

Comments from FAHQ 2023 Conference Attendees

Suggested topics for future programs.

- 1 Provide new and innovative ideas.
- 2 I would like more on quality dashboards.
- 3 Any new topics on the horizon.
- 4 Senior leadership following these current practices: Just Culture, retention & employee engagement. Understanding there are a variation of way for learning. A program topic specifically for senior leaders to follow a 'transformational leadership' engaging staff & have staff buy-in.
- 5 Improvement toolbox, 5 whys, Improvement modalities - 6 Sigma, Lean,
- 6 Same - just more of it!
- 7 Mentorship in project management
- 8 More examples of using just culture - similar to fall presentation. More examples of human factors for particular diagnosis like was done for CAUTI/CLABSI
- 9 Future trends in healthcare
- 10 More content on changing culture.
- 11 Second victim
- 12 More pediatric specific presentations
- 13 Think it would be great to add the following pre-session options: 1) FOCUS PDSA workshop/role play where you're assigned a role on a team to go through the exercise as a practice, 2) CPHQ Review Course.
- 14 Consider presentation on 1 or 2 of the NAHQ competency areas - in a manner that is easy and fun to provide real-life examples of how to determine that competency.
- 15 Importance of leadership.
- 16 Analytics; health equity
- 17 Impact of formal end of pandemic on costs, quality, etc.
- 18 How to engage others in quality. Why do I have to do this? What's in it for me? How quality helps patients and staff.
- 19 Maybe quality dashboard.
- 20 Lean projects that included improved outcomes for patients.
- 21 Using RCA2 for falls
- 22 RedCap workshop
- 23 Quality ratings - STAR, Leapfrog, etc. How we manage elements of each quality ?? Ban an excellent performing facility/system
- 24 More about setting up success in HRO journey. Press Ganey - HPI might be good speaker choices
- 25 Healthcare equity and quality; engaging front-line in data visualizations.
- 26 Instilling motivation in healthcare; High reliability - steps to ingraining this culture; mitigating falls (staff turnover).
- 27 Incorporating social determinants of health in data reporting and improvement, eg., sepsis care by race, ethnicity, gender, age, etc.
- 28 Rapid-fire presentations, 15-20 minutes; would love to have posters; maybe round table where projects are highlighted and then move to next table.

- 29 How finance impacts health care; what we can do from finance standpoint to improve health care quality.
- 30 How to effectively embed PI/QI knowledge in healthcare team.
- 31 Michelle Hennessy-PI, LOS project; AHCA Surveryor w/updates; Joint Commission.
- 32 Susan & Stephanie for teaching right after lunch was good strategy. They were excellent!
- 33 Data display/different chart options & how to show for end user based on how many data & relationships -action-other to end user.
- 34 Key speaker sessions from industry leaders.
- 35 Mortality reduction; Prevention of PSIs & HACs, especially post-op renal failure/dialysis, post-op respiratory failure, hemorrhage/hematoma
- 36 Expand scope outside just "hospitals"
- 37 Risk adjustment - common acute care & outpatient treatment documentation issues
- 38 More information on the best way to present & develop quality dashboards
- 39 How to build relationships; how to change culture; Initiating a PI project; OPPE/FPPE as a quality initiative
- 40 Quality, nursing and risk working as a cooperative team; Benefits of having difference certificates & how to differentiate from each other ex: CPHQ, Six Sigma, Lean, FACHE, CPPS, CHC. Tips from defining quality healthcare services on PDSA and promoting
- 41 How to build teams; Effective resume writing - scannable