

Seventh Annual Conference
**The Region's Health and Health Care Systems:
Communities Achieving Excellence
and Accountability**

**Friday, January 22, 2016
8:30 a.m. - 1:30 p.m.**

three locations available:
**Saginaw Valley State University
and simulcast at:**
Central Michigan University & Kirtland Community College



AHEC
MID-CENTRAL AHEC
MICHIGAN AREA HEALTH EDUCATION CENTER

In partnership with the College of Medicine at Central Michigan University



**Hospital Council of
East Central Michigan**



MICHIGAN HEALTH IMPROVEMENT ALLIANCE



Crystal M. Lange
College of Health & Human Services

Seventh Annual Conference

The Region's Health and Health Care Systems: Communities Achieving Excellence and Accountability

Friday, January 22, 2016 • 8:30 a.m. - 1:30 p.m.

Purpose:

The purpose of this annual program is to share best practices and encourage dialogue related to health care in the region. There will be emphasis on enhancing the quality, effectiveness, and accountability of care across the continuum to improve the health of the population in the region. Pertinent issues will be addressed, noting regional, national and regulatory perspectives.

Program Objectives:

Participants will:

- Gain knowledge regarding (List) best practices that were designed to develop, enhance, and maintain quality health care across the continuum.
- Engage in dialogue that facilitates (Discuss) visioning for effectiveness and accountability in health care to achieve the goal of improved health of the region's population.
- Identify strategies that will promote and support community awareness regarding quality health care.

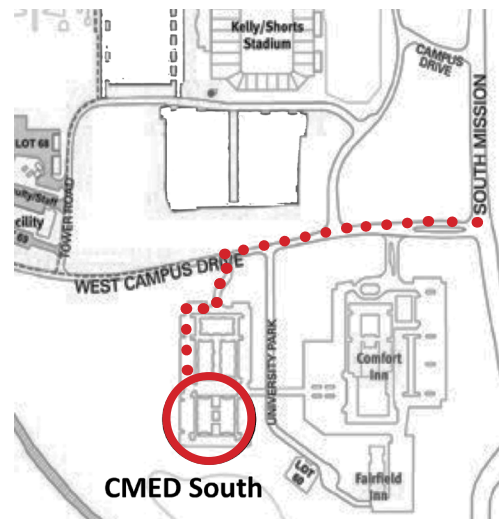
Intended Audience:

This program is an education forum for hospital board members, health care executives, physicians, other health care providers/professionals, and community health leaders.

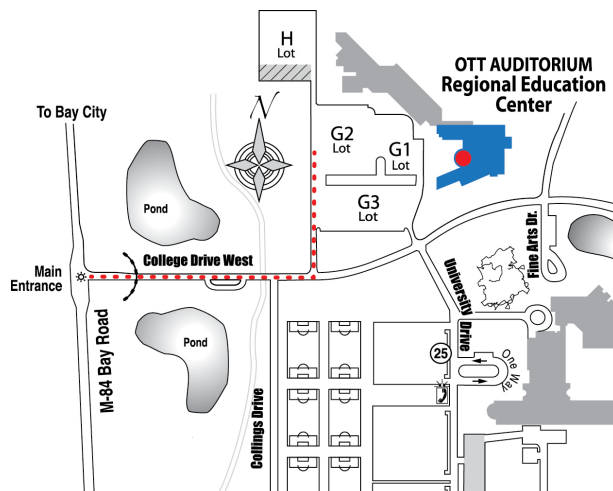
Location:

Simulcast Locations:

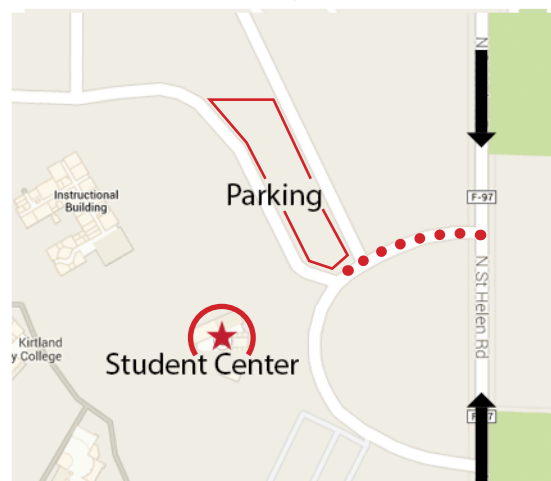
College of Medicine, Building D
2520 S. University Dr.
Mt. Pleasant, MI 48858
CMU AHEC/CMED: (989) 774-7105



Ott Auditorium
Gilbertson Hall, SVSU
(Formerly the Regional Education Center)



Kirtland Student Center
Conference Room
10775 N. St. Helen Road
Roscommon, MI 48653



Keynote Speakers

Barbara Balik, RN, EdD

- Principal, Common Fire Healthcare Consulting
- Senior Faculty, IHI
- Member, National Patient Safety Foundation Board of Governors



Dr. Barbara Balik works with healthcare leaders to build systems and culture for quality, safety, patient/family experience, and staff-provider engagement. Recent partnerships involved developing skills and systems for patient-and-family centered care and patient partnerships, excellent patient experience especially with physician communication with patients, reliable transitions in care, and development of effective quality infrastructures for population health. The systems developed assure sustained improvement and innovation.

Barbara has a BS and MS in nursing and a doctorate in educational leadership. Her previous roles include: Allina Hospitals and Clinics, MN – EVP of Quality, Safety, and Technology; CEO at United Hospital and Clinics; VP of Patient Care/CNO at United Hospital; System CNO Council Chair; Minneapolis Children’s Medical Center – VP of Patient Care/CNO. Her favorite clinical roles were pediatric nurse practitioner and labor/delivery nurse.

Her recent publications include:

- The Heart of Leadership: Inspiration and Practical Guidance for Transforming Your Health Care Organization: a study of ten transformational healthcare leaders. (2010) AHA Press.
- Balik, B., Bandy, M., Leonard, M. Healthcare Culture and Knowledge. In: Zipperer, L. ed. (2014). Knowledge Management in Healthcare. Farnham, England: Gower.
- Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care. IHI Innovation Series White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2011. (Available on www.IHI.org)
- Balik, B. The Importance of Leadership to Advance Patient Safety. In: Patient Safety Handbook, 2nd Ed. B Youngberg, ed. The Importance of Leadership to Advance Patient Safety. 2013.
- Balik, B. Leaders’ Role in Patient Experience. Healthcare Executive, July/Aug 2011
- 10 years after To Err is Human: Are We Listening to Patients and Families Yet? National Patient Safety Foundation 2010.
- Balik, B. What Makes a Positive Patient Experience? Patient Safety Monitor, October 2011, Vol. 12, No. 10
- A Guide for Field Testing: Creating an Ideal Transition to a Skilled Nursing Facility, 2010, Institute for Healthcare Improvement.

Diane Stollenwerk, MPP

- Board Chair, Patient Voice Institute and President, StollenWerks Inc.



Diane Stollenwerk is an appointed member of the Maryland Health Care Commission and president of a small consulting firm that provides strategic insight, practical guidance and hands on implementation to improve health and health care. Her expertise is in consumer engagement, performance measurement, accountability, public reporting, effective communication and technology. She has worked on health policy issues for nearly 25 years at the local, state and national levels, including serving as a Vice President at the National Quality Forum.

After a life changing experience as a hospital patient plus helping her son deal with years of poor care coordination, incorrect billing and other issues stemming from care he received for epilepsy, she has a passion for motivating the health care “system” to be driven by and focused on supporting patients to be true partners who are welcome, respected, and engaged in being as healthy as possible.

Schedule:

8:30-9 a.m.	Registration, Networking, and Morning Refreshments
9-9:15 a.m.	Welcome, Conference Introduction & Overview
9:15-10:15 a.m.	<i>Consumer Engagement: Why? How? So What?</i> Barbara Balik, RN, EdD
10:15-10:30 a.m.	Break
10:30-11:30 a.m.	<i>Thinking Together: Practical Approaches to Partnering with Consumers to Improve Health and Healthcare</i> Diane Stollenwerk, MPP
11:30 a.m.- 12:15 p.m.	Moderated Panel: <i>Applying the Lessons Learned about Consumer Engagement, a Dialogue with Our Speakers.</i> Includes Audience. With Q and A
12:15-12:30 p.m.	Conference Summary and Evaluation
12:30-1:30 p.m.	Lunch

Objectives:

Barbara Balik

1. Examine the context, relevance, and rationale for consumer engagement in health care.
2. Explain the process(es) involved in best practices that achieve consumer engagement in health care.
3. Describe the impact on health and outcome in health care when consumers are engaged.

Diane Stollenwerk

1. Explore the history and impetus for championing, promoting, and facilitating consumer engagement in health care.
2. Explain the approaches that have been successful in partnering with consumers to improve health and health care.
3. Describe the results achieved to date in health and health care related to partnering with consumers.

Moderated Panel

1. Examine exemplars that demonstrate the processes and approaches considered successful in achieving consumer engagement.
2. Critique the lessons learned through involvement in consumer engagement activities in health care.
3. Explore the anticipated future for consumer engagement activities in health care.

Continuing Education:

The Crystal M. Lange College of Health and Human Services at Saginaw Valley State University (OH-344, 7/1/2016) is an approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Contributing Sponsors

The conference co-sponsors gratefully acknowledge the contributions of the following to make this program possible:



Registration Form

Communities Achieving Excellence and Accountability

Cost: \$65.00 per person

Name _____ Title _____

Address _____
City _____ State _____ ZIP _____

Telephone(s): Work/Home: (____) _____ Cellular: (____) _____ E-mail: _____

Employer: _____

Address _____
City _____ State _____ ZIP _____

Method of Payment:

- Check/money order enclosed, made payable to HCECM
- Will mail check/money order before deadline
- Online (www.hcecm.org) credit card payment through Thumb National Bank

Specify Location: SVSU CMU Kirtland

Registration Form should be faxed, emailed, or mailed.

Questions: (989) 891-8810
E-mail: admin@hcecm.org

Fax: (989) 891-8161

Mail: HCECM
315 Mulholland Street
Bay City, MI 48708

Deadline for Registration to assure space availability: **Monday, January 11, 2016.**
(No refunds issued for cancellations after this date.)