

CONFERENCE & REGISTRATION INFORMATION



CREATING A CULTURE OF QUALITY:

Developing the Infrastructure to Meet
Quality Improvement Requirements

Wednesday, March 16, 2011

Westin Baltimore Washington Airport

1110 Old Elkridge Landing Road

Linthicum, Maryland 21090

Phone: (443) 577-2300

For further information, please visit www.esrdnetworks.org



A renal community collaboration

presented by the Forum of ESRD Networks in partnership with

DaVita, DCI, Fresenius, Liberty Dialysis, and the Renal Physicians Association



Creating a Culture
of Quality

The National
FORUM of
ESRD NETWORKS
Improving Care Through Collaboration

CREATING A CULTURE OF QUALITY:

Developing the Infrastructure to Meet Quality Improvement Requirements in Renal Care

CONFERENCE FACULTY

James Bagian, MD, PE (*invited*)

Maria Ciccanti (*invited*)

Peter DeOreo, MD, FACP

Jay Ginsberg, MD, MMM

Pam Havermann, RN

Doug Johnson, MD

Judith Kari

Jenny Kitsen

Cynthia Kristensen, MD

Carolyn Latham, RN, MSN, MBA, CNN

Franklin W. Maddux, MD, FACP

Gina Randolph, RN, MSN, MBA

Darlene Rodgers, BSN, RN, CNN, CPHQ

Susan Stark

Karen Strott, BSN, RN, CPHQ

Denise VanValkenburgh, BA, RN, CNN, CPHQ

David Van Wyck, MD

Raynel Wilson, RN, CNN, CPHQ

Veterans Health Administration and
VA National Center for Patient Safety

Centers for Medicare & Medicaid Services
Centers for Dialysis Care

Southeastern Nephrology Associates, PC
Dialysis Clinic, Inc.

Dialysis Clinic, Inc.

Centers for Medicare & Medicaid Services

ESRD Network of New England, Inc.

The Forum of ESRD Networks

Fresenius Medical Care, NA

Fresenius Medical Care, NA

DaVita

Intermountain ESRD Network, Inc.

The Renal Network, Inc.

Intermountain ESRD Network, Inc.

Liberty Dialysis, LLC.

DaVita

The Renal Network, Inc.

CONFERENCE OBJECTIVES

Attendees will:

- Learn how to determine which organizations are at risk of failing to provide optimal quality of care to their patients
- Understand how to prepare under performing dialysis units for the change in culture needed to improve their performance
- Develop a skill set necessary to work in collaboration with survey agencies and ownership to change under performing dialysis units
- Study various tools available to change the culture of an organization so that improvement in quality will be sustained after crisis intervention

CONFERENCE AUDIENCE

This seminar is open to all interested in improving healthcare quality for renal patients, including but not limited to: • dialysis organization quality staff • regional quality managers • ESRD Network quality staff • Forum of ESRD Networks' Medical Advisory Council (MAC) members • Quality Improvement Organization staff • Centers for Medicare & Medicaid Services OCSQ/DSC staff, Project Officers, and Regional Administrators

CONFERENCE AGENDA

As of February 1, 2011



Creating a Culture
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- 7:00 AM CONTINENTAL BREAKFAST (*provided*)
- 7:30 AM OPENING KEYNOTE
James Bagian, MD, PE (invited)
- 8:45 AM IDENTIFYING FACILITIES THAT ARE MOST AT-RISK : PART I
- DCI: *Pam Havermann, RN*
- FMC: *Carolyn Latham, RN, MSN, MBA, CNN*
- DaVita: *David Van Wyck, MD*
- ESRD Networks: *Darlene Rodgers, BSN, RN, CNN, CPHQ;*
Susan Stark; Karen Strott, BSN, RN, CPHQ;
and Raynel Wilson, RN, CNN, CPHQ
- 10:15 AM BREAK
- 10:30 AM PREPARING FACILITIES FOR CHANGE
- Co-Facilitator: *Cynthia Kristensen, MD*
- Co-Facilitator: *Maria Ciccanti (invited)*
- 12:00 PM NETWORKING LUNCHEON (*provided*)
- 1:00 PM COLLABORATION
- Moderator: *Franklin W. Maddux, MD, FACP*
- ESRD Networks: *Jenny Kitsen*
- CMS: *Judith Kari*
- DaVita: *Gina Randolph, RN, MSN, MBA*
- Liberty Dialysis: *Denise Van Valkenburgh, BA, RN, CNN, CPHQ*
- 2:30 PM BREAK
- 2:45 PM IDENTIFYING FACILITIES THAT ARE MOST AT-RISK : PART II
- Doug Johnson, MD, and Pam Havermann, RN*
- 3:15 PM DEVELOPING A SUSTAINABLE CULTURE OF QUALITY &
DEALING WITH RECIDIVISTS
- Peter DeOreo, MD, FACP*
- 4:15 PM CLOSING REMARKS
- Jay Ginsberg, MD, MMM*

CREATING A CULTURE OF QUALITY

CE INFORMATION

This activity has been submitted to the American Nephrology Nurses' Association (ANNA) for approval to award contact hours. The ANNA is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

SEMINAR PLANNING COMMITTEE

Jay Ginsberg, MD, MMM
Chairperson

Susan Caponi, BSN, RN
ESRD Network 2

Geraldine Curry, RN, BSN,
CNN, CPHQ
Fresenius Medical Care, NA

Peter DeOreo, MD, FACP
Forum of ESRD Networks

Katrina Dinkel, MA
ESRD Network 12

Mary Dittrich, MD
Forum of ESRD Networks

Harriet Edwards, MSW, MSG
ESRD Network 18

Doug Johnson, MD
Dialysis Clinic, Inc.

Cynthia Kristensen, MD
Forum of ESRD Networks

Carolyn Latham, RN, MSN,
MBA, CNN
Fresenius Medical Care, NA

Klemens Meyer, MD
Forum of ESRD Networks

Dale Singer, MHA
Renal Physicians Association

Susan Stark
ESRD Network 9/10

Judy Stevenson, MSN, CPHQ
ESRD Network 4

David B. Van Wyck, MD
DaVita



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REGISTRATION and HOTEL INFORMATION

HOW TO REGISTER:

You may register online, and submit your registration fee, at the following link:

<http://www.regonline.com/Register/Checkin.aspx?EventID=937368>

OR you may complete the enclosed registration form and return with a check made payable to "The Forum of ESRD Networks". Please send checks to:

The Forum of ESRD Networks / 1360 Energy Park Drive, Suite 200 /
St. Paul, MN 55108

Registrations will be accepted until all spaces are filled, or until Wednesday, March 9, whichever comes first. Walk-in registrations will not be accepted.

Cancellation information: For cancellations made by March 9, 2011, you may receive a refund minus a \$10 administrative fee. Please contact Network 11 at (651) 644-9877 to process your refund.

EDUCATION FEE:

The education fee of \$ 149.00 includes all seminar sessions, meals, and materials.

HOTEL ACCOMMODATIONS AND RESERVATIONS:

- The seminar will be held at the Westin Baltimore Washington Airport, 1110 Old Elkridge Landing Road, Linthicum, Maryland 21090.
- Rooms have been reserved both at the Westin and at the adjacent Sheraton. (Sheraton address: 1100 Old Elkridge Landing Road, Linthicum, Maryland 21090).
- A rate of \$139.00/night (single/double) may be secured with the group name "Quality Conference".
- For hotel reservations, please call the Starwood Reservation line at (800) 325-3535. deadline: February 23, 2011.

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REGISTRANT INFORMATION

(You may either provide this information via the online registration link (see previous page) or complete this form and return it with your payment by check.)

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ESRD Network 4

David B. Van Wyck, MD
DaVita

Organization: _____

Address: _____

City/State/Zip: _____

Daytime Phone: _____

Email: _____

Please list your organization's participants:

Name and Organization

Fee:

(as you would like it to appear on the name badge)

1. _____

2. _____

3. _____

4. _____

TOTAL Registration Fee : _____



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Please return completed forms via mail or fax to:

The Forum of ESRD Networks
1360 Energy Park Drive, Suite 200
St. Paul, MN 55108
Fax: (888) 474-8142

If you have any questions, please contact Bonnie Freshly, Forum Coordinator, at
bfreshly@verizon.net or (804) 418-7990.