

# PASSION & PURPOSE

Reigniting the Commitment  
to Quality and Safety



## 15<sup>TH</sup> ANNUAL MARYLAND PATIENT SAFETY CONFERENCE

FRIDAY, APRIL 5, 2019 | BALTIMORE HILTON



The Pam Barclay  
Opening Keynote

**Eileen McDargh**  
CEO  
The Resiliency Group



The Lawrence Linder  
Closing Keynote

**Rayshun Lamarr**  
Singer, actor, songwriter  
and patient

*This educational activity is jointly provided by AXIS Medical Education and by Maryland Patient Safety Center.*

**Overview:** The 2019 Annual Maryland Patient Safety Conference will bring together an estimated 1500 healthcare workers. In its 15th year, the conference will focus on issues related to restoring passion and purpose in healthcare professions and reigniting that “inner flame” to commit to improving the quality and safety of patient care. **Target Audience:** This activity would most likely appeal to those with interest in and/or the activity’s content would best apply to the following fields: Nursing, Pharmacy, Physician, Social Work, Respiratory Therapy Quality, Patient Safety, Risk Management, Nursing Home Administrator and other healthcare providers. **Objectives and descriptions will be listed with each session.**

## DAY-AT-A-GLANCE

**7:00am**

Key Ballroom lobby/Foyer

**8:00am-8:30am**

Key Ballroom

**Registration, Breakfast, Visit Exhibitors and Patient Safety Poster Presentations**

**Welcome, Introductions, Recognition** of the Minogue Award for Patient Safety Innovation Winner and the Distinguished Achievement in Patient Safety Innovation Winner: **Robert Imhoff**, President and CEO, Maryland Patient Safety Center

**8:30am-9:30am**

Key Ballroom

**The Pam Barclay Opening Keynote Address:** *From Burned Out to Fired Up: Re-igniting Passion and Purpose*, **Eileen McDargh**, CEO, The Resiliency Group

9:30am-10:00am	<b>Break, Visit Exhibitors and Patient Safety Poster Presentations: Key Ballroom Lobby &amp; Foyer</b>		
	<b>Key Ballroom A Track 1</b>	<b>Key Ballroom B Track 2</b>	<b>Key Ballroom C Track 3</b>
10:00am-11:00am	<p><b>Emerging Healthcare Concern: Preventing Workplace Violence-Keeping Staff and Patients Safe</b> <b>Ann Blouin, RN, PhD</b> President and Founder <i>PSQ Advisory</i></p>	<p><b>The Science of Burnout and Well-being in Healthcare: How “Other People Matter”</b> <b>K. Carrie Adair, PhD</b> Assistant Director of Research <i>Duke Patient Safety Center Duke University Health System</i></p>	<p><b>FY 18 Office of Healthcare Quality Patient Safety Update</b> <b>Anne Jones, RN, BSN, MA</b> Nurse Program Consultant <i>Office of Health Care Quality</i></p>
11:00am-11:15am	<b>Break, Visit Exhibitors and Patient Safety Poster Presentations: Key Ballroom Lobby &amp; Foyer</b>		
11:15am-12:15pm	<p><b>Human-Centered Leadership: A Foundation for Creating Joy and Resilience in the Practice of Medicine</b> <b>William J. Maples, MD</b> President and CEO <i>The Institute for Healthcare Excellence</i></p>	<p><b>Provider-led care redesign to safely improve health care value: Finding joy in medicine on the road not taken</b> <b>Pamela T. Johnson, MD</b> Vice Chair of Quality, Safety &amp; Value, Department of Radiology <i>Johns Hopkins Medicine</i></p>	<p><b>Minogue Award for Patient Safety Innovation Winner: Decreasing Hospital-Acquired C-Diff Infections while Implementing the Early Discharge of Patients</b> <b>Mary Ellen Beideman, RN, MSN</b> Infection Preventionist <b>Anna Oberste, PharmD, MPH</b> Clinical Pharmacist <i>Atlantic General Hospital</i></p>
12:15pm-1:00pm	<b>Lunch, Visit Exhibitors and Patient Safety Poster Presentations: Key Ballroom Lobby &amp; Foyer</b>		
1:00pm-2:00pm	<p><b>Finding Joy in Creating Effective Partnerships with Patients and Families to Improve the Care Experience, Safety, and Quality</b> <b>Beverley Johnson, RN</b> President and CEO <i>Institute for Patient and Family Centered Care</i></p>	<p><b>Health Care Depends on Healthy Caregivers: The Quadruple Aim</b> <b>Albert Wu, MD</b> Director <i>Johns Hopkins Center for Health Services and Outcomes Research</i></p>	<p><b>Distinguished Achievement in Patient Safety Innovation Winner: Leading the Patient Safety Charge—Keeping Our Patients Wound Free</b> <b>Barbara Quinn, RN, BSN, WOCN, WCC</b> Wound Manager <b>Marian Chima, RN, MSN</b> CNO and VP of Patient Care Services <i>Levindale Hebrew Geriatric Center and Hospital</i></p>
2:00pm-2:30pm	<b>Break, Visit Exhibitors and Patient Safety Poster Presentations: Key Ballroom Lobby &amp; Foyer</b>		
2:30pm-3:30pm	<b>Key Ballroom</b>		
	<p><b>The Lawrence Linder Closing Keynote Address: Don’t Stop Believin’</b> <b>Rayshun LaMarr</b>, singer, actor, songwriter and patient</p>		
3:30pm	<p><b>Closing Remarks and Adjournment:</b> <b>Robert Imhoff</b>, President &amp; CEO, <i>Maryland Patient Safety Center</i></p>		



## Key Ballroom

### 8:30 am - 9:30 am Opening Keynote From Burned Out to Fired Up: Re-igniting Passion and Purpose

In today's healthcare world, stress and potential burnout are taking its toll. Could there ever be such a

thing as "balance"? Is it possible to cultivate resiliency? How do you blend together both a personal life and a professional career with so many demands on your time and energy? In

this keynote session, award-winning author and international speaker, Eileen McDargh tackles these questions and offers a unique perspective and solid actions to help move you from feeling like a "crispy critter" to a thriving human being. Be prepared to think, laugh and learn.

#### *Learning Objectives*

1. Define "resiliency" as it relates to energy and burnout.
2. State at least two actions that can be practiced to re-ignite passion.

#### *Presenter*

**Eileen McDargh**  
CEO, The Resiliency Group

**9:30 am - 10:00 am** Break and Visit Exhibitors and Patient Safety Poster Presentations

## CONCURRENT SESSIONS

### Track 1 (Key Ballroom A)

#### 10:00 am - 11:00 am

##### Emerging Healthcare Concern: Preventing Workplace Violence-Keeping Staff and Patients Safe

This presentation will explain the growing concern around workplace violence, the impacts upon staff and patient safety, tactics to de-escalate potentially volatile situations when feasible and strategies to address risk mitigation.

#### *Learning objectives*

1. Discuss risk factors which correlate with increased workplace violence
2. State two tactics to help de-escalate angry patient, visitor and/or staff behavior

#### *Presenter*

**Ann Blouin, RN, PhD**  
President and Founder, PSQ Advisory

#### 11:15 am - 12:15 pm

##### Human-Centered Leadership: A Foundation for Creating Joy and Resilience in the Practice of Medicine

Clearly defining what Human-Centered Leadership is, understanding the business-case for Human-Centered Leadership, and outlining a pathway for organizations to spread and sustain a culture of Human-Centered Leadership will be reviewed in this session. The connection of Human-Centered Leadership to other critical elements of a comprehensive solution for creating joy and resiliency in the workplace will be discussed.

#### *Learning Objectives*

1. Discuss the critical role of Human-Centered Leadership in creating joy and resilience in the workplace

2. Discuss the connection of Human-Centered Leadership with other critical elements of a comprehensive solutions for creating joy and resilience in the workplace

#### *Presenter*

**William Maples, MD**  
President and CEO, The Institute for Healthcare Excellence

**12:15 pm - 1:00 pm** Lunch and Visit Exhibitors and Patient Safety Poster Presentations

#### 1:00 pm - 2:00 pm

##### Finding Joy in Creating Effective Partnerships with Patients and Families to Improve the Care Experience, Safety, and Quality

This interactive session offers the opportunity to celebrate and share the ways you and your team are finding joy in collaborating with patients and families in safety and quality improvement work. Additional best practices for building and sustaining partnerships with patients and families effectively in a variety of settings will be shared.

#### *Learning Objectives*

1. Identify the benefits of collaboration to staff, clinicians, and organizations.
2. Discuss ways to celebrate and sustain collaborative endeavors.

#### *Presenter*

**Beverly Johnson, RN**  
President and CEO  
Institute for Patient and Family Centered Care  
Vanderbilt University

## Track 2 (Key Ballroom B)

**10:00 am - 11:00 am**

### The Science of Burnout and Well-being in Healthcare: How “Other People Matter”

The rapid rise of burnout in the healthcare field have many calling it an “epidemic”. What does the science have to say about the causes and consequences of burnout and what can be done to reduce it? In this workshop, Dr. Adair will share the research on burnout in healthcare, where the field is going to address this growing problem, how our colleagues, friends, and families affect our burnout, and evidence-based tools designed to enhance well-being.

#### *Learning objectives*

1. Lists actions to reduce the effects of causes of burnout
2. Describe the research on burnout in healthcare and evidence-based tools to enhance well-being

#### *Presenter*

**K. Carrie Adair, PhD**

Assistant Director of Research, Duke Patient Safety Center, Duke University Health System

**11:15a- 12:15p**

### Provider-led care redesign to safely improve health care value: Finding joy in medicine on the road not taken

In this session Dr. Johnson will share with participants the importance of seeking the road less traveled as a means of improving health care value for patients. Participants will be urged to champion care redesign regardless of the obstacles, to ensure that the evolving changes health care in response to escalating costs are quality driven and maintain or increase patient safety. By improving performance to safely deliver higher quality, more affordable care, medical personnel can contribute to the scaffolding of a better health care delivery model and reinforce patients’ trust to safeguard the provider-patient relationship.

#### *Learning Objectives:*

1. Discuss the opportunities for and obstacles to improving health care value.
2. Review assessment strategies to ensure that patient care quality and safety are maintained or improved by value-based performance improvement initiatives.

#### *Presenter:*

**Pamela T. Johnson, MD**

Vice Chair of Quality, Safety & Value, Department of Radiology, Johns Hopkins Medicine

**12:15 pm - 1:00 pm** Lunch and Visit Exhibitors and Patient Safety Poster Presentations

**1:00 pm - 2:00 pm**

### Health Care Depends on Healthy Caregivers: The Quadruple Aim

This session will explore the impact of burnout, and the concept of the “second victim” of adverse events in healthcare on the health of caregivers and the association with lower patient satisfaction, reduced health outcomes and increased costs. Identification of the fourth aim in the Quadruple Aim of Healthcare, improving the work life of health care providers will be discussed.

#### *Learning Objectives*

1. Explain who are the “Second Victims” of adverse events
2. Name the fourth aim in the Quadruple Aim of Health Care

#### *Presenter*

**Albert Wu, MD**

Director, Johns Hopkins Center for Health Services and Outcomes Research

## Track 3 (Key Ballroom C)

**10:00 am - 11:00 am**

### FY 18 Office of Health Care Quality Patient Safety Update

This session presents adverse event cases reported through the Office of Health Care Quality’s mandatory hospital reporting system. Trends in reported events, root causes, and corrective actions will be discussed, as well as findings from submitted RCAs and individual case studies. In addition, an in-depth look at the preventable deaths from FY 18 will be presented.

#### *Learning Objectives:*

1. Describe the data regarding reported events for FY18.
2. Explain the context of trends and meaningful single events, and
3. Identify some commonalities among the preventable deaths from FY18.

#### *Presenter:*

**Anne Jones, RN, BSN, MA**

Nurse Program Consultant, Office of Health Care Quality



**11:15 am - 12:15 pm**

### Minogue Award for Patient Safety Innovation Winner

Decreasing Hospital-Acquired C-Diff Infections while Implementing the Early Discharge of Patients

Like many acute-care hospitals, Atlantic General was struggling

with the rate of hospital-acquired infections related to Clostridium difficile- C-Diff. AGH, like many improved antibiotic stewardship, proper C-diff screening, corresponding implementation of contact isolation, and the implementation of

nurse-driven protocols, along with family and patient education. All of this resulted in a decline of the C-diff rates at AGH. However, the Infection Prevention team at AGH continued to research and seek solutions to address concerns with quality and patient safety and discovered other factors around this issue. Learn AGH sought to employ the appropriate utilization of contact isolation through the development and implementation of a C-Diff Isolation policy specific to prevention, identification, treatment and early discontinuation of contact precautions to further decrease their rate of hospital acquired C-Diff.

### *Learning Objectives*

1. List the C-Diff screening changes and the nurse-driven protocol for C-diff initiated at AGH
2. Describe the family and patient education program employed at AGH to decrease the rate of hospital acquired C-Diff.

### *Presenters*

**Mary Ellen Beideman, RN, MSN**

Infection Preventionist  
and

**Anna Oberste, PharmD, MPH**

Clinical Pharmacist, Atlantic General Hospital

**12:15 pm - 1:00 pm** Lunch and Visit Exhibitors and Patient Safety Poster Presentations

### **1:00 pm - 2:00 pm**

**Distinguished Achievement in Patient Safety  
Innovation Winner**

**Leading the Patient Safety Charge—  
Keeping Our Patients Wound Free**

Prompted by concern over the high number of facility-acquired pressure wounds in 2013, this team immediately developed an action plan. Through prevention rounding, order set development, education of frontline staff, and improving the accuracy of identification and documentation of pressure wound staging this facility was able to decrease the average rate of facility acquired pressure wounds by 68%.

### *Learning Objectives:*

List three actions that can be taken to reduce facility acquired pressure wounds.

### *Presenter:*

**Barbara Quinn, RN, BSN, WOCN, WCC**

Wound Manager  
and

**Marian Chima, RN, MSN**

CNO and VP of Patient Care Services  
Levindale Hebrew Geriatric Center and Hospital

## Key Ballroom

### **2:30 pm - 3:30 pm Closing Keynote**

**Don't Stop Believin'**



Rayshun LaMarr is a singer, actor and songwriter and was a finalist on Season 14 of NBC's *The Voice*. Diagnosed in 2012 with lymphoma and multicentric Castleman's disease, a rare disease that attacks the lymph nodes and tissues, Rayshun lost much of his hearing, vision and his voice. Rayshun's inspiring story of hope, belief and survival remind us of why we chose a career in healthcare. His joy is contagious!

### *Learning Objectives:*

List two actions healthcare workers can take to inspire hope in our patients, and in turn promote joy in their work

### *Presenter:*

**Rayshun LaMarr**

Singer, actor, songwriter and patient

# CONTINUING MEDICAL EDUCATION



JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION

## Accreditation Statement

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and MPSC. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



IPCE CREDIT™

This activity was planned by and for the healthcare team, and learners will receive **5.0** Interprofessional Continuing Education (IPCE) credit for learning and change.

## Credit Designation for Physicians

AXIS Medical Education designates this live activity for a maximum of 5.0 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## Credit Designation for Pharmacists

This knowledge-based activity is approved for 5.0 contact hours of continuing pharmacy education credit. JA4008106-9999-19-015-L05-P.

## Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 5.0 contact hours. *Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.*

## Quality Professionals

This program is pending approval by the National Association for Healthcare Quality (NAHQ) for 5.0 CPHQ continuing education credits.

## Risk Management

This meeting has been approved for a total of 5.0 contact hours of Continuing Education Credit toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and towards CPHRM renewal.

## Respiratory Therapists

This program has been approved for 5.0 contact hours Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care, 9425, N. MacArthur Blvd, Suite 100, Irving TX 75063.



As a Jointly Accredited Organization, AXIS Medical Education is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. AXIS Medical Education maintains responsibility for this course. Social workers completing this course receive 5.0 continuing education credits.

## AXIS Contact Information

For information about the accreditation of this program please contact AXIS at [info@axismeded.org](mailto:info@axismeded.org).

## Disclosure of Conflicts of Interest

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The **faculty** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Faculty/Presenter/Planner	Reported Financial Relationship
Eileen McDargh	Nothing to disclose
Ann Blouin, RN, PhD	Nothing to disclose
William Maples, MD	Nothing to disclose
Beverly Johnson, RN	Nothing to disclose
K. Carrie Adair	Nothing to disclose
Pamela Johnson, MD	Nothing to disclose
Albert Wu, MD	<i>Research:</i> MAPI Research Trust; <i>Consultant:</i> GlaxoSmithKline, ViiV, Gilead, Genentech. <i>Received income from:</i> Sage Publications.
Anne Jones, RN, BSN, MA	Nothing to disclose
Anna Oberste, Pharm D	Nothing to disclose
Mary Ellen Beideman, RN	Nothing to disclose
Barbara Quinn	Nothing to disclose
Marian Chima, RN	Nothing to disclose
Rayshun Lemarr	Nothing to disclose

The **planners and managers** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planners	Reported Financial Relationship
Dee Morgillo, MEd., CHCP	Nothing to disclose
Robert Mocharnuk, MD	Common Stock: Merck
Bonnie DiPietro, MS, RN, NEA-BC, FACHE	Nothing to disclose
Robert Imhoff	Nothing to disclose
Martin Koehnlein, RRT	Nothing to disclose

## Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development.

The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

## Disclosure of Unlabeled Use

This educational activity may contain discussion of published and/or investigational uses of agents that are not indicated by the FDA. The planners of this activity do not recommend the use of any agent outside of the labeled indications.

The opinions expressed in the educational activity are those of the faculty and do not necessarily represent the views of the planners. Please refer to the official prescribing information for each product for discussion of approved indications, contraindications, and warnings.

## Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact Maryland Patient Safety Center at **410-540-9210 before the meeting date**.

## Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration/Evaluation form online by 11:59 pm ET on **May 5, 2019**. Instructions will be provided. If you do not complete the online evaluation by this date, you will not be able to get CME/CE credit for this event.
- Upon successful completion of the online form, your statement of completion will be presented to you to print. Pharmacists, your record will be automatically uploaded to CPE Monitor.

# REGISTRATION

## 15<sup>TH</sup> ANNUAL MARYLAND PATIENT SAFETY CONFERENCE APRIL 5, 2019

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### ONLINE REGISTRATION CLOSES March 25, 2019

#### To Register:

- Visit [MarylandPatientSafety.org](http://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 Later" option.
- You will receive correspondence 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 Lorie Catsos at 410.540.9210 or [lcatsos@marylandpatientsafety.org](mailto:lcatsos@marylandpatientsafety.org).

#### FEE for all participants

MPSC Members: Free

Non-Members: \$299 (through March 15, 2019) \$345 (after March 15, 2019)

Online Registration will close after March 25, 2019

On-site Registration: \$399

"No shows" and cancellations received after April 3 will be subject to a \$125 cancellation fee per the Center's policy

All attendees, including Maryland Patient Safety Center member organizations and non-members, must register by March 30, 2019 to receive special pricing. All on-site registrations must provide payment of \$399.

#### Breakfast and lunch will be provided.

While we do provide a vegetarian option, please contact Lorie Catsos if you have any other dietary restrictions at [lcatsos@marylandpatientsafety.org](mailto:lcatsos@marylandpatientsafety.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 April 13.

#### 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 Lorie Catsos at [lcatsos@marylandpatientsafety.org](mailto:lcatsos@marylandpatientsafety.org).

# Meet the Maryland Patient Safety Center's Board of Directors

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

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**David B. Mayer, MD**

Corporate VP Quality & Safety  
*MedStar Health*

**Gerald Abrams**

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

**Joseph DeMattos, Jr, MA**

President  
*Health Facilities Association of Maryland*

**Barbara Epke**

former Vice President  
*LifeBridge Health, Inc. & Sinai Hospital  
of Baltimore*

**Badia Faddoul, RN, DNP, CCR, CPHQ**

Senior Director of Quality & Safety  
*Johns Hopkins Home Care Group*

**E. Robert Feroli, Jr., PharmD, FASHP, FSMSO**

Medication Safety  
*Armstrong Institute Johns Hopkins Hospital*

**Brian J. Frankel**

Assistant Fire Chief  
*Prince George's County Fire/EMS Department*

**Eugene A. Friedman**

Former Corporate Counsel  
*1st Mariner Bank*

**Jack Gentry**

Patient Advocate  
*MedStar Health*

**Kevin D. Heffner**

President & CEO  
*LifeSpan Network*

**Andrea M. Hyatt**

President  
*Maryland Ambulatory Surgery Association*

**Debra Illig**

Vice President  
Clinical Effectiveness and Patient Safety  
*Adventist HealthCare*

**Robert Imhoff**

President & CEO  
*Maryland Patient Safety Center*

**Sen. Katherine Klausmeier**

*Maryland State Senate, District 8*

**Martin A. Makary MD, MPH, FACS**

Professor of Surgery, *Johns Hopkins School of Medicine*  
Professor of Health Policy & Management,  
*Johns Hopkins University School of Public Health*  
Chief, Islet Transplant Surgery  
*Johns Hopkins Hospital*

**Sherry Perkins, PhD, RN, FACHE**

Executive Vice President & Chief Operating Officer  
*Dimensions Health*

**Podge M. Reed Jr.**

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*Maryland House of Delegates, District 37A*

**Nicole Stallings**

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**Barbara Tachovsky, MSN, RN, NEA-BC, FACHE**

Former President  
*Mainline Hospitals, Paoli, PA*

**Michael R. Yochelson, MD, MBA, FACHE**

Chief Medical Officer  
*Shepherd Center*



Making healthcare in the region  
the safest in the nation

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To find out more about the  
Maryland Patient Safety Center,  
please contact Anna Koerbel at 410-796-6210 or at  
[akoerbel@marylandpatientsafety.org](mailto:akoerbel@marylandpatientsafety.org)

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*MarylandPatientSafety.org*  
6820 Deerpath Road, Elkridge, MD 21075  
410-540-9210