

KAHQ

Kentucky Association for
Healthcare Quality



KENTUCKY ASSOCIATION FOR
HEALTHCARE QUALITY

2026 ANNUAL CONFERENCE HOME-GROWN Quality

ROOTED IN CARE



SEPTEMBER 11, 2026



BEREA COLLEGE
Berea, Kentucky

*Cultivating excellence in healthcare quality
through leadership, innovation, and collaboration.*

Welcome and Conference Information

Welcome to the Kentucky Association for Healthcare Quality Annual Conference.

Today's program brings together healthcare leaders, quality professionals, patient experience experts, clinicians, and innovators from across the Commonwealth to share practical strategies and inspiring stories that advance healthcare quality.

Our 2026 theme, **Home-Grown Quality: Rooted in Care**, reflects the belief that meaningful improvement grows from strong relationships, engaged teams, and a commitment to serving patients and communities.

We hope you leave today with new ideas, valuable connections, and renewed inspiration for your quality journey.

Registration Link

Conference Fees:

- \$100 (member)
- \$130 (nonmember)
- \$150 (conference + membership)

*No
refunds
after Aug 31*

Accessibility & Accommodations

KAHQ welcomes all participants and is committed to providing an accessible and inclusive learning environment.

For accommodation requests, contact:

Heather Napier, KAHQ
President
Heather.Napier@bhsi.com

Continuing Education (CE)

Nursing: Approved for **7.2 contact hours** by the Kentucky Board of Nursing (KBN) (provider number 5-0077-1227-002)

CPHQ: Submitted for approval of **6 CEU hours** by the National Association for Healthcare Quality (NAHQ)

Requirement for successful completion of CE credit: Attendees must provide a nursing license number, attend at least 90% of each educational session, and complete each post-session evaluation.

Conference Objectives

Participants will:

- Translate data into engaging, meaningful conversations
- Utilize core motivational interviewing techniques—specifically open questions, affirmations, reflective listening, and summarizing (OARS)—to bypass resistance and cultivate high-quality connections
- Mobilize peer stakeholders to build a "home-grown" community of practice across multidisciplinary teams, independent of formal authority
- Explain the importance of Age-Friendly care using the 4Ms framework
- Outline the key steps in the Age-Friendly journey
- Identify common barriers to implementing Age-Friendly care
- Describe anticipated outcomes and impact
- Understand how Age-Friendly practices integrate into EPIC workflows
- Recognize the importance of culture change in sustaining transformation
- Apply the power of storytelling to drive engagement and adoption
- Describe the core components of a Tiered Performance Structure (TPS) and evaluate how performance segmentation can be used to prioritize improvement efforts and maximize organizational resources across diverse care settings.
- Apply data-driven criteria, including goal attainment and performance trajectory, to identify improvement priorities and tailor interventions based on organizational needs.
- Implement leadership, accountability, and peer-learning strategies that foster collaboration, recognition, and sustained improvement in patient experience outcomes.
- Examine healthcare experiences through the perspective of families of individuals with Down syndrome
- Identify gaps in communication, coordination, and support that may affect quality of care and patient outcomes
- Discuss strategies for incorporating family feedback and lived experience into quality improvement efforts
- Implement approaches that promote patient-centered, family-centered, and equitable care across healthcare settings
- Evaluate organizational readiness for a suspected measles case through quality improvement principles
- Analyze lessons learned and organization gaps identified through measles preparedness drills
- Develop actionable strategies to improve measles response readiness within your own healthcare organization
- Understand community needs and identify gaps in care
- Define Community Paramedicine and core services
- Measure success and program impact
- Implement a Community Paramedicine program

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

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