

QUEST FOR QUALITY 2009

SAFE AND INNOVATIVE PATIENT CARE



*Tuesday-Wednesday,
November 3-4, 2009*

Rochester, Minnesota

New!

Medical-Surgical Nursing Review Course

Monday, November 2, 2009

Sponsored by:
Mayo Continuing Nursing Education

New!

Medical-Surgical Nursing Review Course

Monday, November 2, 2009

8:00 a.m. – 4:45 p.m. (registration at 7:30 a.m.)

Siebens Building, Mayo Clinic, Rochester, Minnesota

Review course description and goals

This course will provide a review of the most current national treatment guidelines and recommendations for best practices in the care of medical and surgical adult patients. Individuality of care as applied to each practice environment will be discussed. The course is designed for medical and surgical nurses practicing in settings across the continuum of care and can be used in preparation for certification. Participation in this review course does not guarantee successful completion of a certification test. The course will be instructed by experts in medical and surgical patient care.

Participants completing this course should be able to:

- Describe essential components of care for medical and surgical patients.
- Identify predisposing risk factors affecting surgical patients and those with medical diseases.
- Review current pharmacologic and treatment strategies.
- Utilize research-based recommendations for care practices across the continuum.

Course schedule

7:30 a.m.	Registration
8:00 a.m.	Welcome and Overview <i>Diane M. Wroblewski, PhD, APRN, BC, CEN</i>
8:15 a.m.	Diabetes <i>Julie K. Brown, MS, RN, CNS</i>
8:45 a.m.	Gastrointestinal <i>Christine J. Olson, RN, Turie K. Stansfield, BSN, RN, and Jacqueline (Jaycee) C. Nilson, BSN, RN</i>
9:45 a.m.	Break
10:00 a.m.	Neurology <i>Anne G. Miers, MSN, RN, CNRN, CCNS</i>
10:30 a.m.	Orthopedics <i>Brenda S. Kremer, BSN, RN, and Todd A. Martin, RN</i>
11:00 a.m.	Cardiovascular <i>Scott R. Crowley, MS, RN, CCRN, FNP-BC</i>
12:00 p.m.	Lunch (on your own)
1:15 p.m.	Ethics and Leadership <i>DeWayne N. Gallenberg, MS, RN, OCN®</i>
1:45 p.m.	Hematology <i>DeWayne N. Gallenberg, MS, RN, OCN®</i>
2:15 p.m.	Pulmonary <i>Mary E. Cordes, MS, RN, ACNS-BC</i>
3:15 p.m.	Break
3:30 p.m.	Genital Urinary <i>Mari K. Olsen, BSN, RN, CURN</i>
4:00 p.m.	Pain <i>Susanne M. Cutshall, MS, RN, CNS, AHN-BC, and Catherine M. Ewing, BSN, RN</i>
4:30 p.m.	Test Questions and Evaluation
4:45 p.m.	Adjourn

Continuing education credit

Mayo Continuing Nursing Education is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Participants can earn up to 7 accredited nursing contact hours for the review course.

Registration

The registration fee of \$140 includes conference materials and break refreshments. A student rate of \$75 is available. Students must bring proof of current student status to the conference (for example, a copy of your student identification card). Pre-registration is required and preferred by **Monday, October 12, 2009**. Refunds, minus an administrative fee, will be given upon notification of cancellation received prior to **Monday, October 12, 2009**. Mayo Continuing Nursing Education reserves the right to cancel this program.

To register, visit www.mayoclinic.org/jobs-nursing-rst/cne.html or call 1-800-545-0357 with questions.

Out of respect for all conference participants, children will not be admitted to the program.

Course planning task force

Dorothy F. Bell, MS, RN-BC

Heather J. Harms, MS, RN

Renee C. Haugsdal, BSN, RN

Pamela M. Maxson, PhD, RN

Melissa M. Miller, BSN, RN

Christine J. Olson, RN

Jennifer J. Roslien, MS, RN-BC

Kari J. Scanlan, BSN, RN, CMSRN

Melinda J. Seifers, BSN, RN

Turie K. Stansfield, BSN, RN

Denise M. Werner, BSN, RN

Diane M. Wrobleski, PhD, APRN, BC, CEN



General Information

Quest for Quality 2009

Safe and Innovative Patient Care

Tuesday-Wednesday, November 3-4, 2009

Mayo Civic Center

Rochester, Minnesota

Conference description and goals

Mayo Continuing Nursing Education is pleased to announce *Quest for Quality 2009* to be held November 3 and 4, 2009 in Rochester, Minnesota, following the Medical-Surgical Nursing Review Course. This popular biennial conference is designed to meet the educational needs of medical-surgical and other specialty nurses who work across practice settings in various roles. The 2009 conference will focus on safe and innovative care for patients who need chronic or acute care with an emphasis on health and wellness, communication, technological advances, and transparency.

Renew yourself with learning and networking at Quest for Quality 2009. Attend presentations by internationally known speakers and participate in concurrent sessions that reflect your specific interests. Visit poster presentations that reveal some of the newest findings applicable to nursing practice. Interact with exhibitors displaying the latest products and services available.

The goals of the conference are to:

- Disseminate evidence supporting best practices for nurses caring for patients and families.
- Discuss ethical issues related to advanced technology.
- Provide tools for nurses to educate patients regarding wellness and prevention of illness.
- Address opportunities to improve patient safety through innovation.

Target audience

This conference is designed for nurses and other healthcare professionals in a broad variety of roles and settings including inpatient, outpatient, advanced practice, home healthcare, long-term care, education, and the community.

Conference location

The conference will be located at **Mayo Civic Center**, 30 Civic Center Drive SE, Rochester, Minnesota. This site offers easy access by skyway and pedestrian subway to Mayo Clinic, conference hotels, shops, and restaurants.

Continuing education credit

Mayo Continuing Nursing Education is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Participants can earn up to 11.75 accredited nursing contact hours for the two-day conference.

General Information

About Mayo

Mayo Clinic is committed to advancing the knowledge and skills of healthcare professionals. **Mayo Continuing Nursing Education** conducts educational conferences that will advance nursing practice.

Mayo Clinic is the first and largest integrated, not-for-profit group practice in the world. Doctors and nurses from every specialty work together to care for patients, joined by common systems and a philosophy of "the needs of the patient come first."

Since its inception, Mayo has used art, architecture, and beauty in surroundings to address the spiritual aspects of medical care. Guided tours of Mayo's museum-quality art collection including original works by Matisse, Warhol, Miro, and Chihuly are held daily, Monday through Friday.

Rochester, home to Mayo Clinic, is a dynamic Midwestern city that combines friendliness and geographical compactness with a cosmopolitan flavor. Rochester offers a stimulating combination of arts, entertainment, and education, plus a four-season calendar of sports and recreation. Active civic music and theater programs provide opportunities to participate and enjoy the arts.

Registration

Two-day conference registration fee: \$325

Includes:

- Conference syllabus and materials
- Outstanding plenary and concurrent sessions
- Breakfast and lunch with exhibits on Tuesday
- Lunch with innovative posters on Wednesday
- All break refreshments

Single day conference registration fees: Tuesday or Wednesday \$195

Registrations cannot be shared.

Pre-registration is required and preferred by **Monday, October 12, 2009**. Registrations received after October 12, 2009 will be accepted on a space-available basis. Refunds minus an administrative fee, will be given upon notification of cancellation received prior to **Monday, October 12, 2009**. Mayo Continuing Nursing Education reserves the right to cancel this program.

To register, visit www.mayoclinic.org/jobs-nursing-rst/cne.html or call 800-545-0357 with questions.

Out of respect for all conference participants, children will not be admitted into the conference.

Lodging

Rooms have been reserved for conference participants and their guests at the **Hilton Garden Inn** (507-285-1234) at a rate of \$99 per night and the **DoubleTree Hotel Downtown** (507-281-8000) at a rate of \$107 per night. The rates listed may be extended before and after the conference based on availability. To ensure accommodations, please make your reservation by **Monday, October 12, 2009**. Reservation requests received after this date will be accepted on a space available basis.

Visit www.visitrochestermin.com for additional accommodations.

General Information

Travel

Rochester, Minnesota greets thousands of visitors from around the world each year. A modern international airport services Rochester via American and Northwest/Delta Airlines. Access to and from the airport is provided by taxi cab and shuttle service. The airport is located approximately 10 miles from downtown Rochester and the Mayo Clinic campus.

To schedule shuttle service to and from the Minneapolis Airport (70 miles) using Rochester Direct, call 507-280-9270. Shuttle service to and from the Minneapolis Airport is \$29 one-way and \$55 round trip; to and from the Winona Amtrak train station (40 miles) is \$25 each way (four trips daily).

There are multiple flights out of the Rochester airport (RST) and Minneapolis Airport (MSP) in the evening. We encourage participants to make travel arrangements which allow them to stay for the entire conference.

Parking

Visit www.visitrochestermn.com for a map indicating the location of downtown parking facilities. The cost of parking is not included in the registration fee.

Featured faculty



Elizabeth Bridges, PhD, RN, CCNS, FAAN, is assistant professor in Biobehavioral Nursing and Health Systems, University of Washington, Seattle, Washington, and clinical nurse researcher at the University of Washington Medical Center. Bridges' research investigates the care of critically ill/injured patients in unique and austere environments, to include long distance military aeromedical transport, and the performance and integration of hemodynamic data into the care of critically ill patients. She also conducts educational research regarding the use of simulation and the preparation of nurses to provide care in austere or deployed environments. Bridges teaches a critical care nursing seminar, and guest lectures in areas related to hospital-based disaster response and the performance of clinical research/evidence-based practice by bedside nurses. Bridges serves as an advisor to the TriService Nursing Research Program, is a co-editor of the textbook *Cardiac Nursing*, 5th edition, and serves as a consultant for military nurse researchers/clinicians on a number of topics related to operational healthcare and international disaster response.

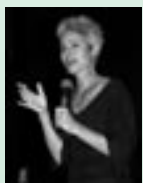


Megan Cole has had a long acting career on the professional stage, including television guest-star appearances on *Seinfeld*, *ER*, *The Practice*, various *Star Treks*, *Judging Amy*, *Las Vegas*, and others. The recipient of assorted LA acting awards, Cole originated the leading role in Margaret Edson's Pulitzer Prize winning drama, *WIT*, in 1995 and subsequently has performed the role in three other productions. *The Wisdom of WIT* is her solo version of the play. Cole has been artist-in-residence at the University of Texas-Houston Health Science Center, where she conducted a series of workshops on empathic communication between caregivers and patients, based on a model of actor training. She also leads classes on literature and medicine, and gives numerous public talks on the human face of medicine for health-related and end-of-life organizations.

General Information



Susan Edgman-Levitan, PA, is executive director of the John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital. Prior to coming to MGH, she was the founding president of the Picker Institute. She is a lecturer in the Department of Medicine, Massachusetts General Hospital, and an associate in Health Policy, Harvard Medical School. A constant advocate of understanding the patient's perspective on healthcare, Edgman-Levitan has been the co-principal investigator on the Harvard Consumer Assessment of Health Plans Study (CAHPS) from 1995 to present. She has served as chair of the Institute for Healthcare Improvement's (IHI) Breakthrough Series Collaborative on Improving Service Quality, and is the IHI fellow for Patient and Family-Centered Care. Edgman-Levitan is an editor of *Through the Patient's Eyes*, a book on creating and sustaining patient-centered care, *The CAHPS Improvement Guide*, and has authored many papers and other publications on patient-centered care. She is co-author of the Institute of Medicine 2006 report, *The Future of Drug Safety: Promoting and Protecting the Health of the Public*. Edgman-Levitan serves on several boards and national advisory committees, including the Foundation for Informed Medical Decision Making, the National Patient Safety Foundation, and the Harvard Institute for Nursing Leadership, and has co-chaired the Annual NPSF Congress on Patient Safety since 2002. She is a graduate of the University of Michigan and the Duke University Physician Assistant Program where she received the Distinguished Alumni Award from the Duke Physician Assistant Program and was inducted into the Duke University Medical Center Hall of Fame in 2004. Edgman-Levitan was awarded the 2007 Leadership and Innovation Award from the Center for Information Therapy.



Eva Grayzel, a nationally recognized performance artist, was diagnosed with stage 4 oral cancer, squamous cell carcinoma on the lateral tongue, at age 33. Grayzel, a never-smoker and non-drinker, endured a partial tongue reconstruction, a modified radical neck dissection, and a maximum dose of radiation therapy. Her late stage diagnosis is common; her recovery is not. Her exceptional return of function allowed her to branch into motivational speaking, including presentations on finding strength from adversity. In 2005, Grayzel began her own oral cancer awareness campaign called "The Sextet Six-Step Screening: Six Steps to a Thorough Oral Cancer Screening...if you are not getting it, ASK for it!"... winning a prestigious award from the American Academy of Oral Medicine. From the profound insight she gained, Grayzel shares her story of recovery and self-discovery in a charismatic and compelling way, evoking passion for early detection of the disease, and inspiring change.



Henry J. Schiller, MD, is associate professor of surgery, College of Medicine, and consultant in trauma, critical care, and general surgery at Mayo Clinic Rochester. A native of New York state, he graduated from New York University and Columbia University College of Physicians and Surgeons. After a research fellowship at The Johns Hopkins Hospital, Schiller was a fellow in the trauma/critical care program at the University of Pennsylvania Medical Center. Prior to coming to Mayo, Schiller ran a burn unit in Syracuse, New York. He joined the Army Reserves as a resident in 1993 and has current rank as Lieutenant Colonel. Schiller deployed to Afghanistan in 2002 and, with his unit, set up the first military hospital in Afghanistan at Bagram Airbase. He deployed to Iraq in 2004 with a small Forward Surgical Team to Baqubah (in the Sunni Triangle) and then became "Trauma Director" for the Army in Iraq July through October 2004. Schiller deployed to Afghanistan again in 2007 with a small Forward Surgical Team to Tarin Kowt. This experience will be the basis of his presentation.

Conference Schedule

Tuesday November 3, 2009

7:00-8:15 a.m.

Registration, Breakfast, and Exhibits

8:15-8:30 a.m.

Welcome and Introductions

8:30-9:45 a.m.

Plenary Session I

Through the Patient's Eyes: Responding to the HCAHPS

Patient Experience of Care Survey

Susan Edgman-Levitan, PA

Massachusetts General Hospital, Boston, Massachusetts

10:00-10:45 a.m.

Concurrent Session I

11 Innovations to Pressure Ulcer Prevention: A Team Effort

Susan L. Thompson, MS, RN, CNS

Shauna P. Schad, MS, RN, CNS

Anna M. Halvorson, MS, RN

Mayo Clinic, Rochester, Minnesota

12 Defining and Developing Best Practices for Comprehensive Cancer Care

Mary Jo Burgoyne, MSN, RN, PMHCNS-BC

Julie Griffie, MSN, RN, ACNS-BC, AOCN

Katherine Myers, BSN, RN

Heidi Stark, BSN, RN, OCN

Kathleen Sweeney, MSN, RN, ACNS-BC, AOCNS

Froedtert Hospital, Milwaukee, Wisconsin

13 How Does Clinical Decision Support Look in an Electronic Medical Record?

Linda K. Griebenow, MS, RN

Mayo Clinic, Rochester, Minnesota

14 Creating and Using Evidence to Design a Safe and Innovative Healthcare Environment for Children

Lauren Johnson, MS, RN, CNS-BC

Sandra Hagstrom, MA, RN, CNP

Tracy Speight, BSN, RN

University of Minnesota Children's Hospital-Fairview,

Minneapolis, Minnesota

11:00-11:45 a.m.

Concurrent Session II

21 The Role of the Advanced Practice Nurse in Ensuring Coordination and Continuity of Care for Hospitalized Patients

Marilyn Szekendi, PhD, RN, APN

Northwestern Memorial Hospital, Chicago, Illinois

22 Dollars and Sense: Understand the Business Side of Illness

Lori L. Ewoldt, MA, BAN, RN

Mayo Clinic, Rochester, Minnesota

23 The Incidence of Hepatitis B Surface Antigen Positive Pregnant Women Admitted and Delivered at Camiguin General Hospital, Mambajao, Camiguin, Philippines

Expedita I. Bandiola, PhD

Capitol University, Cagayan de Oro City, Philippines

Donna Fe I. Bandiola, BSN, RN

Cagayan de Oro City, Philippines

Charlotte C. Ambal, MD, BSN, RN

Camiguin General Hospital, Camiguin, Philippines

24 Transparency in Safety and Quality Data

Anna M. Halvorson, MS, RN

Jacqueline (Jackie) M. Attlesey-Pries, MS, RN

Mayo Clinic, Rochester, Minnesota

Conference Schedule

11:45 a.m.-1:15 p.m. **Lunch and Exhibits**

1:30-2:30 p.m.

Plenary Session II

Now I Must Begin Again: A True Elder Story

Megan Cole

Nehalem, Oregon

2:45-3:30 p.m.

Concurrent Session III

31 Not Such Ordinary Magic: Families That Beat the Odds

Kathleen A. Cervoasio, PhD, RN, CS, CCRN

Long Island University, Brooklyn, New York

32 Evaluating Education Outcomes Related to Including Genomics Activities in Nursing Practice

Elizabeth L. Pestka, MS, RN, PMHCNS-BC, APNG

Mayo Clinic, Rochester, Minnesota

33 Benefits of Ambulation Versus Bedside Pedaler for Care of the Bariatric Surgery Patient

Maureen Wenzel, BSN, RN-BC and Virginia Ferraro, BSN, RN

Presbyterian/St. Lukes Medical Center, Denver, Colorado

34 Evidence-Based Practices for Prevention of Surgical Site Infection

Donna A. Ford, MSN, RN-BC, CNOR

Mayo Clinic, Rochester, Minnesota

3:45-4:45 p.m.

Plenary Session III

War Surgery in Afghanistan

Henry J. Schiller, MD

Mayo Clinic, Rochester, Minnesota

Wednesday, November 4, 2009

7:00-7:45 a.m.

Registration

7:45-8:00 a.m.

Announcements

8:00-9:00 a.m.

Plenary Session IV

Studies Every Nurse Should Know About

Elizabeth Bridges, PhD, RN, CCNS, FAAN

University of Washington, Seattle, Washington

9:15-10:00 a.m.

Concurrent Session IV

41 Enhancing Quality and Safety Through Interactive Patient Care

Katherine Pereira-Ogan, BSN, RN, BC, MSSL

Kristen Lindsey-Raber, MS

Christiana Care Health System, Newark, Delaware

42 Bridging Safe and Innovative Care with Health and Wellness

Sharon J. Tucker, PhD, RN, ACNS-BC

Mayo Clinic, Rochester, Minnesota

43 Integrating Health, Safety, Sustainability and Stewardship: The HS3 Initiative

Margie Weiss, PhD, APNP, LEED®AP

Weiss Health Group, LLC, Neenah, Wisconsin

Steve Tyink

Miron Construction Company, Inc., Neenah, Wisconsin

44 Skin Savers: Cost Saving Through Prevention

Laura E. Herges, BSN, RN, Anne M. Pahl, MSN, RN,

Katie M. Jacobson, BSN, RN, and Brenda L. Hansen, BSN, RN

Mayo Clinic, Rochester, Minnesota

10:15-11:00 a.m.

Concurrent Session V

51 Nasal Saline Compliance – Patient Education Strategies for Success

Kari McConnell, RN, CORLN

University of Wisconsin-Madison, Madison, Wisconsin

Conference Schedule

10:15-11:00 a.m.

Concurrent Session V - continued

- 52 Innovation: More Than an Idea
*J. Paul Neeley, BS and Cynthia M. Sweeney, BS, RN
Mayo Clinic, Rochester, Minnesota*
- 53 How Do Nurses Ensure That Patient Care is Safe?
*Kathleen Morales, MSN, RN, C, CLNC
DisceRNment, LLC, Ellijay, Georgia*
- 54 Innovation Puts Colorectal Surgery on the Fast Track
*Gayle A. Baird, MS, RN-BC, CNS
Mayo Clinic, Rochester, Minnesota*

11:00 a.m.-12:30 p.m.

Lunch and Posters

12:30-1:15 p.m.

Concurrent Session VI

- 61 The SIGH Project: Stepping Out with Foot Care and Health Screening Into the Community
*Laurie Wernke, RN, CHTP and Carla Chiu, BSN, RN
Sanford Health, Sioux Falls, South Dakota*
- 62 Caring for Patients with Implantable Cardioverter-Defibrillators (ICDs) Across the Continuum
*Janet Gifford, MSN, RN, CNP
Edward Hospital, Naperville, Illinois*
- 63 Improving Quality of Patient Care: A LEAN Process
*Connie R. Thach, BSN, RN
Mayo Clinic, Rochester, Minnesota*
- 64 How to Get Evidence Into Practice and Make It Stick
*Elizabeth Bridges, PhD, RN, CCNS, FAAN
University of Washington, Seattle, Washington*

1:30-2:15 p.m.

Concurrent Session VII

- 71 Nurse Computer Literacy in the Implementation of an Electronic Medical Record
*Julie Jacobs, BA, RN
St. Johns Cancer Care Center, Maplewood, Minnesota*
- 72 Measuring the Effect of Massage on Pain, Anxiety, and Tension in Cardiac Surgical Patients
*Susanne M. Cutshall, MS, RN, CNS, AHN-BC
Mayo Clinic, Rochester, Minnesota*
- 73 An Integrative Process of Fall Prevention in a Southeast United State Hospital
*Diana McClintock, MSN, RN, ANP-BC
Iva Nell Vaughan, MSN, RN, FNP-BC
Marsha White, MSN, RN, NEA-BC
Singing River Hospital, Pascagoula, Mississippi
Nadine T. James, PhD, RN
William Carey University, Hattiesburg, Mississippi*
- 74 On the Cutting Edge: Practice Innovations and Technologies for Surgical Patient Safety
*James D. Clark, BSN, RN
Donna A. Ford, MSN, RN-BC, CNOR
Mayo Clinic, Rochester, Minnesota*

2:15-2:45 p.m.

Break and Posters

2:45-3:45 p.m.

Plenary Session V

- Tongue-Tied: A Personal Journey and Triumph Over Stage 4 Oral Cancer
*Eva Grayzel
Easton, Pennsylvania*

General Information

Highlights

Exhibits

Nationally known companies will display the latest in medical products, services, and pharmaceuticals. You will have opportunities on Tuesday to visit the exhibits, interact with representatives, enjoy refreshments, and network with colleagues.

Poster session

Posters will be presented on Wednesday. Nursing colleagues will share innovative ideas, nursing research, and practice issues over lunch and breaks.

Patient perspectives

On Tuesday, the dramatic presentation by Megan Cole will be a depiction of Dorothy Pitkin, a writer and sometime actress, who died in a nursing home at age 75. She kept a diary during her last weeks there detailing her experiences, both humorous and poignant; her writing style is chatty, descriptive, and frequently eloquent.

On Wednesday, Eva Grayzel will tell her personal story of her journey with cancer, also humorous and poignant, charismatic, and compelling.

Conference planning task force

Mark J. Baas, EdD

Dorothy F. Bell, MS, RN-BC

Dianne M. Brown, MSN, RN, CNOR

Annette J. Caflisch, MSN, RN

Patricia A. Christofferson, BSN, RN

Martha L. Guthmiller, MS, RN, NEA-BC

Anna M. Halvorson, MS, RN

Megan E. Hylland, BS

Linda K. Linbo, RN

Brenda L. Luther, BSN, RN

Barbara A. Schafer, BSN, RN, OCN®

Laura L. Swenson, MSN, RN

Elizabeth M. Thompson, MSN, RN, CNOR

Denise M. Werner, BSN, RN

Diane M. Wroblewski, PhD, APRN, BC, CEN

Multiple brochures?

Mayo Continuing Nursing Education uses multiple mailing lists and cannot always eliminate duplications. Please post or share extras with colleagues.

For more information

Contact Mayo Continuing Nursing Education at 800-545-0357 or 507-266-1007, fax 507-266-6910 or e-mail cne@mayo.edu. Visit our web site at www.mayoclinic.org/jobs-nursing-rst/cne.html.



MAYO CLINIC

Mayo Continuing Nursing Education
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