

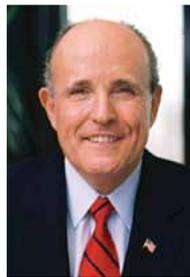


Summer 2013

9th Annual Maryland Patient Safety Conference “Walked the Talk”

Giuliani and Chassin Headed a Stellar Lineup

On April 5, 2013, “Walk the Talk: The Consequence of Everyone as a Leader,” the 9th Annual Maryland Patient Safety Conference, attracted 1,224 healthcare professionals for its most exciting lineup of speakers to date.



Keynote speaker Rudy Giuliani, Former Mayor of New York City, kicked off the day with an inspiring—and humorous—speech where he shared his leadership secrets. His reforms to New York’s City Hall are credited with cleaning up Times Square and dramatically reducing crime in the city. In the aftermath of the 9/11 tragedy, Giuliani was front and center, providing a sense of calm and assurance in the face of unspeakable horror.

Mayor Giuliani described how to use four seemingly simple principles of leadership to inspire excellence from the team around you:

- Be an optimist
- Have a plan and stick with it
- Build a team that complements your strengths and weaknesses
- Be there for your team when things go wrong

The conference also featured a variety of presentations and panel discussions covering an array of patient safety issues. Attendees had their choice of six tracks: Leadership & Culture, Disparities in Healthcare, Patient & Family Centered Care, Care of the Healthcare Provider, Solutions and Hot Topics. One of the hot topics—Lessons from High Reliability Organizations—drew a large crowd, as did the session on patient and family-centered care.

Western Maryland Health System, the winner of the Minogue Award for Patient Safety Innovation, was formally recognized at the conference, as were the winner of the Distinguished Achievement Award, MedStar Franklin Square Medical Center and eight Circle of Honor award winners.



Bookending the day, the closing keynote speech from Mark R. Chassin, MD, FACP, MPP, MPH, President of The Joint Commission, addressed the urgent need for healthcare professionals to reduce errors to close-to-zero. According to Dr. Chassin, health systems must embrace three changes to significantly improve their safety record:

- A leadership commitment to zero patient harm
- Adoption of a safety culture
- A robust process improvement system

The Joint Commission Chief noted that many healthcare organizations identify and address the top three to five causes of a safety issue, but fail to address the remaining causes—which can number as many as 30 to 50. According to Dr. Chassin, when the many causes are each named specifically and then targeted systematically, hospitals can achieve significant safety improvements of 40 to 60%.

Robert Imhoff, President & CEO of the Maryland Patient Safety Center, reflected, “Attendees told us they found our keynote speeches by these nationally recognized leaders to be inspiring and helpful for managing the leadership challenges they face each day in the healthcare industry.”

Survey results of more than 500 conference attendees supported the positive anecdotal comments attendees shared with event organizers:

98% of attendees rated their overall experience at the conference excellent or good

99% of attendees found the educational sessions to be beneficial

97% of attendees rated the keynote addresses as excellent or good

Save the Date: The **10th Annual Maryland Patient Safety Conference** is set for the Gaylord Hotel at National Harbor on March 21, 2014. Next year’s theme will be *Evolution to Revolution*. Watch for more details soon!

MedSafe Annual Conference Set for December 5, 2013 at Turf Valley Resort

“To Err is Human; To Eliminate Harm, Divine”

Join area physicians, patient safety officers, medication safety officers, pharmacists, nurses and quality/risk professionals on December 5 as the MedSafe Annual Conference returns to Turf Valley Resort.

Enjoy a full day of educational activities related to medication management and patient safety issues. A morning keynote presentation on “Applying Human Factors Engineering and Other Safety Science Concepts to Healthcare” by the Director of the National Center for Human Factors Engineering in Healthcare, Rollin J. “Terry” Fairbanks, MD, MS, FACEP, will kick off the event.

Lunchtime speaker Allen Vaida, PharmD, FASHP, from the Institute for Safe Medication Practices will offer a national perspective on medication safety and how it relates to Maryland.

Other activities throughout the day will include a series of case study presentations and a special World Café session to round out the program that will help you examine what your specific organization can do to eliminate medication errors.

For more information or to register online, visit, www.MarylandPatientSafety.org.

Maryland Patient Safety Center Continues Strategic Growth as Nicole Zuech Named Program Manager and Kunal Narang Named Data Analyst

Nicole Zuech has recently joined the staff of the Maryland Patient Safety Center as Program Manager. In her new position, Ms. Zuech will play a key role in advancing the center’s mission through marketing, promotions and assisting in the management of the Center’s various programming options. In addition, she will also spearhead direct sponsorship development and serve in a general support role for the center.

Ms. Zuech joins MPSC after a six-year stint as a Physician Relations Representative and Development Associate at Mt. Washington Pediatric Hospital in Baltimore, MD. She brings more than 20 years of healthcare, marketing and business experience, holding management and administrative positions in the Baltimore-Washington corridor.

In his new role as Data Analyst, Mr. Narang will support the management, analysis and presentation of data submitted to the Center from participating healthcare entities. Kunal is a recent graduate of the Johns Hopkins Bloomberg School of Public Health where he received a Master of Public Health. In addition, he was employed by the Johns Hopkins Hospital.

“Nicole and Kunal are wonderful additions to the Safety Center team,” said Robert Imhoff, President & CEO of the Center. “Each brings unique talents and experience, that will help us serve well the needs of our member organizations and their patients and continue to evolve and expand to meet the needs of all types of healthcare organizations throughout the state.”

Four Exceptional Healthcare Leaders Join Board of Directors

Effective July 1, 2013, the Maryland Patient Safety Center welcomed four new influential healthcare leaders—David Mayer, MD, Lawrence Linder, MD, Warren Green and Andrea Hyatt CASC—to its Board of Directors. Each member will serve a three-year term.

“We’re delighted to have this outstanding group of highly experienced and well-respected healthcare leaders lend their expertise and talents to our Board of Directors,” said Robert Imhoff, President & CEO of the Maryland Patient Safety Center. The board, chaired by Susan L. Glover, RN, MHA, is comprised of 23 respected professionals in healthcare, politics and other fields.

David Mayer, MD is the Corporate Vice President of Quality and Safety for MedStar Health. Mr. Mayer’s career has included numerous leadership roles, including Co-Executive Director for the UIC Institute for Patient Safety Excellence, Associate Chief Medical Officer at GME, Director of UIC’s Patient Safety Leadership Program and Associate Dean for Curriculum and Professor of Anesthesiology at University of Illinois Chicago.

Lawrence Linder, MD is the Senior Vice President and Chief Medical Officer of the Baltimore Washington Medical Center (BWMC). For the past 24 years, Dr. Linder has been an emergency physician at both BWMC and the Medical Center of Delaware. He also has served as an administrative leader for 22 elite medical and health systems.

Warren Green is the recently retired President and CEO of LifeBridge Health. Throughout his decades-long career in healthcare, Mr. Green has served in a variety of leadership capacities for major healthcare institutions in the region, including as Executive Director of the Eye and Ear Hospital of Pittsburgh, CEO of Sinai Hospital, Sinai Health System and now as LifeBridge Health CEO.

Andrea Hyatt is the Head Administrator for the Dulaney Eye Institute and President of the Maryland Ambulatory Surgery Association. Before working at the Eye Institute, she served as the Business Manager of SurgiCenter of Baltimore and United Foot Care Centers.

GET CENTERED

The Maryland Patient Safety Center Challenges You to Get Centered!

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

Step Up Your Safety I.Q. Don't Miss Our Exciting Fall Educational Lineup

Root Cause Analysis

Oct. 8, 2013, 8:00 am to 3:30 pm
\$100

This full-day course teaches you when and how to use Root Cause Analysis (RCA) effectively in your organization. RCA is a structured analysis of serious adverse events that focuses on identifying underlying processes that tend to cause errors rather than on individuals.

Lean Healthcare Series

Oct. 29-31, 2013, 9:00 am to 4:00 pm

\$825 (MD healthcare professionals)

\$1,500 (Non-MD healthcare professionals)

Take lessons from the renowned Toyota Production System model and learn how to make them work in your organization. Lean Healthcare allows you to cut waste in a way that reduces costs while delivering high quality patient care.

Failure Modes and Effects Analysis

Nov. 19, 2013, 8:00 am to 3:30 pm
\$100

Preventing errors is always better than correcting them. This course gives you the tools you need to prevent errors in complex environments. Failure Modes and Effects Analysis (FMEA) uses a systematic approach to identify potential failures in new processes before they happen. You'll learn how to successfully apply this tool to make good risk-based decisions in your organization.

Register for
all programs at
MarylandPatientSafety.org

Kick Off Webinar— Safer Sign Out Initiative Sept. 17, 2013 *Supporting Physician Handoff Communication*

Sign out can be one of the most dangerous procedures in your emergency department. The Maryland Patient Safety Center in coordination with the Emergency Medicine Patient Safety Foundation can help you implement and assess Safer Sign Out, a protocol for adding resilience to the physician handoff process.

For more information on participating in the "Safer Sign Out" initiative please contact Bonnie DiPietro at bdipietro@marylandpatientsafety.org.

Transitioning of Administration of Key Programs Now Complete *What This Means for You*

Three of the Maryland Patient Safety Center's key safety initiatives have traditionally been our Hand Hygiene, and Safe from Falls initiatives and Perinatal/ Neonatal Learning Network. For many years, these programs have been expertly administered by the Delmarva Foundation. Delmarva has done a fabulous job for the Center and has contributed in many meaningful ways to advance our mission of keeping patients safe.

With the addition of new staff members the Center sees new opportunities with regard to improved efficiencies and has therefore,

transitioned the administration of our initiatives from the Delmarva Foundation to an "in-house" structure.

We began this transition in the spring and recently completed these efforts. Under this new structure, you can expect the same outstanding educational opportunities and collaboration you have come to expect in the areas of Hand Hygiene, Safe from Falls and Perinatal/Neonatal. Our team is developing new ways to further enhance these programs as they continue to provide important resources for our members.

PATIENT SAFETY DISCUSSION RESONATES WITH MARYLAND PUBLIC TELEVISION VIEWERS

On April 29, Maryland Patient Safety Center President & CEO Robert Imhoff appeared on Maryland Public Television's *Direct Connection* program.

Host Jeff Sulkin engaged Robert in a lively discussion about prominent patient safety issues and what patients can do to encourage safety by healthcare practitioners.

The live show accepts viewer phone calls and MPT's phone lines lit up with a wide variety of questions for Robert from viewers. Some callers had a positive or negative patient experience they wanted to share, while others were interested in learning more about the resources the Center provides.

Message from the President & CEO



July 1 marks the start of the new fiscal year for many organizations, including ours. We have made a quick start to our “new year” with the recent addition of four new board members and two new staff members—a Program Director and Data Analyst. In addition, we are developing several new programs and have instituted some changes to the management of existing programs we feel will benefit our members and streamline our operations.

In addition to our Safer Sign Out program that launches in September, we will also be introducing our Caring for the Caregiver initiative in the upcoming months and are also planning on formally announcing details on our new certification program that is coming to fruition after months of planning.

Coming off a very successful conference this spring in Baltimore, we have a lot of momentum going into the fall and many exciting challenges lie ahead. We are constantly evolving and growing in response to the needs of our members and the changing landscape of the healthcare industry. We are also constantly striving to include a wider array of healthcare providers into our membership

mix. I'd like to extend a special welcome to new members that may be reading this newsletter for the first time.

I encourage you to read this issue of *Keeping Patients Safe* closely and make plans to get involved in some of the great educational opportunities we have set for this fall and beyond.

As always, I thank you for your continued support of our organization and welcome your feedback at any time. New barriers to patient safety pop up all the time and we count on our members to be our eyes and ears on the frontlines to give us direction so we can provide the resources to the healthcare community that are necessary to keep patients safe.

Sincerely,

Robert Imhoff
President & CEO



Making healthcare in Maryland
the safest in the nation

To find out more about
Maryland Patient Safety Center,
please contact Kathy Batz at
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