Sixth Annual Maryland Patient Safety Conference | RSVP BY MARCH 10

KEEPING OUR PATIENTS SAFE

Teamwork Makes the Dream Work
...Hope, Trust, Partnership

Friday, March 19, 2010
8:15 a.m. – 4:00 p.m.
Baltimore Convention Center

Presented by
The Maryland Patient Safety Center, Inc.
A collaboration of the Maryland Hospital Association and the Delmarva Foundation for Medical Care

This Conference is presented in cooperation with The Beacon Institute, LifeSpan’s Educational Affiliate; Health Facilities Association of Maryland; Maryland Association of Healthcare Executives; Maryland Healthcare Education Institute; Maryland Hospitals for a Healthy Environment; Maryland Nurses Association; Maryland Organization of Nurse Executives; Maryland Society for Healthcare Risk Management; Maryland Association for Healthcare Quality
The Day At A Glance

Be sure to visit the exhibitors during the half hour morning break and the lunch break!

### WELCOME & INTRODUCTIONS

**JIM ROST, MD** Medical Director, Patient Safety, Shady Grove Adventist Hospital; Chair, MPSC Neonatal Collaborative; Lead Faculty, MPSC TeamSTEPPS™ Train-the-Trainer program

### KEYNOTE ADDRESS

**Passion, Courage and the Power of Partnership**

**SUSAN E. SHERIDAN, MIM, MBA**, Co-founder and President, Consumers Advancing Patient Safety

Co-sponsored by the Maryland Association for Healthcare Quality & the Maryland Society for Healthcare Risk Management

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<table>
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<th>Time</th>
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| 8:15 a.m. to 8:45 a.m. | **Continuity of Care**  
Embracing a Culture of Teamwork to Achieve Outcomes in Dementia Care |
| 8:45 a.m. to 10:00 a.m. | **Measurement**  
Synthesizing Across Safety of Care Findings: A Continuum for Better Practices |
| 8:45 a.m. to 10:00 a.m. | **Patient & Family Voices**  
A Call for Help: Implementing Patient and Family Activation of the Rapid Response Team |
| 8:45 a.m. to 10:00 a.m. | **Safety Culture**  
This session is sponsored by the Maryland Organization of Nurse Executives |
| 8:45 a.m. to 10:00 a.m. | **Spread Excellence**  
To be selected from Call for Solutions |
| 8:45 a.m. to 10:00 a.m. | **Value**  
This session is sponsored by the Maryland Association of Healthcare Executives |
| 10:00 a.m. to 10:45 a.m. | **Continuity of Care**  
Embracing a Culture of Teamwork to Achieve Outcomes in Dementia Care |
| 11:30 a.m. to 12:45 p.m. | **Measurement**  
Synthesizing Across Safety of Care Findings: A Continuum for Better Practices |
| 11:30 a.m. to 12:45 p.m. | **Patient & Family Voices**  
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| 12:45 p.m. to 1:45 p.m. | **Update on DHCO’s Maryland Patient Safety Program** |
| 12:45 p.m. to 1:45 p.m. | **Being Open with Patients and Families About Medical Errors** |
| 12:45 p.m. to 1:45 p.m. | **It’s Not About the Training: The Good, Not-so-Good, and Surprising Secrets to TeamSTEPPS™ Implementation and Sustainment Success** |
| 12:45 p.m. to 1:45 p.m. | **To be selected from Call for Solutions** |
| 12:45 p.m. to 1:45 p.m. | **Patient Safety Solution** |
| 12:45 p.m. to 1:45 p.m. | **Process Improvement at Work: Recent Lean Kaizen Events in Maryland Hospitals** |
| 2:00 p.m. to 3:00 p.m. | **Quality and Safety as a Continuum: Examples from Europe and the Americas** |
| 2:00 p.m. to 3:00 p.m. | **Why Community Coalitions are Important for Patient Safety Initiatives** |
| 2:00 p.m. to 3:00 p.m. | **Rising Above the Ashes** |
| 2:00 p.m. to 3:00 p.m. | **To be selected from Call for Solutions** |
| 2:00 p.m. to 3:00 p.m. | **Patient Safety Solution** |
| 2:00 p.m. to 3:00 p.m. | **What Washington Doesn’t Get About Healthcare** |
| 3:15 p.m. to 4:00 p.m. | **Putting Our Networking and Insights to Work** |
| 3:15 p.m. to 4:00 p.m. | **DENNIS WAGNER, MPA**  
Deputy Director, Center for Quality  
Health Resources and Services Administration |
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Passion, Courage and the Power of Partnership

SUSAN E. SHERIDAN, MIM, MBA, Co-Founder and President, Consumers Advancing Patient Safety

In this presentation, you will learn of one family’s experience with medical system failures and hear about the creation of national and international consumer-led initiatives dedicated to consumer involvement. These initiatives are based on the development of the “collective voice” of the consumer and on the premise that safety will be improved if patients are included as full partners in creating better outcomes and in contributing to reporting medical errors, solutions, research and policy making. Ms. Sheridan challenges health care providers, institutions, organizations and agencies to recognize and embrace the value and power of partnerships in reshaping the future of healthcare so that it is safe, compassionate and just.

CONCURRENT SESSIONS:

CONTINUITY OF CARE TRACK

Embracing a Culture of Teamwork to Achieve Outcomes in Dementia Care

DAVID J. LORECK, MD, Medical Director, Geriatric & Neuropsychiatry Consultation Services
MARY GRANT, MA, RN, Clinical Specialist
HELEN JOHNSON, MS, RN, Associate Chief Nurse
JOSHUA SMITH, RT, Recreation Therapist
Veteran Affairs Maryland Health Care System

In order to bring about an enhanced philosophy of care and treatment for veterans with Alzheimer’s disease, it is necessary to educate and support care staff in the knowledge, skills and attitudes required to provide the best quality care and quality of life for persons afflicted. VAMHCS Geriatrics/Long term Care has committed to a 2-year long interdisciplinary dementia training program that includes specialized training for identified “scholars” and on-line and face-to-face training for all other staffs in GLTC. This is further enhanced through quarterly meetings whereby a case study approach is implemented to assist staff in further identifying best-practices dementia care paradigm. Anticipated outcomes include a potential reduction in falls, reduced incidents of aggressive behaviors and related staff/resident injuries, and decrease in the incidence of weight loss.

This session is sponsored by The Beacon Institute, LifeSpan’s Educational Affiliate

Disaster Planning Safety Measures for the Assisted Living/Independent Living Resident

KIMBERLY CLAYTON, NHA, BA

Protecting the senior citizens that you are responsible for is your primary task. Are you ready for the unexpected? What would the outcome be if you weren’t there to orchestrate the appropriate actions? Learn what the regulations dictate and what the experts advise as you assess whether your organization is ready to handle a variety of emergencies. The only way to ensure everyone’s safety is to have a plan that is practical and understood by all employees. This session will provide you with the tools and expert advice to give your organization the confidence of knowing that it is prepared for any surprises in the building or in the geographical area that could possibly threaten resident/patient safety.
This session is sponsored by
Health Facilities Association of Maryland

Side Rails and Restraints: Improve Safety By Involving Residents and Families

JANET DYKSTRA, RN, MS, CDONA/LTC, Senior Consultant, LW Consulting, Inc.

There are often conflicting priorities among residents, families and staff when it comes to resident safety. We will explore how involving residents and families in decisions and implementation of restraint safety, side rails and bed safety can result in better outcomes for all involved.

MEASUREMENT TRACK

Synthesizing Across Safety of Care Findings: A Continuum for Better Practices

VAHÉ KAZANDJIAN, PhD, MPH, President
KAROL WICKER, MHS, Assistant Vice President
Center for Performance Sciences

VIVIAN MILLER, BA, LHRM, CPHQ, CPHRM, FASHRM, Research Project Manager, Maryland Patient Safety Center

Self reported data on organizational practices to improve safety of care can target improvement strategies especially when multiple sets of data are merged and jointly analyzed. This session will demonstrate how the Maryland Patient Safety Center has used its databases to help hospitals identify key areas for improvement and trend their progress over time.

PATIENT & FAMILY VOICES TRACK

A Call for Help: Implementing Patient and Family Activation of the Rapid Response Team

TENNILLE DANIELS, MPH, Project Manager, Delmarva Foundation for Medical Care

Join the Maryland Patient Safety Center on the patient and family centered care journey as we provide information on how to get patients and families involved as an integral part of the care team. Participants will learn about the resources available through the Maryland Patient Safety Center that will allow for a systematic implementation of patient and family activation of the Rapid Response Team. This session will launch the Condition H Electronic Toolkit that hospitals can use to guide implementation within their facility. The Condition H Short Video will also premiere at this time.

Quality and Safety as a Continuum: Examples from Europe and the Americas

RELI MECHTLER, PhD, Vice President, Institute for Health System Research, University of Linz

ULRICH WIENAND, MD, PhD, Adjunct Professor, Medical School, Università degli Studi, Ferrara

RAYMOND D. TURI, MPA, General Manager, Strategic Marketing Services Latin America, Johnson & Johnson Medical Device & Diagnostic Group

Quality improvement as the overarching philosophy of doing the right things—this presentation will cover the strategies used to establish quality improvement as a fabric of healthcare organizations rather than a project. Indicator-based measurement as the basis for safety of care improvement: The continuum between quality and safety translates into the use of many traditional performance measurement and improvement tools. Accountability and brand recognition will address the patient and healthcare providing organizations’ needs to show how services are provided better and how “wrong things” are avoided.

Update on OHCQ’s Maryland Patient Safety Program

NANCY B. GRIMM, RN, JD, Director
ANNE JONES, RN, BSN, MA, Hospital & HMO Quality Assurance Unit
RENEE B. WEBSTER, Assistant Director for Hospitals Laboratories and Patient Safety Office of Health Care Quality

This session will provide a discussion of the status of mandatory hospital reporting of serious adverse events with an update from the 2009 fiscal year. An exploration of the causes and corrective actions for reported delays in treatment will be included.
Being Open with Patients and Families about Medical Errors

ALBERT W. WU, MD, MPH, Professor, Health Policy and Management, Bloomberg School of Public Health, Johns Hopkins University

Patient safety incidents can have devastating physical and emotional consequences for patients and their families, and can also harm the professionals involved. This session will present an approach to 1) discussing adverse events promptly, compassionately and fully, 2) supporting professionals in conducting the discussions and coping with the after-effects, and 3) translating what is learned into improvements in safety. Video taped material and role-playing will be used to help convey elements of the process.

Why Community Coalitions are Important for Patient Safety Initiatives

GRETCHEN B. LEFEVER, PhD, President, Safety & Learning Solutions

A decade after intense focus on patient safety, hospitals across the country have engaged in safety culture work and implemented a wide range of interventions. Nonetheless, the rate of preventable patient harm remains unacceptably high. This session will explain why patient safety initiatives will achieve better outcomes when they more actively engage healthcare customers by building community-based coalitions. It will also describe the major steps toward forming a community-based patient safety coalition and provide a framework for connecting site-based and community-based patient safety initiatives.

SAFETY CULTURE TRACK

This session is sponsored by the Maryland Organization of Nurse Executives

Saving Lives/Patient Safety

RICHARD BLUNI, RN, Expert Coach, Studer Group

Patient Safety. It is more than a buzzword or a topic on the evening news. In today’s healthcare world all eyes are on organizations and their ability to provide safe care. The content of this presentation focuses on some practical tools and behaviors that enhance and support ways to provide safe care. Participants will learn how to impact patient safety using such tactics as Rounding, Discharge Calls and Use of Patient Communication.

It’s Not About the Training: The Good, Not-so-Good, and Surprising Secrets to TeamSTEPPS™ Implementation & Sustainment Success

SANDRA ALMEIDA, MD, MPH, Medical & Scientific Consultant, Patient Safety Program, Department of Defense

TeamSTEPPSTM is the nation’s leading medical team performance improvement program. Designed to advance the quality, safety, and efficiency of patient care, TeamSTEPPS provides healthcare professionals with the training and resources to implement evidence-based teamwork tools and principles within their work spaces. The Department of Defense (DoD) in collaboration with the Agency for Healthcare Research and Quality (AHRQ) has pioneered efforts to integrate TeamSTEPPS throughout the United States healthcare system to accelerate a national transformation toward a culture of safety. In 2008, the DoD launched a comprehensive evaluation program to assess the impact of TeamSTEPPS on the quality and safety of patient care and to identify strategies to facilitate TeamSTEPPS implementation and sustainment. This session will provide an overview of the DoD’s findings—the good, the challenging, and the surprising. Best practices for implementation and sustainment identified through AHRQ’s National TeamSTEPPS Implementation Project experience will also be discussed. You will learn about the critical success factors for TeamSTEPPS implementation and sustainment and techniques for establishing those factors at your facility. The session will also present some of the latest DoD Patient Safety Program resources, currently or soon to be available to the public, that can help your facility achieve its TeamSTEPPS goals through the creation of highly effective medical teams that deliver safe, high quality care to every patient, all the time.

Rising Above the Ashes

JULIE THAO, RNC

This session will share the story of how any caregiver can become the “second victim” of systems failure and human error, and will describe the blunt-end factors that can cause sharp-end harm to patients and caregivers. Ms. Thao will help participants understand the potential impact that systems failures and human error can have on caregivers who are involved in catastrophic harm to patients, and to those caregivers left behind.
SPREAD EXCELLENCE TRACK

Patient Safety Solution:
To be selected from the Call for Solutions

Patient Safety Solution:
To be selected from the Call for Solutions

Patient Safety Solution:
To be selected from the Call for Solutions

VALUE TRACK

This session is sponsored by the Maryland Association of Healthcare Executives

CMS Patient Safety Quality Program

TERRIS KING, Deputy Director of Clinical Standards and Quality, Centers for Medicare and Medicaid Services

This session will review the overall goals of the patient safety quality programs at the Centers for Medicare and Medicaid Services which include: improving inpatient surgical safety and heart failure, reducing rates of pressure ulcers and reduction in the use of physical restraints; improving drug safety, reducing rates of healthcare associated infections and descriptions of activities aimed at nursing homes in need.

Process Improvement at Work: Recent Lean Kaizen Events in Maryland Hospitals

DANIELLE LAVALLEE, PharmD, PhD, Senior Consultant, Lean & Six Sigma, Lean Hospitals, LLC

ELIZABETH BEGLEY, RRT, MA, CPHQ, SSBB, Performance Improvement Specialist

KIKELOLA (LOLA) GBADAMOSI MS, PharmD, BCPS, RPH, Clinical Pharmacy Manager

TARA MAHAN, BS, SSGB, Biomedical Engineer

Holy Cross Hospital

MARCEA COTTER, RD, LDN, Director, Food, Environmental & Patient Transportation Services

LORI BUXTON, Patient Access Officer

NORMA AUSTIN, RN, BSN, CEN, ED Clinical Manager

Carroll Hospital Center

The Maryland Patient Safety Center has sponsored two Lean Kaizen events. The first was at Holy Cross Hospital in Silver Spring and focused on reducing turn around time (TAT) in the pharmacy from order verification to delivery, setting targets for medication distribution, and creating a mechanism to monitor progress. The second was at Carroll Hospital Center in Westminster and focused on improving their ED admission process. This session will highlight the activities of both projects and the results that were achieved, and will cover next steps to continue improvement efforts and to sustain results.

What Washington Doesn’t Get About Healthcare

DAVID GOLDHILL, President & CEO, Game Show Network

After the needless death of his father, Mr. Goldhill, a business executive, began a personal exploration of a healthcare industry that for years has delivered poor service and irregular quality at an astonishingly high cost. It is a system, he argues, that is not worth preserving in anything like its current form. And the healthcare reform now being contemplated will not fix it. Here’s a radical solution to an agonizing problem.

There will be exhibits and a poster session by hospitals/long term care facilities showing solutions to patient safety problems.
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Weather Policy:
In the event of adverse weather conditions, the decision to cancel or delay the Conference will be made by 6:15 the morning of the Conference. To find out if the Conference is delayed or cancelled, please call 410-540-9210 after 6:15 a.m. on March 19.

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 call Mary Hofbauer Brown at 410-379-6200.

Continuing Medical Education:
This Continuing Educational activity is Joint-sponsored by the Colorado Foundation for Medical Care, Office of Continuing Education and the Maryland Healthcare Education Institute.

This activity has been approved for AMA PRA category 1 credit.

Long Term Care Administrators:
This program has been submitted to the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners for Nursing Home Administrators for continuing education credit.

MNA approval for contact hours has been applied for.

REGISTER by Wednesday, March 10, 2010

Late registrations (received after March 10) $100/person
On-site registration fee $100/person

NAME
DEGREES

TITLE

ORGANIZATION

ADDRESS

CITY STATE ZIP DIRECT PHONE NUMBER

EMAIL ADDRESS — USED FOR CONFIRMATION OF YOUR REGISTRATION, your email address MUST be included.

Fee:
Payment information for program registration must accompany this form.

☐ $30 fee for Maryland healthcare professionals and employees of Beebe Medical Center

☐ Non-Maryland healthcare professionals and all other participants, $150/person before March 10; $250/person after March 10

☐ Check Enclosed — Make Payable to Maryland Patient Safety Center

☐ VISA ☐ MasterCard ☐ AmEx

CARD NUMBER EXP. DATE CSC #

NAME ON CARD SIGNATURE

Return registration form to:
Robbie Heacock  rheacoch@mhaonline.org
Education Coordinator  410-796-6239
Maryland Patient  410-379-9541 fax
Safety Center  6820 Deerpath Road
Elkridge, MD 21075

To register online:
Go to www.mhei.org, and click on Programs
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