

# MBQIP: Quality Workshop

## MOVING FORWARD TOGETHER

April 30, 2025 | 9am - 4pm

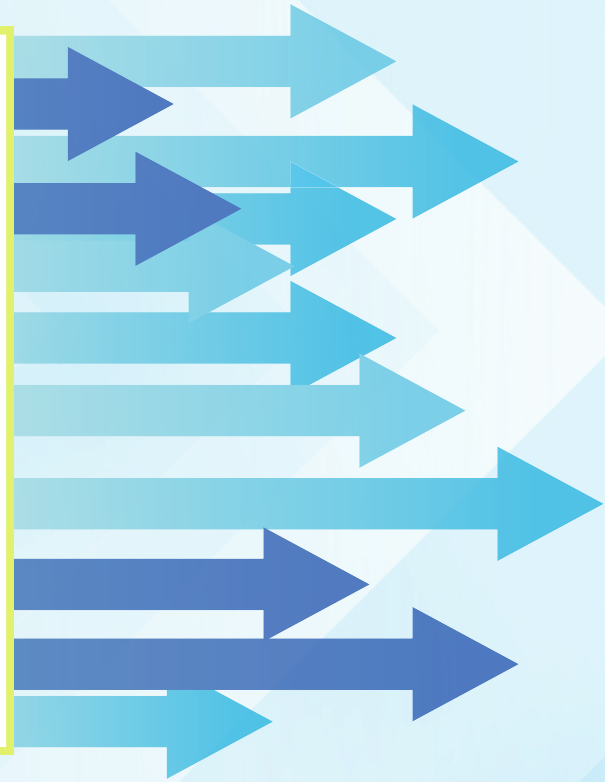
Hilton Garden Inn South | Sioux Falls

This workshop is your springboard to progress. Engage in relevant sessions, connect with fellow South Dakota quality professionals, and connect 1:1 with Michelle Jury (SDAHO) and Michelle Hoffman(DOH).

Let's move forward together, strengthening quality across our state.

### Sessions

- **Quality Professional Development Program Presentations**
- **Abstraction and Submission Guidance for OP-18**  
Ann Loges, Telligen
- **Thriving Through the Chaos of Change**  
Molly Mackey, LEAdErNship Institute
- **Empathy in Action: Enhancing the Patient Experience**  
Audra Janke, Well365
- **Preparing For a Successful Survey**  
Heidi Durband, SD DOH



### Registration | Deadline is April 11

Registration is \$100 per person  
Lunch and snacks provided



Through the Flex grant, SD CAHs can be reimbursed for one (1) employee's registration fee, one (1) nights hotel stay and mileage (round trip) for this educational events

SDAHO room block at Hilton Garden Inn South is available until April 7  
Secure your room [here](#).




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# Presenters


## **Ann Loges, RN, BSN, Senior Quality Improvement Facilitator, Telligen**

Ann Loges, is a Senior Quality Improvement Facilitator at Telligen providing technical assistance with RQITA as part of the Medicare Quality Improvement Project (MBQIP). She has 30 plus years of nursing experience, 19 which involve community and rural hospital quality improvement. Ann has been involved in the full spectrum of healthcare quality data; from patient level chart abstraction, data reporting, and use of data measures to drive improvement at the hospital and community level. This includes practicing as a Quality Director in a critical access hospital to leading collaboratives alongside multiple state and federal partners.




## **Audra Janke, Licensed Mental Health Provider, Well365**

Audra Johnson Janke is a dedicated Licensed Mental Health Provider and group therapist. She offers over a decade of experience blending compassionate mental health services with powerful wellbeing programming. She specializes in relationship building, creative educational opportunities, and being with people through whatever they are feeling. Audra has served as a Behavioral Health Counselor at Sanford Health, where she provided compassionate care to individuals facing mental health challenges. For over 10 years, Audra played a key role as a Wellness Programs Specialist, where she developed and delivered wellness content to public and private sector organizations.



## **Heidi Durband, MSN, RN, HACP-CMS, CPAN; Acute Care Advisor, SD DOH**

Heidi Durband is the Acute Care Advisor at the South Dakota Department of Health (SD DOH) Office of Licensure and Accreditation. She has held this position for one year. A nurse for 23 years, she possesses experience in various roles, including Medical/Surgical, Post-Anesthesia Care Unit (PACU), Preoperative, Pre/Post Clinical Education, and accreditation at a large medical center. Currently, she serves as an adjunct clinical nursing instructor for Southeast Technical College and the University of South Dakota.



## **Molly Mackey, Chief Learning Officer for LEAdERnship Institute**

Molly J. Mackey is an author, speaker and trainer of leaders. Molly has over 19 years of business and speaking experience. She has a passion for business, strategy, leadership and learning. Molly is the founder and chief learning officer of the LEAdERnship Institute. She holds a Masters of Business Administration from the University of Iowa and a Certified Professional of Talent Development (CPTD) from the Association of Talent Development. In late 2023 and early 2024 Molly gained Artificial Intelligence (AI) certifications from LinkedIn Learning and IBM. Molly works with teams all over the United States to improve leadership skills and increase team performance.