### ALL IN: MAKING THE PIECES FIT

## DAY-AT-A-GLANCE

### 7:00am
**Registration, Breakfast, Visit Exhibitors** and **Storyboards** – 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
**Visit Sponsors and Storyboard Displays – Lobby & Foyer**

#### 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

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

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

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

### 10:00 – 11:00
**Visit Sponsors and Storyboard Displays – Lobby & Foyer**

#### Key Ballroom
- **Track 1:** 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

#### Key Ballroom
- **Track 2:** A Leader’s Perspective: Lessons Learned from Implementing a Patient/Family-Centered Culture
  - **Chuck Hofius**
  - Chief Executive Officer
  - Perham Health

#### Key Ballroom
- **Track 3:** Managing Organizational Transitions: Making The Most of Change
  - **Gail Biba,** MSN, RN, CNRN
  - Nurse Manager, NOCU
  - **Robert A. Anderson,** MSN, RN-BG
  - Functional Unit Coordinator of Nursing Practice
  - Johns Hopkins Hospital

#### Key Ballroom
- **Track 4:** Minogue Award for Patient Safety Innovation Winner:
  - **Patient and Family-Centered Inpatient White Boards:** Engaging Patients and Families in Their Care
  - **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

### 11:15 – 12:15
**Lunch, Visit Sponsors and Storyboard Displays – Lobby & Foyer**

### 12:15 – 1:15
**Visit Sponsors and Storyboard Displays – Lobby & Foyer**

#### Key Ballroom
- **Track 1:** 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

#### Key Ballroom
- **Track 2:** Managing Care Across the Continuum
  - **Brian White**
  - President, Northwest Hospital
  - **Jaime Barnes,** DO
  - Medical Director of Critical Care Services
  - LifeBridge Health

#### Key Ballroom
- **Track 3:** Office of Health Care Quality Annual Update on Hospital-Reported Adverse Events
  - **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

#### Key Ballroom
- **Track 4:** 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

### 1:15 – 2:15
**Visit Sponsors and Storyboard Displays – Lobby & Foyer**

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  - Language of Caring, LLC

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### 2:15 – 2:45
**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