



SUMMER 2015

Maryland Patient Safety Center
Keeping Patients Safe



11th Annual Patient Safety Conference Offered New Pieces in the Safety Puzzle

The Center's 11th Annual Patient Safety Conference, held Tuesday March 31, 2015 at the Hilton Baltimore, was a huge draw, with over 1,100 healthcare professionals in attendance. This year's theme was "All In: Making the Pieces Fit," to reflect the need for cooperation among all providers to ensure safe, quality care. The opening keynoter, Jennifer Arnold, MD, MSc, FAAP, neonatologist, simulation educator, cancer survivor and co-star of TLC's *The Little Couple*, spoke to a packed audience about achieving measurable improvements in patient care outcomes using simulation methodology.

Local and national experts throughout the day discussed how health care providers are improving patient safety despite uncertain economic times, including changing reimbursements, and examined new ways to

prevent falls, hospital acquired infections and infant mortality. Dr. Robert Wachter, Professor and Associate Chair, Department of Medicine, University of California San Francisco, Division of Medicine, and author of *The Digital Doctor: Hope, Hype and Harm at the Dawn of Medicine's Computer Age*, closed out the day-long conference. His dramatic description of a child who received a massive overdose of a common antibiotic highlighted the limitations and unforeseen consequences of information technology, and underscored the importance of continuing to connect with patients rather than over-relying on technology.

Numerous attendees remarked that this year's conference was the best yet. Mark your calendars now for our 2016 conference so you won't miss this important annual opportunity to benefit from the top healthcare safety speakers in the country.

**SAVE THE DATE FOR THE 12TH ANNUAL
PATIENT SAFETY CONFERENCE, ON
MARCH 18, 2016 AT THE HILTON BALTIMORE!**

2015 Patient Safety Innovation Award Winners



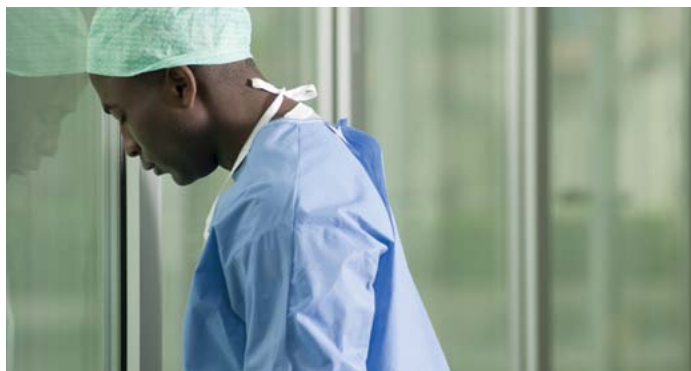
Selected from 74 submissions, Anne Arundel Medical Center (AAMC) received the 2015 Minogue Award for Patient Safety Innovation, and Western Maryland Health System received the Distinguished Achievement award. Eight other entries received Circle of Honor awards.

AAMC's winning entry was entitled, "Patient and Family Centered Inpatient Room Whiteboards: Engaging Patients in Their Care." Runner-up Western

Maryland Health System submitted an entry called "Meeting the Challenge of Health Care Change."

"These medical centers developed innovative solutions to improve patient safety issues, from improving communications by installing whiteboards in patient rooms to initiatives that address medication safety and the changing healthcare environment," said Robert Imhoff, President & CEO of the Maryland Patient Safety Center.

The Minogue Award was created by The Center's Board of Directors to recognize an organization within the state that has made a demonstrable difference in patient safety through an innovative solution.



Caring for the Caregiver Program Now Available

Healthcare providers often fail to recognize the adverse impact of the stress of work-related traumatic events on their performance. What happens to the caregiver in the immediate hours following an adverse or otherwise stressful event can be psychologically catastrophic. The Center is proud to offer its new program, *Caring for the Caregiver*, which has been designed to help organizations provide immediate, confidential "psychological first aid" and emotional support to "second victims" in this situation by utilizing trained volunteer "Peer Responders."

After going through the training for the program, your organization will be ready to implement *Caring for the Caregiver*. Having the understanding and relating to the experiences of peers is crucial to providing high quality support. Peer support can have a significant impact on the ability of caregivers to continue thriving in their roles, and is important to the success of the organization.

To find out more about this program, please e-mail your request to programs@marylandpatientsafety.org

New Board of Directors Leads Future Safety Initiatives

The Center is pleased to announce its new board leadership and welcome new board members, effective July 2015. This year's board promises to be one of the most experienced and engaged to date.

New Board Officers

James Rost, MD, Chair - *Medical Director, NICU, Shady Grove Medical Center, Rockville, MD*

David Horrocks, Vice Chair - *President, CRISP (Chesapeake Regional Information System for Our Patients), Columbia, MD*

Lawrence Linder, MD, Secretary - *Sr. VP and Chief Medical Officer, University of Maryland Baltimore Washington Medical Center, Glen Burnie, MD*

Gerald Abrams, Treasurer - *Director at Abrams, Foster, Nole and Williams, PA, Baltimore, MD*

New Board Members

Deborah Dokken, *Consultant/Family Leader, Institute for Patient- and Family-Centered Care*

Paul Fronstin, *Director, Center for Research on Health Benefits Innovation, Employee Benefit Research Institute, Commissioner, Maryland Health Care Commission*

Sheree Sample-Hughes, *Member, Maryland House of Delegates and Member, Health and Government Operations Committee*

Susan Sheridan, *Director of Patient Engagement, Patient-Centered Outcomes Research Institute*

Barbara Tachovsky, *Former President, Main Line Hospitals, Paoli, PA, healthcare manager and executive coach/mentor*

Our Fall 2015 Can't Miss Safety Lineup

Register now for our upcoming Fall 2015 safety programs at MarylandPatientSafety.org.

Medication Safety Conference: Patient and Family Centered Care—The Right Prescription



Date: November 18, 2015
Time: 8:00a.m.–3:30 p.m.
Location: Turf Valley Conference Center,
Ellicott City, MD

Opening Keynote:
Every 1/2 Second Counts, by Ridley Barron

Ridley Barron, an author, internationally known speaker and tireless advocate for patient safety, and Founder and President of Ridley Barron Ministries in Thompson Station, Tennessee, will share his powerful personal story of a medication-induced error that caused the death of his toddler.

The tragic events surrounding his son and family provide the backdrop for his powerful message on quality of care, full disclosure and the second victim...providing the listener with 7 Steps to Quality Care.

Upcoming Educational Programs

Root Cause Analysis: September 29, 2015
Failure Modes and Effects Analysis: November 5, 2015
Human Factors and Patient Safety: November 10, 2015
TeamSTEPPS™ Tools Training: December 10, 2015

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CONFERENCE WILL BE MARCH 18, 2016
AT THE HILTON BALTIMORE!**

GET CENTERED

The Maryland Patient Safety Center Challenges You to Get Centered!

Share the mission of patient safety with your coworkers in a positive way. Whether you're working in an exam room or a hospital parking lot, focus on patient safety at all times!



Making healthcare in Maryland
the safest in the nation

MEET OUR NEWEST STAFF

In the past few months, we've welcomed a few new faces to our team.



Lorie Catsos, Administrative Coordinator, a graduate of The Catholic University of America, with over 25 years of experience in various

administrative positions, joined us in February.



Bev Ludwig, our Business Development Manager since March, holds a degree from the University of Maryland in Health Education. She

has several years of experience in the clinical field as well as extended experience in pharmaceutical sales and medical marketing.



Anisha Khandelwal, our Data Analyst since June, is currently working on her Master of Public Policy (concentration: Health Policy) at UMBC.

Her healthcare experience includes clinical, administrative, compliance, marketing and public health roles.

Message from the President & CEO



Ending an action-packed fiscal year 2015, we were able to close our hand hygiene initiative by exceeding the 90% statewide compliance goal for 12 consecutive months, and we reduced the rate of falls with injury in long-term care settings.

Our sepsis initiative, a partnership with the Maryland Hospital Association, launched in July 2014 with 10 participating hospitals, and our second cohort of 11 hospitals began in April 2015.

Here's a preview of our exciting new programs for FY 2016:

CARING FOR THE CAREGIVER

Our pilot Caring for the Caregiver programs at GBMC and University of Maryland Medical Center are off to a superb start. On its first day of operation, a GBMC volunteer peer responder received a call from a co-worker seeking support, and staff response to the program has been overwhelmingly enthusiastic. The program, which has been featured in the *Baltimore Sun*, the *Daily Record* and on WJZ-TV's *On Time* public affairs show, is now available for all interested hospitals to purchase. Call 410-540-9210 to learn more.

CLEAN ENVIRONMENT

The Clean Collaborative will kick off this fall to identify best management practices (BMPs) for cleaning and disinfecting surface areas, to reduce the incidence of facility-acquired pathogens such as MRSA, VRE and C. diff. Participants will implement and quantify BMPs using a special verification technology and report on a monthly basis for one year.

NEONATAL ABSTINENCE SYNDROME

With rising substance abuse rates in the state, the number of infants born with neonatal abstinence syndrome is also growing. Early identification and treatment is critical to their healthy development. Starting Fall 2015, an expert group will examine best practices and develop treatment protocols in order to reduce length of stay, readmissions and transfers to NICUs, with program roll-out in Spring 2016.

REDUCING FIRST TIME C-SECTIONS

Studies have shown that women whose first birth is by C-section have a 90% C-section rate for subsequent deliveries. This Fall, The Center will initiate a collaborative with the birthing hospitals in Maryland to promote vaginal deliveries and decrease the overall C-section rate, which is above the national average. A group of experts will be convened in September 2015 to examine and adopt national initiatives and toolkits, with the goal of launching the program in Spring 2016.

In FY 2016, we also look forward to increasing our participation of non-hospital providers such as post-acute facilities and ambulatory surgical centers as we continue our important mission of making healthcare safer for all.

We can't make this kind of progress without the support of our members and friends. To your health and safety!

Sincerely,

A handwritten signature in blue ink that reads "Robert". The signature is fluid and cursive.

Robert H. Imhoff, III
President & CEO



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To find out more about
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