

18TH ANNUAL NORTHWEST PATIENT SAFETY CONFERENCE

“DRIVING TOWARD COLLABORATION AND SAFETY”

WELCOME

7:00	Registration Opens Registration, Breakfast Buffet & Poster Viewing
7:30	Welcome Steve Levy, WPSC Executive Director & Cat Mazzawy (Washington State Hospital Association), WPSC Steering Committee Chair
7:40	How Surviving Cancer & Navigating my Husband's Death Helped Save my Mother's Life Lisa Bradshaw

MORNING KEYNOTE

8:00 - 9:00	<p>Every Patient Tells a Story: A Patient Centered Approach to Difficult Diagnoses</p> <p>Learn the pros and cons to using crowdsourcing as a technique for solving difficult cases; consider that having a rare disease is not rare and learn how to help patients identify their options for getting a second opinion.</p> <p>Lisa Sanders, MD (Yale School of Medicine, The NY Times)</p>
9:00 - 9:30	Break for poster viewing, vendor engagement, book signing and networking

MORNING BREAKOUT SESSIONS

9:30 - 11:05	<p>Leading a Culture of Safety: A Blueprint for Success</p> <p>This Blueprint is designed to help leaders shape, create and sustain the type of organizational culture needed to ensure patient and workforce safety and inspire healthcare leaders on the journey to zero harm.</p> <p>Richard A Jordan MD, FACP, FAHM, CHCQM, CHIE, CPE, Michael Myint, MD, Lorrie Brinkley, Suzanne Rodrigues and John Vassall, MD, FACP</p>	<p>Temperament Tools for Collaborative Teamwork</p> <p>This interactive workshop offers a fresh look at how individual temperaments impact collaboration and patient safety. You will learn the core elements of effective teamwork, specific communication tools to address conflict and explore how healthy teams use knowledge of temperament to improve collaboration and safety</p> <p>Jan Brauer, RN BSN MA and Rhonda Fischer, RN BSN CEN</p>	<p>Partnering with Patients Following Harm</p> <p>This workshop will discuss how patients, families, and patient advocates can be integrated into the response to harm events. To include: Encouraging patients to share concerns regarding breakdown in care, involving patients in each element of CRP and using patient and family advocates to better understand the experiences of injured patients</p> <p>Thomas H. Gallagher, MD, Dahlia Mak, Naomi Kirtner and Jeff Goldenberg, MD and Yanling Yu and Rex Johnson</p>
	11:05- 11:15	Transition Break	

MORNING BREAKOUT SESSIONS

11:15 - 12:20	<p>Cognitive Interviewing: Advanced Investigation Techniques for Adverse Events</p> <p>Learn the elements of cognitive interviewing (CI) protocol and discuss the comparative advantages of CI techniques over traditional investigative interviews and identify various resources for complete training on the CI protocol</p> <p>Jonathan D. Stewart, J.D., M.S., RN, CPPS, CPHRM</p>	<p>Patient Advisers Can Improve your Internal Audit</p> <p>Learn benefits to including patient advisers in internal audits, examples of tools to guide the process for inclusion of patient advisers in a non-threatening manner. Participants will leave being able to describe two early steps in including patient family advisers in system and process improvement</p> <p>Laura Showers, MSN, RN, CIC (Jefferson Healthcare)</p>	<p>Building Trust, Building Collaboration: What is Important for Patient Safety</p> <p>Listen as patient advocates and healthcare providers discuss techniques and strategies of how each member of the care team helps to build trust and collaboration. Learn about new programs in healthcare to achieve excellence by collaboration among care teams & patients and families</p> <p>Yanling Yu, Ph.D., Io Dolka, MS, Rex Johnson, MS, Erin Blakeney, PhD, RN, Maureen Barbara Jackson, PhD</p>
	<p>Share your Innovations and Insights by Publication</p> <p>Learn to identify the most appropriate publications in to contact about your work and increase the chances of having manuscripts accepted by editors and then increasing impact of published papers.</p> <p>David Birnbaum, PhD, MPH</p>		

AFTERNOON SESSIONS

12:20 - 12:35	Break for poster viewing, vendor engagement, and networking
12:35 - 1:20	Plated Lunch
1:20 - 1:35	Now that I Know Rhonda Fischer
1:35 - 2:35	<p>AFTERNOON PLENARY</p> <p>Shared Decision Making: The Only Real Way to Create Collaboration and Safety in Health Care</p> <p>Learn why patients, in conjunction with their health care provider, need to have the best available evidence in health care to make and feel comfortable with decisions for their health.</p> <p>James McCormack, BSc, PharmD (The University of British Columbia)</p>
	<p>CLOSING SPEAKER</p> <p>Shared Decision Making, Informed Consent and The Reasonable Patient</p> <p>John will dive into what research has found that a reasonable patient wants to know as part of informed consent before deciding about medical care that may be invasive. You will then learn about the contrast between clinician-centered and patient centered informed consent; walking away with a list of strategies that should never be used to gain informed consent.</p> <p>John James, Ph.D (Patient Safety America)</p>
2:35- 3:40	
3:40- 4:00	Closing and Thank You Best Poster Award, Closing Comments & Raffle Drawing