



A MESSAGE FROM OUR SECRETARY:



A heartfelt THANK YOU to all that planned, assisted with, presented, and/or attended the KARQM Fall conference in August! We are fortunate to have access to local speakers that are not only inspirational but also insightful. It was a day full of learning, networking, and collaboration. Thank you all for your thoughtful evaluations. With over 100 participants we received some valuable input. We're using that input to design and plan our next conference. We'll be focusing on ongoing learnings from our colleagues at KDHE, the importance of a just culture, fundamental tools to promote performance improvement, and many other great topics! The KARQM 2024 Spring Conference will be held in Topeka at KAMMCO on Thursday, May 2, 2024. We've lined up a great list of speakers and will be posting the details soon.

KARQM membership will be renewing soon – watch your email for the link to the form. One of the key priorities of KARQM is to provide mentorship specific to quality, safety, and risk. If you need a mentor or want to be a mentor, indicate so on the membership form. If you are looking to grow professionally in 2024, check out our President, Liz Carlton's book list on the next page. For those of you preparing for your professional certifications, you'll also find some great reference books to help you on your certification journey.

With the holidays and new year just around the corner, may you enjoy time spent with loved ones, nourishing food, and the spirit of the season! Best wishes to you and yours,

Cody Utz, KARQM Secretary



Title	Author
21 Irrefutable Laws of Leadership	John Maxwell
A Culture of High Performance	Quint Studer
Atlas of the Heart	Brene Brown
Atomic Habits	James Clear
Being Mortal – Medicine and What Matters in the End	Atul Gawande
CPHQ Prep 2023-2024	Matthew Bowling
CPHQ Study Guide Test Prep	Joshua Rueda
CPHRM Exam Flashcard Study System	Mometrix
Crucial Conversations	Kerry Patterson
Dare to Lead	Brene Brown
Daring Greatly	Brene Brown
Dave's Subs	David Marx
Essentialism-The Disciplined Pursuit of Less	Greg McKeown
Flawless Consulting	Peter Block
Fundamentals of Risk Management	Paul Hopkin
High Reliability Organizations: A Healthcare Handbook for Patient Safety & Quality	Cynthia Oster & Jane Braaten
Humble Inquiry	Edgar Schein
Lean In	Sheryl Sandberg
Life's Messy – Live Happy	Cy Wakeman
Never Split the Difference: Negotiating as if your life depended on it	Chris Voss
No Ego	Cy Wakeman
Overcoming the Five Dysfunctions of a Team	Patrick Lencioni
Patient Safety Handbook	Barbara Youngberg
Reality Based Leadership	Cy Wakeman
Secret Thoughts of Successful Women	Valerie Young
Servant Leadership	Robert Stewart
She Thinks Like a Boss	Jemma Roedel
Six Thinking Hats	Edward De Bono
Start with Why	Simon Sinek
Teaming	Amy Edmondson
Teaming to Innovate	Amy Edmondson
The Busy Leaders Handbook	Quint Studer
The Checklist Manifesto	Atul Gawande
The Coaching Habit	Michael Stainer
The Culture Code	Daniel Coyle
The Five Dysfunctions of a Team	Patrick Lencioni
The Power of Positive Leadership	Jon Gordon

WELCOME!

The KARQM Board is pleased to welcome our newest 2024 Board leaders:

President Elect – Tereasa DeMeritt

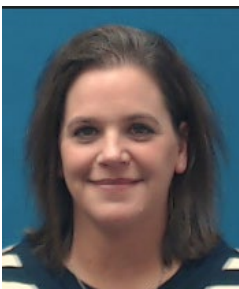


Tereasa DeMeritt is the KARQM President Elect! Tereasa leads the Quality and Patient Experience Program at Labette Health. She also has responsibility for Case Management/Utilization Review, the Hospitalist Program, Ancillary Services, and Security / Emergency Preparedness.

Tereasa received a bachelor's and master's in nursing (Family Nurse Practitioner) from Pittsburg State University, and a master's in health administration from the Capella University. With over 20 years of experience in emergency, trauma, and primary care,

Tereasa has a passion for performance improvement and patient safety which started in 2007 when implementing Labette Health's Level III Trauma Program. Additionally, she has expertise in development of organization-wide PI programs with a focus on quality and outcomes management in a complex healthcare environment. Tereasa and her husband Brad live in Erie, Kansas. They have five children ranging from 30 to 11 years old and four grandchildren. For fun, Tereasa loves to spend time with her family and friends hanging out leisurely by the pool.

South Central District Chair – Kristin Higbee



The South-Central District has a new regional chair! Kristin Higbee is currently the Risk Manager and Clinical Nurse Abstractor for McPherson Hospital. With a career spanning over 20 years, she has worked in multiple areas including acute care, outpatient clinics, hospice care, and care management. Except for a brief departure, Kristin has spent the last 10 years in some capacity of hospital quality improvement and now additionally risk management. She is a 2018 graduate of the KHA Leadership Institute and serves as the past president for Kansas Association of Skilled Care Professionals (KOSCP). Kristin

earned her BSN from Baker University and MSN from Benedictine University in Chicago, Illinois. One of her favorite quotes is: "If human error is inevitable, how can we protect our patients from harm without penalizing workers who do their best on a daily basis?" – American Society of Health-System Pharmacist. She is married and a mother to boys, ages 24 and 25, and loves being grandma to her 2-year-old and 3-year-old granddaughters.

MENTOR PROGRAM

The Kansas Association of Risk and Quality Management was created to promote the delivery of quality health care and the practice of risk management in Kansas health care facilities. An important component of our team is the Mentor Program. KARQM's Mentor Program is 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! Need more information about the KARQM mentoring



program? Reach out to Christine Winkel  : cwinkel@mchks.com

 : (785) 738-9527



RISK MANAGEMENT UPDATES:

New forms (implemented on 9/7/23) are now available on the website! The following forms can be found at <https://www.kdhe.ks.gov/580/Medical-Care-Facilities>

- Risk Manager Change Notification Form
- Confidential Quarterly Report Form
- Facility or Individual Report of Adverse Finding Form
- KDHE Risk Management Plan Checklist

Trends from recent Risk Management Survey:

- Documentation of investigations did not include findings, conclusions, recommendations, actions taken, and results of actions taken [KAR 28-52-1(c)]
- Risk Management documentation was not labeled as “confidential and privileged” [KSA 65-4925]
- Separate standard-of-care determinations were not made for each involved provider and each clinical issue [KAR 28-52-4(b)]
- Each standard-of-care determination was not dated and signed by an appropriately credentialed clinician authorized to review patient care incidents on behalf of the designated committee [KAR 28-52-4(c)]
- Results of the primary review (primary standard-of-care determinations) were not documented [KAR 28-52-4(c)]
- Standard-of-care determinations were not approved (finalized) by the designated Risk Management Committee [KAR 28-52-4(c)]

Annual Risk Management Plan Submission Reminders:

- The annual governing body review/approval of the Risk Management Plan should coincide with your facility's license renewal. The preferred timeframe is 60-90 days before license renewal and the plan must be submitted to kdhe.riskmanagement@ks.gov no later than 60 days before license renewal. We want to ensure the Risk Management Plan is as current as possible at the time of license renewal. If you are unsure of when your facility's license renewal date is, please let me know!
- The position(s) of the Risk Management Committee(s) should be clearly noted on your plan's organizational chart.
- All patient services including those services provided by outside contractors or consultants must be periodically reviewed and evaluated in accordance with the plan.

Questions? Contact:

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Kansas Department of Health and Environment
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KDHE.RiskManagement@ks.gov
Risk Management Fax Line: 785-559-4285

Fee Increase:

We know budgets are tight and we've worked hard over the years to keep our membership dues as low as possible. For almost 20 years our membership fee has been \$35. This year, in order to continue to meet the needs of our members we will be increasing our annual dues to \$75 per year. We will continue to keep our conference fees low in order to provide you the best experience possible. Membership in KARQM provides a discount to our annual conferences, provides continuing education credits, provides access to our mentorship program, and provides an opportunity for great networking and learning through district meetings and annual meetings. Your membership fees allow for economical educational programs and resources for our members.

How can you join? Visit us @ [KARQM](#)

<https://www.kha-net.org/alliedorganizations/karqm/>

Your 2023 Board Members

President – Liz Carlton, RN, MSN, CCRN-K, CPHQ, CPPS
 Vice President Quality & Safety
 The University of Kansas Health System
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