Thank you to our sponsors:  
Coverys  
Iowa Healthcare Collaborative

Our 2017 annual spring conference was held at the Holiday inn & Suites at Jordan Creek in West Des Moines, Iowa.

Every year IAHQ strives to bring you relevant topics to help you enrich your professional career as well as the daily work of healthcare in Iowa.

Thank you for joining us this year! We appreciate the feedback you’ve provided and are working to plan next year’s event!
Professional Development Specialist and Consultant at Creative Health Care Management in Minneapolis, MN, Donna Wright, spoke at the IAHQ conference about what it takes to bring clarity and alignment to daily culture. She also shared the best tools to promote accountability and described ways to use these tools in daily communication.

Maureen Keehnle, Senior Vice President and General Counsel Government Relations & Advocacy from the Iowa Hospital Association in Des Moines, Iowa, shared with attendees of the conference the components of IHA’s current state and federal legislative agendas, discussed updates on legislative and regulatory issues in Iowa, and explained how to get involved with IHA advocacy efforts.

The day ended with the CEO of Siemens People Builders from Des Moines, Iowa, Steve Siemens. Steve explained how excellence is not enough today. He defined the difference between excellence and being distinct, provided a list of seven steps to becoming distinct, and how to apply in the workplace by providing an outline to use as stepping stones towards becoming distinct.
Amanda Schwerdtfeger was this year’s Rising Star Quality Award at the 2017 IAHQ conference.

**2017 Scholarship Winners:**

- Phyllis McDonald
- Ronda Reimer

**Congratulations!**
President’s Letter

Today I am thankful for my computer... and a fantastic team of coworkers! As some of you may have seen through various media outlets, our facility is currently recovering from a ransomware attack that struck on the evening of June 14.

When all is said and done, I have to say that there’s nothing like a good ransomware assault to bring your emergency management table-top exercises to life. While our information systems personnel quickly identified the issue and proactively shut down all systems within a short time, we rapidly realized that this event would require much more than a few hours’ worth of recovery. Incident Command was initiated within an hour, which was a key in helping guide leadership through the event detail while keeping employees updated at the same time.

Emergency down-time procedures allowed most of our patient care areas to continue without a hitch, but there were some services we had to divert for a period of time due to the lack of network/transmission availability. Aside from the obvious distraction, we kept a vigilant focus on employee and patient safety which was particularly important given the fact that many staff had very little sleep in the first 4 days of the event and we didn’t want to lose sight of this critical aspect of quality. And no one thinks about the order of recovery until you’re facing a start-up from literally nothing. Of course, patient care areas are the highest priority followed by critical support services, so the desk-top personal computers for supporting staff were in the last tier of recovered equipment. And, at nine days post-event, I got the first glimpse of my reinstalled PC desk-top view... I have to tell you it was so oddly comforting (like seeing an old dear friend again, really), that I wanted to literally hug my screen. Goes to show my dependence on technology!

As I write today, we are now 12-days post-event and have so far been able to recover without paying any ransom. The last program on my PC was installed this morning, and I’m also feeling a sense of normalcy around my activities. Part of my quality role includes institutional insurance, and this event underscored the importance of cyber coverage for this risk – one our broker and I had discussed years ago prior to putting that policy in place. We are also working with the FBI in trying to bring those responsible to justice. So all in all, it has been an adventure-filled month (do I need to mention the FBI again??), one involving an incredible amount of teamwork, perseverance, and tenacity by so many people.

Continued on next page...
I am also reminded how attention to quality outcomes permeates literally every aspect of an event recovery like this, from the methodical and careful process of bringing an entire computer system back online, to the time and attention spent with each patient regardless of whether their chart is paper or electronic.

Speaking of quality, don’t forget that there are numerous resources out there to help us as professionals... The Iowa Hospital Association (in partnership with the Iowa Association for Healthcare Quality) is offering the webinar, “Unlocking the Door to the MACRA Quality Payment Program” on August 15, and the 2017 review course to become a Certified Professional in Healthcare Quality (CPHQ) is scheduled for September 21-22 in Ankeny. The National Association for Healthcare Quality also returns its national conference, “NAHQ Next”, on September 18-20 in Cincinnati, Ohio. Many of our IAHQ districts have also been busy with local meetings and information sharing, so please take advantage of these great opportunities.

Lastly, I send wishes for a great summer filled with secure and on-line computer systems! And as always, know that we at IAHQ remain committed as a resource for you.

Best Wishes,
Iris Vering
IAHQ Board President
Director of Quality Services, Waverly Health Center
Events:

- SIM Learning Community - 7-12-2017
- Compass HIIN Regional Workshops -
  - 7-18-2017 - Atlantic
  - 7-19-2017 - Fairfield
  - 7-20-2017 - Storm Lake
  - 7-26-2017 - Waterloo
  - 7-27-2017 - Ankeny
- LEAN Application Series, Session 2 - 8-3-2017
- LEAN Application Series, Session 2 - 8-23-2017
- 14th Annual Conference - 11-8-2017

Events:

- Webinar - Workplace Harassment Prevention - 7-12-2017 @11:30 am
- Fundraiser - Swinging for Scholars - 7-13-2017
- Webinar - Unlocking the Door to the MACRA Quality Payment Program - 8-15-2017 @11:00 am
- Webinar - Taking the Lead Role in Population Health - 8-23-2017 @ 11:30 am
- Webinar Series on a variety of healthcare topics.
- CPHQ Review Course - September 21-22nd in Ankeny
- Iowa careLearning User Group Meeting - 11-1-2017
- Administrative Professionals Program –11-17-2017

https://www.ihconline.org/

https://www.ihaonline.org/
The Right Care at the Right Time in the Right Setting:

♦ Deliver high-quality, cost-effective care—Reduce unnecessary utilization and achieve cost-containment by pairing high-risk members with licensed health coaches and delivering coordinated care across multiple providers.

♦ Transform care delivery—Innovative data analytics and quality improvement strategies designed to achieve measurable results, improve compliance with evidence-based guidelines, streamline clinical processes and advance Triple Aim goals.

♦ Develop Patient-Centered LTSS—Conflict-free assessments, evaluations and level-of-care determinations that accurately determine care and service needs for members receiving long-term services and supports.

https://www.telligen.com/client_solutions/state/
District Information

Above:
Member Jim Carle presents at districts F and G who met on Friday, June 2nd in Pella, Iowa.

Below Right:
Check out our district map and get connected with your area.

District representatives & upcoming meetings:

District A - Heather Gann

District B - Megan Mollenbeck (with District C) - November 3rd @1030-2pm in Iowa Falls (Hansen Family)

District C - Sarah Pavelka (with District B meetings)

District D - Jennifer Arp - August 18th, October 20th, and December 15th at Cass County Health System in Atlantic, Iowa.

District E - Lana Comstock

District F - Angela Freeman (with District G) - Friday, October 6th @10am at Davis County Hospital, Bloomfield, IA.

District G - Lori Parsons (with District F)
Sarah Pavelka held the LEAN Application Series “The Journey Begins” at Skiff Medical Center. There were 49 participants from across the central and eastern part of the state.