



2007 Northwest Patient Safety Conference

March 22, 2007 – DoubleTree Hotel Seattle Airport

Agenda

- 7:00 **Registration opens** – Continental Breakfast available
- 8:00 **Welcome and Opening Remarks:** Judy Morton, PhD (Swedish Health Services, Seattle), Chair of the Washington Patient Safety Coalition Steering Committee
- 8:30 **Keynote presentation** – sponsored by Qualis Health
Don Berwick, MD, MPP, President, CEO, and Co-founder of the Institute for Healthcare Improvement
- 9:30 **Break and Networking**
- 10:00 **Concurrent Session A: *Patients as Partners*** – sponsored by Group Health

- ❶ **Partnering with Patients in our Community for Health Education:** Denise Dominik, RN, BSN, Director Performance Improvement (Sacred Heart Medical Center, Spokane)

This session will provide a brief overview of the collaborative approach of the four hospitals in Spokane to meet the educational needs of their patients across the community.

- ❷ **Partnering with Families for Patient Safety:** Carol Parry, BA, MA, Family Centered Care Coordinator and Lynel Westby, RN, Director Patient & Family Support Service (Children's Hospital and Medical Center, Seattle)

Hearing a patient or family's story can be a powerful way to influence decision-making, shape attitudes, and develop best practices. In this session we will share our experience involving families in our process improvement efforts and specifically hear from Miriam Borkenhagen, a parent who participated in a rapid process improvement workgroup. We will explore some of the challenges in changing the cultural norm and preparing both staff and families to effectively and actively partner.

- ❸ **Patients as Partners on Teams:** Maria Sanger, RN, MBA, Regional Vice President, Quality and Process Improvement (PeaceHealth, Whatcom Region – St. Joseph Hospital, Bellingham)

This session will explore how patients in Whatcom County influence performance improvement, policy development and the healthcare culture within our community. In addition to learning how providers and employees experience these partnerships, session participants will hear from two patients; Barb Forss, ongoing member of improvement teams including medication reconciliation and Joan Beller, member of the St. Joseph Hospital Medical Executive Committee.

- ❹ **Cultural Competency: Issues of Informed Consent when working with Patients with Language and Literacy Barriers:** Ira Sen-Gupta, MA, Cross Cultural Health Care Program's (CCHCP) Executive Director and past Director of Cultural Competency Programs and Monica Alfonzo, Cultural Competency Training Department at CCHCP.

Communicating effectively across cultures, languages, and literacy levels is very much a safety issue in healthcare. This session will focus on the specific issue of communicating informed consent, and will include a presentation by staff from the Cross Cultural Health Care Program incorporating video vignettes from the American Medical Association.

11:00 **Concurrent Session B: Patient Handoffs** – sponsored by Community Health Plan & Community Health Network of WA

❶ An Error Is An Error... or Is It ? : Cat Ernevad, RN, MSN, Patient Safety Manager Clinical Effectiveness, Swedish Health Services and Linda Foss, PhD, Manager of Investigation Unit, WA State Department of Health

This session will give a brief overview of Human Factors Engineering and Its relationship to design of systems. Human Factors Engineering applied to simple and complex systems in health care will improve patient safety.

❷ Medication Reconciliation: Breaking through the Barriers: Ashish Dhingra, Pharm D, MS, Chief of Pharmacy (Central Washington Hospital, Wenatchee) and Steven Riddle, BS, Pharm, BCPS (Harborview Medical Center, Seattle)

The focus will be on key steps in the medication reconciliation process that are often roadblocks to success. Emphasis will be on resources, tools and process improvement strategies that have been used in practice (best practices) to overcome these barriers.

❸ A LEAN Approach to Standardizing Nursing Communication: Jill Langle, RPh, MHA, Patient Safety Manager and Leah Kroon, RN, MN, Clinical Nurse Specialist (both at Children's Hospital and Regional Medical Center, Seattle)

This presentation will describe our experience related to the implementation of a house-wide standardized nursing shift-handoff and an inter-unit patient transfer process using rapid process improvement workshops (RPIW). Emphasis will be placed on 1) challenges in implementing wide-spread change, 2) the importance of stakeholder investment and 3) the rationale for pursuing standardization in communication for healthcare safety.

❹ The Out of Hospital Experience – Communication Strategies that Improve Care: Karen Sponsellor, MA, CCC, Speech Language Pathologist (Highline Home Health and Hospice); Carol Higgins, OTR (Retired) CPHQ, Home Health Clinical Consultant (Qualis Health); Judy Hundebly, RN, Director of Nursing (Regency at Puyallup Rehabilitation Center); and Jeff West, RN, MPH, Project Manger and Clinical Consultant (Qualis Health)

This session will focus on communication strategies that improve care by providing not only correct patient information, but in a manner appropriate for the situation. Attendees will learn about the use of SBAR by home health agencies, development of effective patient transfer forms, and a story about pressure ulcer prevention in a local nursing home that illustrates the importance of empowering nursing assistants.

11:45 **Lunch Buffet opens**

12:15 **WA Patient Safety Coalition Remarks:** Hugh Straley, MD, President, Group Health Permanente Medical Director, (Group Health Cooperative, Seattle) Chair of the Washington Patient Safety Coalition Development Committee

12:30 **Lunch Session** – sponsored by Puget Sound Health Alliance WITH Ethicon Endo-Surgery, Inc.
Disclosing Harmful Errors to Patients: Recent Developments and Future Directions: Thomas Gallagher, MD, Associate Professor, Medical History and Ethics and Medicine (University of Washington, Seattle)

1:45 **Plenary Session** – sponsored by Qualis Health
The Human Factor: The Path to Safe and Reliable Health Care: Michael Leonard, MD (Colorado Permanente Medical Group, Kaiser Permanent, Denver)

2:45 **Break and Networking**

3:00 **Concurrent Session C: Ethical Considerations and Eliminating Errors** – sponsored by Premera Blue Cross

❶ Moral Distress and Error Disclosure: Denise Dudzinski, PhD, Assistant Professor, Department of Medical History and Ethics (University of Washington)

The presentation will include a discussion of causes and responses to clinicians' experiences of moral distress when an error has occurred. Clarifying the ethical issues may improve both the quality of disclosure and positively impact patient care following an error or adverse event.

❷ Making and Managing Medical Mistakes: Robert Caplan, MD, Medical Director of Quality (Virginia Mason Medical Center, Seattle)

This lecture will introduce *source inspection*, a tool that plays a key role in assuring quality and safety in the Virginia Mason Production System. Emphasis will be placed on 1) the three basic types of source inspection, 2) the importance of "stopping the line," and 3) the rationale for pursuing zero defects in healthcare safety.

❸ Impact on the Clinician when involved in an Error: Greg Sorensen, MD, Medical Director, Pediatric Specialty Care (Swedish Medical Center)

The session will focus on the impact on the clinician when disclosing harmful errors to patients and family members.

❹ Protecting 5 Million Lives from Harm- Overview of IHI's new Campaign for Patient Safety: Matt Louchheim, National Field Manager, 5 Million Lives Campaign, IHI and Kathy Duncan, RN, Rapid Response Team, 100,000 Lives Campaign, IHI.

IHI faculty and staff will give a brief overview of IHI's new Campaign to protect five million lives from harm. They will provide success stories, describe the process for beginning work on the Campaign, and describe some of the elements of the Campaign in greater detail, particularly pressure ulcer prevention. There will be time for general questions and answers as well.

3:45 **Break and Networking**



4:00

Awards Ceremony - Qualis Health 2006 Awards of Excellence in Healthcare Quality – Jonathan Sugarman, MD, MPH, CEO/President (Qualis Health, Seattle)

Qualis Health's annual awards honor healthcare leaders in Washington State, and will include a special recognition ceremony and reception for award recipient **Lance Heineccius**, a leader in developing innovative, flexible approaches for solving complex health systems policy and delivery system challenges.

Heineccius has been a pioneer in improving healthcare since his early work at the Southwest Washington Health Systems Agency in the 1970s. His work has contributed significantly to improvements in the delivery of healthcare among dozens of government agencies and private organizations. In the past year, Heineccius helped launch the Puget Sound Health Alliance, a five-county partnership dedicated to improving healthcare and reducing healthcare costs. Heineccius has been an independent consultant serving healthcare providers since 1995.

The Qualis Health awards program is designed to recognize organizations and individuals who have made significant contributions to healthcare by making innovative, measurable improvements in care.

4:45 **Summary and Wrap-up**