11th Annual Maryland Patient Safety Conference

Tuesday
March 31, 2015
Hilton Baltimore

All In: Making the Pieces Fit

Opening Keynote Speaker
Jennifer Arnold, MD, MSc, FAAP

Closing Keynote Speaker
Robert Wachter, MD
# Day-at-a-Glance

## 7:00am

**Registration, Breakfast, Visit Exhibitors** and **Storyboard Displays** – Key Ballroom Lobby/Foyer

## 8:00am - 8:15am

**Welcome & Introductions:** Key Ballroom

## 8:15am - 9:15am

**Opening Keynote Address:** What You Don’t Know CAN Hurt You: How Simulation Can Identify Missing Pieces of the Puzzle to Improve Patient Safety, Jennifer Arnold, MD, MSc, FAAP

## 9:15am - 9:30am

**Recognition** of the Minogue Award for Patient Safety Innovation Winner and Distinguished Achievement in Patient Safety Innovation Winner

## 9:30 - 10:00

### Key Ballroom

- **Track 1:** Fatigue in Nurses: An Evidence-Based Management Plan
  - **Jeanne Geiger Brown:** PhD, RN, FAAN
  - **Associate Professor**
  - **University of Maryland School of Nursing**

- **Track 2:** At the Corner of Patient Experience and Patient Safety: The Case for the Chief Experience Officer
  - **Anthony Civillo:** FACHE, ABC
  - **President**
  - **Fast Forward Consulting**

- **Track 3:** Using Frontline Ownership and Human Factors to Improve Health Care Safety
  - **Michael Gardam:** MSc, MD, CM, MSc, FRCP
  - **Leah Gitterman:** MHSc
  - **Tracey Herlihey:** PhD

- **Track 4:** Safeguard Patient Safety: The Communication Solution
  - **Jill Golde:** MS
  - **Partner**
  - **Language of Caring, LLC**

## 10:00 - 11:00

- **Fatigue in Nurses:**
  - **Jeanne Geiger Brown**
  - **PhD, RN, FAAN**
  - **Associate Professor**
  - **University of Maryland School of Nursing**

- **At the Corner of Patient Experience and Patient Safety:**
  - **Anthony Civillo**
  - **FACHE, ABC**
  - **President**
  - **Fast Forward Consulting**

- **Using Frontline Ownership and Human Factors to Improve Health Care Safety:**
  - **Michael Gardam**
  - **MSc, MD, CM, MSc, FRCP**
  - **Leah Gitterman**
  - **MHSc**
  - **Tracey Herlihey**
  - **PhD**
  - **IGNITE Consulting**

## 11:15 - 12:15

- **Now That We Have Our EHR, How Do We Know It’s Safe?**
  - **William M. Marella, MBA**
  - **Executive Director, Operations and Analytics**
  - **Patient Safety, Risk and Quality**
  - **ECRI Institute Headquarters**

- **A Leader’s Perspective:** Lessons Learned from Implementing a Patient/Family-Centered Culture
  - **Chuck Hofius**
  - **Chief Executive Officer**
  - **Perham Health**

- **Managing Organizational Transitions:** Making The Most of Change
  - **Gail Biba**
  - **MSN, RN, CNRN**
  - **Nurse Manager, NOCU**
  - **Robert Anderson**
  - **MSN, RN-BC**
  - **Functional Unit Coordinator of Nursing Practice**
  - **Johns Hopkins Hospital**

- **Minogue Award for Patient Safety Innovation Winner:**
  - **Patient and Family-Centered Inpatient White Boards:**
  - **Engaging Patients and Families in Their Care**
  - **Shirley Knely, MS, CPHQ, LCADC**
  - **Vice President Quality and Patient Safety, President Pathways Corporate Compliance Officer**
  - **Lucretia Jackson**
  - **Patient and Family Advisor**
  - **Anne Arundel Medical Center**

## 12:15 - 1:15

**Lunch, Visit Sponsors and Storyboard Displays – Lobby & Foyer**

## 1:15 - 2:15

- **Professional Accountability and the Pursuit of a Culture of Safety**
  - **Gerald Hickson, MD**
  - **Senior Vice President for Quality, Safety and Risk Prevention, Assistant Vice Chancellor for Health Affairs**
  - **Vanderbilt University Medical Center**

- **Managing Care Across the Continuum**
  - **Brian White**
  - **President, Northwest Hospital**

- **Office of Health Care Quality Annual Update on Hospital-Reported Adverse Events**
  - **Renee B. Webster, RS**
  - **Assistant Director for Hospitals, Laboratories and Patient Safety**

- **Distinguished Achievement in Patient Safety Innovation Winner:**
  - **Meeting the Challenge of Health Care Change**
  - **Jo M. Wilson MBA, FACHE**
  - **Vice President, Operations**
  - **Karen Howsare, RN, MSN**
  - **Director of Care Coordination**
  - **Western Maryland Health System**

- **Managing Organizational Transitions:**
  - **Gail Biba**
  - **MSN, RN, CNRN**
  - **Nurse Manager, NOCU**

- **Managing Care Across the Continuum:**
  - **Brian White**
  - **President, Northwest Hospital**

- **Office of Health Care Quality Annual Update on Hospital-Reported Adverse Events:**
  - **Renee B. Webster, RS**
  - **Assistant Director for Hospitals, Laboratories and Patient Safety**

- **Distinguished Achievement in Patient Safety Innovation Winner:**
  - **Meeting the Challenge of Health Care Change**
  - **Jo M. Wilson MBA, FACHE**
  - **Vice President, Operations**

## 2:15 - 2:45

### Key Ballroom

- **Visit Sponsors and Storyboard Displays – Lobby & Foyer**

## 2:45 - 3:45

- **Closing Keynote Address:**
  - **The Digital Doctor: Hope, Hype and Harm at the Dawn of Medicine’s Computer Age**
  - **Robert Wachter, MD**
  - **Professor and Associate Chair, Department of Medicine**
  - **University of California, San Francisco, Division of Hospital Medicine**

## 3:45

**Closing Remarks:**

- **Robert Imhoff**
  - **President & CEO, Maryland Patient Safety Center**

## 4:00

**Adjourn**
Fatigue in Nurses: An Evidence-Based Management Plan

Health care provider fatigue is recognized as a threat to patient safety. The Joint Commission issued a sentinel event alert for provider fatigue, and the ANA recently issued a new position statement on fatigue. This presentation will give a brief overview of the effects of fatigue on performance, describe the results of one implementation study, and describe the components of a fatigue risk management plan that can be implemented incrementally to reduce nurse fatigue.

Presenter:
Jeanne Geiger Brown, PhD, RN, FAAN
Associate Professor
University of Maryland School of Nursing

Now That We Have Our EHR, How Do We Know It’s Safe?

Electronic health records (EHRs) promise to be a transformative technology. With the 2009 Recovery Act’s financial incentives spurring adoption, EHRs are now widely available. Now that the infrastructure is in place, the next challenge is to optimize these systems so they support clinicians and enable better care delivery. In the wake of such rapid diffusion, Patient Safety Organizations have identified a number of unintended consequences that can undermine rather than support safe care. Examples of the kinds of problems explored are: the pitfalls of relying on default settings, running hybrid paper/electronic systems, and copying and pasting information in the EHR. This session addresses the most frequently identified causes and contributing factors as well as potential solutions.

Presenter:
William M. Marella, MBA
Executive Director, Operations and Analytics
Patient Safety, Risk and Quality
ECRI Institute Headquarters

Professional Accountability and the Pursuit of a Culture of Safety

Leaders of health care institutions often do not have training in, or strategies for, dealing with behaviors that undermine a culture of safety. Without the proper tools, health care professionals seemingly tolerate a certain amount of unprofessional behavior in their institutions, threatening quality of care and patient safety, affecting staff morale, and increasing cost burdens. This program will give medical center leaders the needed tools and strategies to address disruptive conduct, providing a comprehensive plan adaptable to all health care organizations.

Presenter:
Gerald Hickson, MD
Senior Vice President for Quality, Safety and Risk Prevention, Assistant Vice Chancellor for Health Affairs, Vanderbilt University Medical Center
and even from hospital to nursing home toward the objective of better coordinating care across the continuum.

In this presentation, LifeBridge Health will share actions taken and early results including the creation of LifeBridge Health Critical Care, Post-Acute Physician Partners, and what it’s doing to align its facility-based providers in quality, stakeholder collaboration, and the patient experience.

Presenters:
Brian White
President, Northwest Hospital
Jaime Barnes, DO
Medical Director of Critical Care Services, LifeBridge Health

10:00 am – 11:00 am
Using Frontline Ownership and Human Factors to Improve Health Care Safety
The main goal of this workshop is to increase awareness of human factors principles and health care culture and their role in improving health care safety. The intended audience is anyone committed to making health care safer.

Presenters:
Michael Gardam, MSc, MD, CM, MSc, FRCPC
Leah Gitterman, MHSc
Tracey Herlihey, PhD
IGNITE Consulting

11:15 am – 12:15 pm
Managing Organizational Transitions: Making The Most of Change
Change is essential to the success and survival of any organization. Leaders most often have a clear picture about strategic planning and change leadership. Most organizations fail to recognize an essential third element of change and that is managing the transitions caused by change. This session will present practical and applicable strategies from the William and Susan Bridges model of transition management to increase the competence and confidence of leaders in managing transitions.

Presenters:
Gail Biba, MSN, RN, CNRN
Nurse Manager, NCCU
Roberta Anderson, MSN, RN-BC
Functional Unit Coordinator of Nursing Practice
Johns Hopkins Hospital

1:15 pm – 2:15 pm
Managing Care Across the Continuum
Patient transitions of care or hand-offs, whether it’s interdepartmentally or from facility to facility, sometimes increase the risk of undesirable outcomes or a less than ideal patient experience. At LifeBridge Health we’ve studied care transitions from unit to unit, provider to provider,
1:15 pm – 2:15 pm
Office of Health Care Quality Annual Update on Hospital-Reported Adverse Events
Representatives from the Office of Health Care Quality will discuss FY14 trends in reported Level 1 adverse events, along with an in-depth discussion of the causative factors and sequela of several individual events.

The presenters will also discuss on-going problems with submitted root cause analyses and touch on some best practices in corrective actions.

Presenters:
Renee B. Webster, RS
Assistant Director for Hospitals, Laboratories and Patient Safety
Anne Jones, RN, BSN, MA
Health Facility Surveyor
Office of Health Care Quality, Maryland Department of Health and Mental Hygiene

11:15 am – 12:15 pm
Minogue Award for Patient Safety Innovation Winner
Patient and Family-Centered Inpatient White Boards: Engaging Patients and Families in Their Care
Anne Arundel Medical Center (AAMC) sought to create a patient advisory role on the Patient Safety Committee to support the present culture shift from “serving” to “partnering” with our patients and families and recognizing the value of the unique perspective patients and families have to offer. Our journey began in 2012, with the help of the Institute for Patient and Family Centered Care, by placing patients and family members on our hospital Patient Safety Committee. With the help of our new advisors, it was identified that we needed to devise a tool to enhance the communication and engagement of our staff, patients, and families.

Presenters:
Shirley Knelly, MS, CPHQ, LCADC
Vice President Quality and Patient Safety
President Pathways, Corporate Compliance Officer
Lucretia Jackson
Patient and Family Advisor
Anne Arundel Medical Center

10:00 am – 11:00 am
Safeguard Patient Safety: The Communication Solution
The quality of our communication with patients, families and each other has a strong impact on patient safety. Not only is communication the most common cause of errors, but also how we communicate affects the extent to which patients and families open up to us about their feelings, observations, anxieties and concerns.

In this session, Jill Golde describes and demonstrates:
• The concrete communication skills that reduce patient and family anxiety and fear of speaking up, while earning patient and family trust, openness, confidence and engagement and
• Key skills that employees need in order to hold hard conversations with others on the healthcare team.

Presenter:
Jill Golde, MS
Partner, Language of Caring, LLC

1:15 pm – 2:15 pm
Distinguished Achievement in Patient Safety Innovation Winner
Meeting the Challenge of Health Care Change
Meeting the Challenge of Health Care Change is an overwhelming task for all health care entities; however, there are unique challenges to a rural single health care provider who is the safety net for a tri-state Appalachian location. Through the use of innovative programs and reallocation of resources, the Western Maryland Health System has reduced inpatient admissions and readmissions as well as ED utilization while also improving the quality of care. This presentation will describe how combining inpatient and outpatient resources and programs can positively impact the coordination of care.

Presenters:
Jo M. Wilson MBA, FACHE
Vice President, Operations
Karen Howsare, RN, MSN
Director of Care Coordination
Western Maryland Health System
2:45 pm – 3:45 pm Closing Keynote

The Digital Doctor: Hope, Hype and Harm at the Dawn of Medicine’s Computer Age

Presenter:
Robert Wachter, MD
Professor and Associate Chair
Department of Medicine, University of California
San Francisco, Division of Hospital Medicine

All of us had high hopes that computers would be the solution to medical mistakes. Using a dramatic case in which a child received a 38-fold overdose of a common antibiotic, this talk explores some of the unforeseen consequences of information technology—including the movement to hire scribes so doctors and patients can look each other in the eye again, alert fatigue, and the tendency for clinicians to defer to a new kind of authority—an electronic one.

Meet the Board of Directors

The strategic initiatives and priorities of the Maryland Patient Safety Center are guided by a voluntary board of directors.

Susan Glover, RN, MHA, CHC
Chair, Center Board
Senior Vice President
Chief Quality & Integrity Officer
Adventist HealthCare

James R. Rost, MD
Vice Chair, Center Board
Medical Director, NICU
Shady Grove Adventist Hospital

David Horrocks
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William Holman, CPA
Treasurer, Center Board
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Charles County Nursing & Rehabilitation Center

Gerald Abrams
Director
Abrams, Foster, Nole & Williams, PA

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Senator, District 30 (D)
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Carmela Coyle
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Joseph DeMattos, Jr., MA
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Barbara Epke
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E. Robert Feroli, Jr., PharmD, FASHP, FSMSO
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Fredia S. Wadley, MD
President & Chief Executive Officer
Quality Health Strategies

Kathleen M. White, PhD, RN,
NEA-BC, FAAN
Associate Professor,
Department of Acute and Chronic Care
The Johns Hopkins University
School of Nursing
ONLINE REGISTRATION CLOSES Monday, March 23, 2015

To Register:

• Visit MarylandPatientSafety.org. Complete all individual registration information, most importantly the registrant’s email address (You may include a secondary email address for others to receive correspondence regarding registration and program information).

• If you will be submitting a check request through your organization, please choose the “Register and Pay by Check” option.

• You will receive correspondence directly from the Program Coordinator immediately following your submission of the registration online.

• If you do not receive a confirmation email or if you have any questions regarding our registration process, please contact Kelly Heacock at 410.796.6239 or kheacock@mhei.org.

FEE for all participants

Early Registration and payment received by Monday, March 9, 2015: $225
Late Registration and payment received between March 10 and March 23, 2015: $299

Online Registration closes Monday, March 23, 2015

On-site Registration and payment (including those not yet paid): $350

Breakfast and lunch will be provided. While we do provide a vegetarian option, please contact Kelly Heacock if you have any other dietary restrictions at kheacock@mhei.org.

Weather Policy:
In the event of adverse weather conditions, the decision to cancel or delay the Conference will be made by 5:00 a.m. the morning of the Conference. To find out if the Conference is delayed or cancelled, please call 410-540-9210 after 5:00 a.m. on March 31.

Special Note:
The Maryland Patient Safety Center wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans With Disabilities Act, please contact Kelly Heacock at kheacock@mhei.org.
ALL IN: MAKING THE PIECES FIT