



2010 Northwest Patient Safety Conference May 4, 2010 – Hilton Seattle Airport & Conference Center

Agenda

- 7:15 **Registration opens** -- Continental Breakfast available
- 8:15 **Welcome:** Terry R. Rogers, MD, CEO of the Foundation for Health Care Quality
- 8:30 **Keynote presentation** – sponsored by the Surgical Care and Outcomes Assessment Program (SCOAP)
Atul Gawande, MD, MPH – Real Reform: The Necessity of Local Collaboratives in Facing the Complexity of Health Care
- 9:15 **Break for Coffee, Networking and Poster Session/Book Sales**
- 9:45 **Welcome and Opening Remarks:** Sharon I. Eloranta, MD (Qualis Health), Chair of the Washington Patient Safety Coalition Steering Committee
- 10:00 **Keynote presentation** – sponsored by Qualis Health
Mick Oreskovich, MD (Washington Physicians Health Program): The Elephants in the Patient Safety Room – Impaired Providers
- 10:45 **Break for Coffee and Networking**
- 11:00 **Concurrent Sessions A** – Please choose from the following:
- ❶ Creating a Culture of Transparency – Norman Gregory, RN, MN, CPHRM, Patient Safety Coordinator (Providence Regional Medical Center Everett) will address his hospital's journey toward its goal to maintain clear and honest communication with its patients when they experience an unanticipated outcome, whether or not it is the result of medical error.
 - ❷ Partners in protecting the public: The three impaired healthcare professional programs – The directors of the three Washington state programs (Keynote Speaker Mick Oreskovich, MD, William Rhodes, and Jean Sullivan) will present an interactive session on the programs and the services they provide.
 - ❸ ABCs of Root Cause Analyses – Helen Harte, RN, MPH, MPA, Assistant Vice President of Quality (Community Health Plan of WA) will explore the process of root cause analyses using the VA method, which is appropriate for all care settings. Attendees are encouraged to bring examples which can be used for the root cause analysis.
- 12:00 **Lunch**

12:45



Awards Ceremony: Qualis Health Awards of Excellence in Healthcare Quality –

Hugh L. Straley, MD, Vice Chair, Qualis Health Board of Directors

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.

1:30

Concurrent Sessions B – Please choose from the following:

❶ The Virginia Mason Medical Center’s “Medical Home” - A team approach to safe and reliable patient care – Ingrid Gerbino, MD will discuss the development of a primary care delivery system that meets patients’ needs by providing them with a medical home, including how VMMC worked with a large employer group and its payer to develop an “Ambulatory Intensive Care Unit.”

❷ Lessons from Washington State’s Healthcare Associated Infections and Adverse Reporting programs – David Birnbaum and Linda Furkay, PhD, RN, Program Directors (WA State Department of Health) will discuss their work for the State.

❸ ABCs of Root Cause Analyses (*Repeat of morning session*) – Helen Harte, RN, MPH, MPA, Assistant Vice President of Quality (Community Health Plan of WA).

2:15

Break for Coffee and Networking

2:30

Concurrent Sessions C – Please choose from the following:

❶ Handoffs – A Critical Communication Process – Kathlyn Springer (The Doctors Company) will help participants learn to recognize the potential for common errors across settings and become familiar with solutions and methods for improvement. This session is applicable to multiple care settings.

❷ Creating a Culture of Safety in Ambulatory and Long Term Care Settings– Allison Paquette, Director of Nursing Services (Puget Sound Healthcare Center) and Sheila Yates, MPH, CHPQ, Manager of Patient Safety (Group Health) will discuss successful strategies for promoting and creating a culture of safety in ambulatory and long term care settings, including the use of patient safety culture surveys.

❸ Working Sensitively with Very Large Patients – Jackie Feaver, RN (Providence Medical Center Portland) will lead an interactive session where participants will learn about bias and its effect on care of very obese patients, along with strategies to address bias effectively.

3:15

Break for Coffee, Networking and Poster Session/Book Sales

3:30

Closing Plenary – sponsored by Virginia Mason Medical Center

David Marx, JD (Outcome Engineering) – Patient Safety and the Just Culture: Checklists, Perfection, and our Inescapable Human Fallibility

4:30

Closing Remarks: Michael Glenn, MD (Virginia Mason Medical Center), Past Chair, WPSC Steering Committee

Adjourn

★ Sessions and featured speakers are subject to change due to unexpected circumstances up to and including the day of the event.