

# Vikki Choate

## SPEAKER PRESS KIT

### **INSPIRATION AND INNOVATION FROM EXPERIENCED HEALTHCARE SPEAKERS**

Providing on-site training for your leaders is a fast and economical way to bring your entire team up to speed on the industry's hottest topics and create organization wide urgency to execute change. Huron's speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

We are more than a speakers' bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of your most pressing problems, including financial challenges, patient safety and quality, pay for performance, and more.

Prior to your event, Huron's speakers and support teamwork side-by-side with you to develop a fully customized presentation to meet your needs, regardless of the topic, size of your group, or purpose of the training. From physician retreats to Leadership Development Institutes (LDIs) to senior leader meetings, Huron speakers deliver the perfect balance of inspiration and education for every audience.



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# Vikki Choate, DNP, MSN, RN, NEA-BC, CPHQ, CPPS

## PRINCIPAL

Vikki Choate is an expert care transformation consultant and international speaker with over three decades of healthcare leadership experience helping organizations improve quality and safety as they pursue transformative, lasting clinical and operational change.

Vikki specializes in guiding healthcare organizations and executives to improve care delivery processes, enhance patient and caregiver engagement and experience, and create sustainable cultures of safety, accountability, transparency, and high reliability.

## PROFESSIONAL EXPERIENCE

As a former chief quality and patient safety officer and three plus decade healthcare leader, Vikki offers a depth of experience and clarity of vision that consistently delivers meaningful, safe, and sustained change. As an executive level healthcare consultant, she has helped over one hundred healthcare organizations improve quality and patient safety; public quality and patient safety ratings and grades; patient experience; and clinical and operational performance. Vikki is a highly rated member of Huron's international speaker team, presenting on quality and safety, and high reliability organizations (HROs) related topics. Vikki was a key leader in developing Huron's Quality & Safety and HRO capabilities and has led curriculum design and delivery for Huron's HRO Executive Summit and Frontline Nurse Leader Boot Camp national conferences. Vikki is highly trained and experienced in both care delivery and process improvement.

## INDUSTRY SPEAKING ENGAGEMENTS

- The Highly Reliable Leader
- Patient Experience: A Look Through the Lens of Safety
- Maintaining a Culture of Safety During Transition
- Health Care Workforce Optimization: Building Engagement and High Reliability
- From Awareness to Action: Building and Sustaining a Safety Culture
- Engaging Physicians and Physician Leaders in the Pursuit of Zero Harm
- The Role of Executives and the Governing Body in Leading the Organization's High Reliability Journey
- Leadership at the Heart of Nursing

## EDUCATION AND CERTIFICATIONS

- DNP, Executive Nursing Leadership | Post University
- MSN, Nursing Administration | American Sentinel University
- Nurse Executive, Advanced Board Certification | American Nurses Credentialing Center
- Certified Professional in Healthcare Quality | National Association of Healthcare Quality
- Certified Professional in Patient Safety | Institute for Healthcare Improvement
- Advanced Training Program for Healthcare Quality Improvement Executives | Intermountain Health

## PROFESSIONAL ASSOCIATIONS

- American Organization of Nurse Leaders
- National Association for Healthcare Quality
- Institute for Healthcare Improvement
- Sigma Theta Tau International Nursing Honor Society, Floria Chi Upsilon Chapter

## PUBLICATIONS/AUTHORED RESOURCES

- ♦ “How to be a Highly Reliable Organization During a Crisis” | *Patient Safety Monitor Journal*, 06/2021, [Article](#)
  - “COVID-19: How to Optimize Daily Safety Huddles Amid Disruption” | *Huron Website*, [Article](#)
  - “Patient Experience 2.0,” *Huron | Studer Group Website*, [Article](#)
  - “Maintaining A Culture of Safety During Transformation,” *Huron | Studer Group Website*, [Article](#)
  - “Managing Resistance to Rounding,” *Huron | Studer Group Website*, [Article](#)
  - “Becoming a Highly Reliable Leader.” *Becker’s Hospital Review*, 04/2018, [Article](#)
  - “Case Management and the New CMS Value-based Purchasing Program.” *Hospital Case Management Advisor*, 12/2011, [Article](#)
  - “New Model for Inpatient Case Management.” *Hospital Case Management Advisor*, 09/2011, [Article](#)
  - “Case Management and Accountable Care.” *Hospital Case Management Advisor*, 03/2011, [Article](#)

# Presentations

## FROM AWARENESS TO ACTION: BUILDING AND SUSTAINING A SAFETY CULTURE

**Audience:** All Leaders

**Focus:** Leadership, Communication, Organizational Culture, Alignment and Accountability

**Length:** Keynote, Half-day, Full day

This session is based on evidence from leadership and safety science, and on Vikki's experience as a former chief quality and patient safety officer and consultant. It is designed to enable participants to deepen their awareness and develop the skills needed to effectively assess and drive improvements in their organization's culture of safety. Participants will learn specific leadership behaviors that will enable them to foster and sustain a safety culture that drives improved outcomes and reduced harm. Concepts of compliance vs. commitment and advancing from 'connecting the dots' to 'tying the knots' will be explored.

### Learning Objectives:

- Describe the importance of a culture of safety
- Identify key leadership attributes and practices to drive the safety agenda
- Implement key safety culture strategies

## LEADERSHIP AT THE HEART OF NURSING

**Audience:** All Nursing Leaders

**Focus:** Leadership, Communication, Engagement and Activation, Safety, High Performing Outcomes

**Length:** Keynote, Half-day, Full day

This session explores the vital intersection of nursing leadership and safety of care. In this highly interactive session, participants will engage in facilitated discussion of the nursing leadership core competencies that enable innovative care model redesign, high impact workforce engagement and activation, and a culture of safety. Participants will engage in collaborative dialog to identify the barriers today's nursing leader faces and to harvest innovative, leading practices to promote real-time problem solving.

### Learning Objectives:

- Describe the foundational principles that define effective nursing leadership and its impact of patient-centered care and clinical outcomes
- Examine the role of nursing leadership in fostering a positive, collaborative team culture that prioritizes patient safety

## THE HIGHLY RELIABLE LEADER

**Audience:** All Leaders, All Healthcare Roles

**Focus:** High Reliability, High Reliability Organization, Leader Standard Work, Promoting a Culture of Always

**Length:** Keynote, Half-day, Full day

This session describes on the history and current state of high reliability in healthcare and the characteristics of high reliability organizations (HROs). This session explores key concepts of safety and operational improvement science and the role of leadership in enabling a culture that promotes high performing outcomes. With a focus

on eliminating avoidable harm and achieving operational excellence, participants will learn how their specific clinical and non-clinical roles help their organization pursue and achieve highly reliable outcomes. Evidence-based, standard work leader behaviors and practices will be reviewed in detail and participants will receive materials to support their implementation of these highly reliable leader practices.

**Learning Objectives:**

- Describe the organizational value of pursuing a high reliability organization journey
- Recall the evidence-based high reliability leader standard behaviors
- Use the provided materials to implement or mature implementation of HRO leader standard work



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