

Conference Agenda

7:30 am - 8:20 am

Registration and Breakfast

8:20 am – 8:40 am

Welcome and Announcements

8:40 am – 9:40 am

Keynote Presentation

Planting the Seeds of Change: How Informal Leaders Use Conversation to Grow Quality

Patti Weiter, PSY.D.

*Consulting & Coaching Psychologist
Louisville, KY*

9:40 am – 9:50 am

Break

9:50 am – 10:50 am

Creating a Culture of Age-Friendly Care

*Caroline Henderson, MSN, RN,
GERO-BC
Owensboro Health*

10:50 am – 11:00 am

Break

11:00 am – 12:00 pm

Tiered Performance Structure: A Framework for Prioritizing and Sustaining Patient Experience Improvement

*Ashley Ackerman, MHA, CPXP
Dawn Robbins, MBA
Baptist Health System KY & IN*

12:00 pm – 12:45 pm

Lunch

12:45 pm – 1:45 pm

More Than a Diagnosis: Improving the Healthcare Experience for Individuals with Down Syndrome and Their Families

Abby Johnson, MA

Down Syndrome Association of Kentucky

1:45 pm – 2:10 pm

KAHQ Business Meeting and Snack Break

2:10 pm – 3:10 pm

Homegrown Preparedness: Achieving Measles Readiness Through Performance Improvement

*Mackenzie Fugate, MLS (ASCP), CIC, T-CHEST, HACP-CMS
Centerpoint Health - Georgetown*

3:10 pm – 3:20 pm

Break

3:20 pm -4:20 pm

Community Paramedicine: Better Health, Better Wellness

Austin Rousch, Advanced Practice Paramedic

CommonSpirit / Saint Joseph Health

4:20 pm – 4:30 pm

Closing Announcements and Continuing Education