



THANK YOU FOR ATTENDING THE SPRING CONFERENCE!

We had over 125 participants and the speakers were great as usual. Liz Carlton, KARQM Past President, delivered an overview on strategies to “Promote a Culture of Safety” including creation of a reporting, team oriented, and just learning culture. This provided a strong platform for the KDHE Risk Management team to review “Survey 101”. Our RM colleagues have recently begun surveying the Risk Statues, and they shared some of their survey findings. This presentation generated a lot of discussion and questions. We took some time to gather feedback and have a plan in place to make sure our KARQM members get their questions answered! Amber Styles, NE District Chair, has agreed to lead the team that will work with the KDHE Risk Management team. Amber will not only address questions, but also update the interpretive guidelines. Many of you expressed interest in participating in the update – look for a message from Amber soon. Amanda Cackler, Director of Quality, Safety, and IPAC at The University of Kansas Health System presented “The Journey to Zero Harm” – focusing on shared learning and trust, linking the relationship between employee engagement and a safety culture. Amanda and Liz then shared their health system’s Patient Safety Response Team activation. This is an immediate response to high harm events that not only creates a “stop the line” intervention, but also begins the investigative process and is applicable to any size organization. Connie Christian, Facility Risk Management & Patient Safety Advisor for KAMMCO gave a great overview of “Stress First Aid After an Adverse Event”, sharing some great resources for Implementing a Health Care Worker Stress First Aid Program including:

- NIOSH (2024) Impact Wellbeing Guide: Taking action to improve healthcare worker wellbeing. Washington D.C. US Department of HHS, CDC, DHHS (NIOSH). <https://www.cdc.gov/niosh/impactwellbeing/default.html>
- Patient Safety Net (2019, Sept 7) Second Victims: Support of Clinicians Involved in Errors and Adverse Events. AHRQ. <https://psnet.ahrq.gov/primer/second-victims-support-clinicians-involved-errors-and-adverse-events>
- The Schwartz Center for Compassionate Healthcare (2024) Stress First Aid Training <https://www.theschwartzcenter.org/programs/stress-first-aid-landingpage/>

The conference wrapped up as usual with a book giveaway highlighting some great reference materials for quality, safety and risk leaders and included:



Title	Author
CPHQ Prep 2023-2024	Matthew Bowling
CPHRM Exam Flashcard Study System	Mometrix
Dare to Lead	Brene Brown
Fundamentals of Risk Management	Paul Hopkin
High Reliability Organizations- A Healthcare Handbook for Patient Safety & Quality	Cynthia Oster & Jane Braaten
Humble Inquiry	Edgar Shein
No Ego	Cy Wakeman
She Thinks Like a Boss	Jemma Roedel
Six Thinking Hats	Edward DeBono
Start with Why	Simon Senek
The Coaching Habit	Michael Stainer
The Culture Code	Daniel Coyle
The Five Dysfunctions of a Team	Patrick Lencioni
Safety Walk Safety Talk	David Allan Galloway

REGISTRATION IS NOW OPEN!

REGISTER @ [KARQM AUGUST 2024 CONFERENCE](#)

REGISTRATION

- ✚ Must be received by July 26
- ✚ No refunds after July 26
- ✚ KARQM Members \$100
- ✚ Non-members \$135

AUGUST 7, 2024

KARQM CONFERENCE

RHATIGAN STUDENT CENTER
3550 WUSHOCK DRIVE, WICHITA, KS

Brochure: <https://www.kha-net.org/AlliedOrganizations/KARQM/KARQMDocuments/d170656.aspx?type=view>

Registration: <https://karqmfallconference2024.ezregister.com>

AGENDA



- ✚ Managing Subpoenas and Demand Letters
- ✚ Risk Management of Impaired Healthcare Providers
- ✚ Culture of Safety Survey Results to Action
- ✚ Quality Updates
- ✚ Annual meeting
- ✚ Regional meeting
- ✚ Faith Ball Scholarship
- ✚ Election

Faith Ball Scholarship

In recognition of the contributions Faith Ball made to healthcare across the State of Kansas and specifically to KARQM, an educational stipend has been established. It is known as the "Faith Ball Scholarship". Faith served as a charter Board member and President for KARQM. The intent of the scholarship is to provide financial assistance to an active member of KARQM, who would not otherwise be able to attend a national seminar. A scholarship for up to \$2,500.00 will be awarded. The scholarship must be used to pay for expenses associated with a national seminar or conference regarding risk management or quality improvement.

Criteria for application:

- The applicant must have been a member of KARQM for one full calendar year.
- The applicant must have served in a KARQM leadership role in the past 5 years as a board member or district officer.
- The applicant has not won this award in the past 5 years.

To be eligible, you must:

- ✓ Attend the conference.
- ✓ Be present to win.
- ✓ Be willing to write an article for the newsletter or present at an annual meeting a summary of at least one session you attended at the national meeting.

APPLICATIONS WILL BE AVAILABLE AT THE AUGUST CONFERENCE

<https://www.kha-net.org/AlliedOrganizations/KARQM/KARQMDocuments/d170657.aspx?type=view>

2025 OFFICER ELECTIONS

Current open positions include Secretary and President Elect. From our bylaws:

The President-Elect shall serve as a voting officer of the KARQM Board and perform the duties pertaining to the office of the President during their absence or inability to act. Candidates for President-Elect shall preferably have served at least one year on the KARQM Board. The President-Elect shall coordinate the new member orientation, mentor program, and maintain a roster of KARQM membership.

The Treasurer shall serve as a voting officer of the KARQM Board:

1. Have charge of all funds belonging to the organization,
2. Shall maintain the financial record keeping for the KARQM treasury,
3. Shall maintain an account record of the dues received,
4. Shall assure collection of any assessment adopted by the membership,
5. Shall provide financial reports as requested by the President,
6. Shall present a report at each regular meeting of the KARQM Board,
7. Shall present an annual financial report at the annual meeting of the members,
8. Shall file corporate status forms,
9. Shall file any necessary state or federal tax forms and
10. Shall perform such other duties as the KARQM Board may determine.

The following candidates are slated. Voting will occur during our Regular Meeting of the Board during the 8/7/24 conference.

Treasurer



Melissa Briscoe, current KARQM Treasurer is running for a second term. Melissa Briscoe currently leads the Quality Risk Management and Infection Prevention Employee Health, and Utilization Review departments at Kansas Spine & Specialty Hospital in Wichita, KS. She earned her bachelor's in nursing from the University of Kansas. In addition to her current role in the acute care hospital setting, Melissa has served as Director of Quality and Infection Control, Director of Nursing and Regional Director of Nursing in the long-term care and assisted living space for the past 6 years. Melissa's commitment and passion for team collaboration, patient safety and quality improvement has resulted in significant improvements in Quality Star Ratings, staff retention, healthcare acquired infections, rehospitalizations and hand hygiene compliance. Melissa has a strong desire to participate with other quality focused leaders, to help impact the overall continuum of care through education, staff engagement, and evidence-based safe practices.

President-Elect



Michelle Lour graduated with her Bachelor of Science in nursing from Washburn University and received her MHSA at the University of Kansas. Michelle put her nursing skills to work in the Emergency Department at the University of Kansas Health System St. Francis Campus. Michelle extended her skills and transferred her passion to the Quality and Risk management role in 2017. She's been the Director of Risk Management and Compliance since 2020. When not working, Michelle enjoys spending time with her four children, eating good food, reading, and playing games.

KARQM -Why should you join?



In addition to great networking and learning, your membership fees allow for economical programs and scholarships for our members. Fees are annual regardless of when you join. How can you join? Visit us @ [KARQM](https://www.kha-net.org/alliedorganizations/karqm/) <https://www.kha-net.org/alliedorganizations/karqm/>

KARQM's Mentor Program

Designed to assist in the professional growth and development of the inexperienced Risk Manager or Quality Manager. If you would like to be a mentor or need a mentor, please let us know! A confidentiality agreement is available on the KARQM website if required. Need more information about the KARQM mentoring program? Reach out to: Tereasa DeMeritt



tdemeritt@labettehealth.com



620-820-5554

Your 2024 Board Members

President -Christine Winkel
Infection Prevention, Quality and Risk Director
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Past President -Liz Carlton, RN, MSN, CCRN-K, CPHQ, CPPS
Vice President Quality & Safety
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Vice President/Education Chair-Shawna Blanka
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President Elect-
Tereasa DeMeritt, MHA, RN, APRN-NPc, CPPS, CPHQ
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Secretary-Cody Utz, CPHQ, RT(R), RDMS, RVT, RDCS
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Treasurer-Melissa Briscoe
Manager of Quality, Risk, UR, Employee Health &
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Northeast District Chair-Amber Styles, BS, MSN
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Northcentral District Chair-Serenity Johnson
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Northwest District Chair-Brandy Born, RN
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Southwest District Chair-Tina Pendergraft, BSN, RN
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Southcentral District Chair-Kristin Higbee, MSN, RN
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Southeast District Chair – Rachel Merrick, RN
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Special Projects –
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