Improve continuity of care by empowering patients and their families to be their own healthcare advocates

**The exciting line-up of topics and presenters focus on patient-centered care and transitions through the complex continuum of care.**

### OUR RECOGNIZED KEYNOTE SPEAKERS INCLUDE:



#### **Transitions of Care - The Scope of the Problem of Poor Quality Care Transition**

**Eric A. Coleman, M.D., M.P.H.**, is professor of medicine and head of the division of health care policy and research at the University of Colorado Anschutz Medical Campus. He is the director of the "Care Transitions Program," aimed at improving quality and safety during times of care "handoffs" and he serves as the executive director of the "Practice Change Leaders." Dr. Coleman was recognized with a 2012 MacArthur Fellowship for his work in bridging innovation and practice through enhancing the role of patients and family caregivers in improving the quality of their care transitions.

**Eric Coleman, M.D.** Known for the "Coleman Model", Dr. Coleman is a national speaker and facilitator helping groups to develop and hone their own patient-centered transitions of care work.

### **Presentation highlights include:**

- **A six-prong multi-faceted approach to improving quality and safety** (that includes meeting the patients at their level, engaging family caregivers, aligning financial incentives, improving cross setting collaboration and communication, building professional competencies and ensuring accountability).
- **Don't reinvent the wheel** - Dr. Coleman will share tools and resources available in the public domain.
- **Stump the doctor** - an interactive session to discuss real life scenarios and come up with solutions.



Kootenai Health • Benewah Community Hospital • Bonner General Health  
Boundary Community Hospital • Shoshone Medical Center

*Special thanks to the North Idaho College nursing faculty*

## RECOGNIZED KEYNOTE SPEAKERS (Cont.)



Allison Massari

### Transforming Patient Lives: The Art of Person-Centered Care

Allison Massari takes her audience on a journey, offering tools to rise above any obstacle and find peace, purpose, and happiness despite turbulent times. She explains, “The power of what you do goes far beyond the technical part of your job. You are healing the places medicine cannot touch. **In fact, YOU are the medicine.**” As an advocate for both patient and health care provider, Allison’s powerful understanding of the essential nature of patient-centered care fortifies audience members, offering applicable tools for managing change, adversity, and the everyday challenges of being human.

- Allison is on the **“Best Keynote Speakers”** list
- Named One of the **Top 10 Best Speakers** in North America for Motivation - M&C Magazine



Piri Ackerman-Barger, P.h.D.

### Exploring Equity, Diversity and Inclusion in Nursing and Nursing Education

**Piri Ackerman-Barger, P.h.D., R.N.**, is an assistant clinical professor at the UC Davis Betty Irene Moore School of Nursing. She is an expert at teaching methodology in health sciences, social determinants of health, collaborative practice and organizational change. A much sought

after speaker, in this talk Piri will tie in aspects of equity, diversity and inclusion and discuss how it relates to perceptions and impacts care.



Joan Agee, DNP, RN

### Reducing Chronic Obstructive Pulmonary Disease 30-Day Readmissions *A Nurse-Led Evidence-Based Quality Improvement Project*

**Joan Agee, DNP, RN, CNOR**, is Vice President of Patient Care Service/ and Chief Nursing Officer for St. Joseph’s Regional Medical Center, Lewiston, ID.

Chronic obstructive pulmonary disease (COPD) is a debilitating disease resulting in frequent hospitalizations and increased health care costs. As leaders of multidisciplinary teams, acute care nurse leaders are challenged to reduce readmissions and costs. In October 2014, the Centers for Medicare and Medicaid Services expanded readmission penalties for 30-day readmissions to include COPD, making this an important issue for nurse leaders. Joan will describe how a regional medical center was able to decrease COPD readmissions, and is beginning to use this model with other chronic disease management programs.



Michael Meza, M.D.

### Benchmarking Communication and Collaboration for the Benefit of Patients, Community and the Health Care System

**Dr. Michael Meza** joined forces with Heritage Health as the Director of the Post-Acute Care department and more recently has the privilege of serving at their Chief Medical Officer.

Dr. Meza enjoyed 16 years of practicing full spectrum family medicine while providing care in the clinic, hospital, emergency department, and skilled nursing facility. In January 2012 he began to focus his work on advancing care for the elderly. He continues to build a health care team to support the needs of “the greatest generation” in many of the post-acute care facilities in our communities. This includes skilled nursing facilities and assisted living facilities. He continues to work collaboratively with Kootenai Health through the Community Partners group to insure a smooth transition for patients discharged from the hospital and admitted to these types of facilities. He strives to provide timely, quality care in the most respectful way. Dr. Meza is also the chairperson for the Quality/ HIT committee for the newly formed Kootenai Care Network.



Nicole Pelly, M.D.

### Palliative Care: The Stories of Our Patients Matter

**Dr. Pelly is a palliative care physician and pediatric anesthesiologist.** She believes in creating and innovating our healthcare system to empower the stories and lives of our patients. Currently, she works in the Kootenai Clinic Outpatient Palliative Care Clinic where she focuses on listening to patients and helping them create quality and joy in their lives. Dr. Pelly is a graduate of the University of Washington Palliative Care Center of Excellence Certification Program.

For a full conference agenda, please see the conference web page [www.nwhospitalalliance.org/caretransitions](http://www.nwhospitalalliance.org/caretransitions)

Register today! Go to [www.nwhospitalalliance.org/caretransitions](http://www.nwhospitalalliance.org/caretransitions)

## LOCATION & ACCOMODATIONS



There is no finer place to hold a conference than **The Coeur d'Alene Resort**. The resort sits on the shore of one of America's most beautiful lakes – Lake Coeur d'Alene.

We have reserved a block of rooms for conference attendees at a special rate per night. Individual reservations can be made by calling the Resort's reservation desk at **888-965-6542**.

### Special Room Rates:

- Lake Tower \$159.00
- Park Tower \$139.00
- North Wing \$119.00



Reservations are based on space and rate availability, so it is recommended that you book your room early.

**To secure these special rates, you must reserve by March 9, 2017**

**Check-In:** 4:00 p.m.

**Check-Out:** Noon

*Room rates are subject to state and lodging tax, and surcharge.*

## REGISTRATION IS OPEN. SIGN UP TODAY!

Early-Bird Registration Rate (ends 03/1/17)	Early-Bird Group Registration Rate (3 or more from the same facility):	Regular Registration Rate (ends 4/18/17)	Onsite Registration Rate (begins 4/19/17)
<b>\$499/attendee</b>	<b>\$480/attendee</b>	<b>\$525/attendee</b>	<b>\$600/attendee</b>

**To register visit:** [www.nwhospitalalliance.org/caretransitions](http://www.nwhospitalalliance.org/caretransitions)

**Questions:** email [nwhospitalalliance@gmail.com](mailto:nwhospitalalliance@gmail.com) or call our conference coordinator at 208.625.4138

### Who Should Attend

The conference is open to anyone engaged in improving health care quality and transitions of care. This includes physicians, nurses, pharmacists, nurse practitioners, case managers, care navigators, discharge planners, social workers, therapists, and administrators representing hospitals, clinics, skilled nursing, rehabilitation, home health, palliative care, and hospice organizations.

CONTINUING  
EDUCATION  
HOURS WILL  
BE AVAILABLE

### Cancellation Policy

Cancellation requests must be submitted in writing to the Northwest Hospital Alliance.

**By email:** [nwhospitalalliance@gmail.com](mailto:nwhospitalalliance@gmail.com)

**By mail:** Northwest Hospital Alliance  
2003 Kootenai Health Way  
Coeur d'Alene, ID 83814

Cancellations received by close of business on Friday, March 30, 2017 will receive a full refund, minus a \$30 administrative fee. No refunds will be made for cancellations received after Friday, March 30, 2017.

### Sponsorships

We rely on sponsorships to keep this conference affordable to health and human services professionals at all levels. A variety of sponsorships are available, as well as exhibit and advertising opportunities. As sponsors sign on, marketing materials will be updated. For more information visit our webpage at [www.nwhospitalalliance.org/caretransitions](http://www.nwhospitalalliance.org/caretransitions).



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