



## 2009 Northwest Patient Safety Conference

June 4, 2009 – Seattle Airport Hilton & Conference Center

### Agenda

- 7:00 **Registration opens** -- Continental Breakfast available
- 7:30 **Breakfast with Bob** -- informal breakfast conversation with Dr. Robert Wachter
- 8:00 **Welcome and Opening Remarks:** Michael Glenn, MD, Chair of the Washington Patient Safety Coalition Steering Committee
- 8:15 **Keynote presentation**  
**Robert Wachter, MD (University of California, San Francisco): Creating 'Accountability' in a 'No Blame' Culture**
- 9:15 **Break for Coffee and Networking**
- 9:25 **Keynote presentation** – sponsored by Virginia Mason Medical Center  
**Gail Nielsen (Iowa Health System): Health Literacy as a Philosophy of Care**
- 10:15 **Break for Coffee, Networking and Poster Session/Book Sales**
- 10:45 **Concurrent Sessions A** – Please choose from the following:
- ❶ Using simulation to improve safety – Amy Bertone, RN, BSN and Nikole Sadowsky, RNC, BSN (Providence Sacred Heart Medical Center & Children's Hospital) will present this highly-interactive session where participants will learn how low-cost, low-tech simulation exercises can be used to enhance communication and safety in their practice settings.
  - ❷ Family-activated rapid response teams – Ellen Noel, MN (Virginia Mason Medical Center) will share how VMHC used Lean methods to develop a family-activated system to enhance safety, the evaluation metrics used, and learnings gained.
  - ❸ Health Literacy, Part I – Keynote speaker Gail Nielsen will practice Teach Back, do a simulation with redesign of a written patient education piece, and will do exercises to figure out what are the three most important issues in an existing patient education design.
  - ❹ Disclosure of error – Plenary speaker Dan O'Connell, PhD will teach essential methods for communicating error and/or bad outcomes to patients, focusing on timing, who should disclose, and how to apologize.
- 11:45 **Lunch**



12:30

**Awards Ceremony - Qualis Health Awards of Excellence in Healthcare Quality –**

**Jonathan Sugarman, MD, MPH, President & CEO (Qualis Health)**

Since 2003, Qualis Health has granted the Award of Excellence in Healthcare Quality to outstanding organizations in Washington State. Winners have demonstrated leadership and innovation in improving healthcare practices-reflecting the very best in healthcare quality improvement.

1:00

**Plenary Session – sponsored by Qualis Health**

**Daniel O’Connell, PhD (The Institute for Healthcare Communication): Bad Behavior – Preparing for and dealing with disruptive behavior by providers**

2:00

**Break for Coffee, Networking and Poster Session/Book Sales**

2:15

**Concurrent Sessions B – Please choose from the following:**

❶ MRSA transmission prevention in the ambulatory and home/continuing care settings – Jason Kettler, MD, and Gwen Felizardo, RN, CIC (Group Health Cooperative) will include review of MRSA prevalence in their presentation, and will focus on how its transmission can be reduced or eliminated in the outpatient and home settings.

❷ Health Literacy, Part II: Applications in the Ambulatory and Outpatient Setting – Keynote speaker Gail Nielsen will work with participants to review and rewrite materials used in non-acute care settings.

❸ Toward a seclusion and restraint-free environment – Kelly Schloredt, PhD, Ann Moore, MS, RN-BC, and Erika Miller, RN-BC, BSN (Seattle Children’s) will discuss how their hospital undertook the challenge of eliminating seclusion and restraints in an inpatient psychiatric unit. They will share how their culture shift, tools, and strategies can be applied to adult populations in hospitals and other settings, such as nursing homes.

❹ Disclosure of error (*Repeat of morning session*) – Plenary speaker Dan O’Connell, PhD will teach essential methods for communicating error and/or bad outcomes to patients, focusing on timing, who should disclose, and how to apologize.

3:15

**Break for Coffee, Networking and Poster Session/Book Sales**

3:30

**Concurrent Sessions C – Please choose from the following:**

❶ The laboratory’s contribution to patient safety – Rosalee Allan (Pathology Associates Medical Laboratories) points out that eighty percent of lab-related errors occur in the pre- and post-analytic areas, with potential significant impact on patient safety. She will help session participants understand the most common errors, and learn how to monitor and reduce them.

❷ The Medication Safety Journey – Natasha Nicol, PharmD, FASHP (Cardinal Health) will discuss how to design a sustainable culture of safety; how to collect medication errors and use that information to affect true change; and using the IHI Global Trigger Tool to determine level of harm.

❸ Successful implementation of operating room checklists – E. Patchen Dellinger, MD (University of Washington School of Medicine) will present how the University of Washington has overcome barriers to implement the World Health Organization-endorsed checklists

❹ The evolution of the hospitalist role and its effect on patient safety – Keynote speaker Robert Wachter will share his views of how this practice area has grown and affected safety over nearly fifteen years.

4:30

**Adjourn**