

MARYLAND  
*Patient Safety*  
CENTER

Fourth Annual  
Maryland Patient Safety Conference

**Register by  
March 12, 2008!**



# Keeping Our Patients Safe

Thursday, March 20, 2008

Registration: 7:30 a.m.  
Program: 8:30 a.m. – 4:00 p.m.  
Baltimore Convention Center



Presented by  
**The Maryland Patient Safety Center**  
A collaboration of the  
**Maryland Hospital Association**  
and the **Delmarva Foundation**

This Conference is presented in cooperation with  
The Beacon Institute, LifeSpan's Educational Affiliate; CareFirst BlueCross BlueShield;  
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 Society of Health System Pharmacists

# The Day At A Glance

Be sure to visit the exhibitors during the half hour morning break and the lunch break, and qualify to win a weekend at the Hyatt Regency Chesapeake Bay and other prizes!

<p>8:30 a.m. to 9:45 a.m.</p>	<p><b>WELCOME</b> – Ballroom 1/2</p> <p><b>KEYNOTE ADDRESS – Dashboards and Doctors: How Leading Edge Organizations are Steering Safety and Engaging Physicians</b> James L. Reinertsen, M.D., President, The Reinertsen Group</p>					
	<p><b>Accountability Track</b></p>	<p><b>Best Solutions Track</b></p>	<p><b>Leadership Track</b></p>	<p><b>Long Term Care Track</b></p>	<p><b>Professional Issues Track</b></p>	<p><b>Special Interest Track</b></p>
<p>10:15 a.m. to 11:15 a.m.</p>	<p><b>Consumer-Centric Safety Improvement: Learning from Patients and Families</b></p>	<p><i>To be selected from Call for Solutions</i></p> <p><b>Patient Safety Solution</b></p>	<p><i>By invitation only</i></p> <p><b>The Board's Role in Quality and Safety</b></p>	<p><i>This session is sponsored by The Beacon Institute, LifeSpan's Educational Affiliate</i></p> <p><b>Medication Complications for the Elderly Population</b></p>	<p><i>This session is sponsored by the Maryland Society for Health System Pharmacists</i></p> <p><b>Developing a Medication Safety Strategic Plan</b></p>	<p><i>This session is sponsored by the Medical Mutual</i></p> <p><b>The Oral-Systemic Disease Connection</b></p> <p><b>Although there is no charge for Maryland healthcare professionals attending this Conference, physicians must register and pay \$50 to attend this two-hour concurrent session offered by Medical Mutual. Payment information is available on the registration page of this brochure. Medical Mutual insureds will be awarded 2 CME Category 1 credits and a discount on their next renewal premium. Non-Medical Mutual insureds will receive 2 CME Category 1 credits.</b></p>
<p>11:30 a.m. to 12:30 p.m.</p>	<p><b>Minimizing Risk through Enhanced Communication: The Medication Reconciliation Process</b></p>	<p><i>To be selected from Call for Solutions</i></p> <p><b>Patient Safety Solution</b></p>	<p><b>Leadership in Patient Safety: How to Make a Difference</b></p>	<p><i>This session is sponsored by The Beacon Institute, LifeSpan's Educational Affiliate</i></p> <p><b>Minimizing Errors in Senior Healthcare Through Advanced Technology</b></p>	<p><i>This session is sponsored by the Maryland Society for Healthcare Risk Management</i></p> <p><b>Emerging Issues in Medical Practice and Hospital Risk Management</b></p>	<p><i>This session is sponsored by the Medical Mutual</i></p> <p><b>The Oral-Systemic Disease Connection</b></p> <p><b>Although there is no charge for Maryland healthcare professionals attending this Conference, physicians must register and pay \$50 to attend this two-hour concurrent session offered by Medical Mutual. Payment information is available on the registration page of this brochure. Medical Mutual insureds will be awarded 2 CME Category 1 credits and a discount on their next renewal premium. Non-Medical Mutual insureds will receive 2 CME Category 1 credits.</b></p>
<p>12:30 p.m. to 1:30 p.m.</p>	<p><b>POSTER SESSION</b> – Ballroom Foyer</p> <p><b>LUNCH</b></p> <p>Box lunches may be picked up in Ballroom 3/4</p>					
<p>1:45 p.m. to 2:45 p.m.</p>	<p><b>An Update on OHCQ's Maryland Patient Safety Program</b></p>	<p><i>To be selected from Call for Solutions</i></p> <p><b>Patient Safety Solution</b></p>	<p><i>This session is sponsored by the Maryland Association of Healthcare Executives</i></p> <p><b>"Remote Presence" – Virtually There: Enhancing Patient Safety through Greater Physician Presence</b></p>	<p><i>This session is sponsored by Health Facilities Association of Maryland</i></p> <p><b>Top Ten Life Safety Code Deficiencies Cited in Maryland and How to Avoid Them</b></p>	<p><i>This session is sponsored by the Maryland Organization of Nurse Executives</i></p> <p><b>Reinventing a Culture of Safety in the Burn Intensive Care Unit</b></p>	<p><b>MRSA: Working Across the Healthcare Community</b></p>
<p>3:00 p.m. to 4:00 p.m.</p>	<p><b>Adverse Events in Maryland: A Positive Culture of Reporting through the MPSC Software</b></p>	<p><b>Fostering a Culture of Safety: Lessons Learned from MPSC Collaboratives</b></p>	<p><b>Lean/Six Sigma: Efficient and Effective</b></p>	<p><i>To be selected from Call for Solutions</i></p> <p><b>Long Term Care Patient Safety Solution</b></p>	<p><b>TeamSTEPPS™: Producing Highly Effective Medical Teams to Achieve Optimal Patient Outcomes</b></p>	<p><b>Reducing Infection Rates Through Training, Operations and Purchasing Decisions</b></p>

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KEYNOTE ADDRESS: *This session is sponsored in part by CareFirst BlueCross BlueShield*

## Dashboards and Doctors: How Leading Edge Organizations Are Steering Safety and Engaging Physicians

This presentation will focus on two difficult questions: how to design and use dashboards so that board and hospital leaders can efficiently oversee and guide safety improvements, and how to improve your ability to engage with physicians in a common quality and safety agenda. Participants can expect to learn practical ideas that can be applied in a variety of care settings.

**JAMES L. REINERTSEN, M.D.**, President, The Reinertsen Group



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CONCURRENT SESSIONS:

### Accountability Track

#### Consumer-Centric Safety Improvement: Learning from Patients and Families

Patients and families can bring ideas to the patient safety movement that expand the horizons of health care professionals. However, involving patients and families in safety improvement activities is not without its challenges. In this session participants will discover how to overcome the barriers so that the unique perspective of consumers can help caregivers prevent unintended patient harm.

**PATRICE L. SPATH, B.A., RHIT.**, President,  
Brown-Spath & Associates

#### Minimizing Risk through Enhanced Communication: The Medication Reconciliation Process

“To use medications effectively, one needs to know the medications the patient has been on up to that point in time”. (Richard Croteau, Joint Commission) While the rationale behind the need to collect and communicate vital medication information is sound, the implementation of this process is sometimes complex. This presentation will describe the objectives of the medication reconciliation process, and provide recommendations for optimal process design and implementation in hospitals.

**JEANNELL MANSUR, R.Ph., Pharm.D., FASHP**,  
Practice Leader, Medication Safety, Joint Commission Resources

#### An Update on OHCQ's Maryland Patient Safety Program

Participants will learn current trends and lessons learned through the reporting of the Level 1 Adverse Events and receipt of the associated RCAs.

**ANNE JONES, RN, B.S.N, M.A.**, Patient Safety Unit

**WENDY KRONMILLER**, Director

**RENEE B. WEBSTER**, Assistant Director for Hospitals,  
Laboratories and Patient Safety, Office of Health Care Quality

#### Adverse Events in Maryland: A Positive Culture of Reporting through the MPSC Software

A demonstration of the improved tool, which has been specifically tailored to meet the needs of Maryland hospitals and non-acute care providing organizations, will be provided. A discussion of the findings from the first complete year of data collection regarding adverse events or processes which could have resulted in adverse events with either harm or no harm to the patient or care provider will follow.

**VAHÉ KAZANDJIAN, Ph.D., M.P.H.**, President, Center of  
Performance Sciences; Professor (Adj), The Johns Hopkins  
University Bloomberg School of Public Health

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

## Best Solutions Track

### Patient Safety Solutions:

To be selected from the *Call for Solutions*

### Fostering a Culture of Safety: Lessons Learned from the MPSC Collaboratives

This session will share an overview of efforts to address and improve the culture of patient safety in the local region. Participants will learn about the AHRQ Hospital Survey on Patient Safety Culture and how it has been applied in various settings.

**INGA ADAMS-PIZARRO**, MHS, Project Manager

**JANET ROBINSON, R.N., CPHQ, PMP**, Director, Hospital Quality Improvement

**ZEAMMA WALKER, MHSA**, Project Manager

MODERATOR:

**BONNIE NOBLE, R.N., M.A., CPHQ**, Vice President, Healthcare Quality & Patient Safety Delmarva Foundation

## Leadership Track

*This session is by invitation only*

### The Board's Role in Quality and Safety

Boards can have a powerful influence on safety results through their role in setting safety aims, driving needed cultural changes, and overseeing the execution of safety strategies. This invitation-only session for Board members, CEOs, and direct reports to CEOs will focus on practical steps and best practices for Boards and those who work most directly with them.

**JAMES L. REINERTSEN, M.D.**, President, The Reinertsen Group

### Leadership in Patient Safety: How to Make a Difference

Leadership in patient safety is essential to make Maryland healthcare the safest in the nation. You will hear from three successful executives how they have made a difference in the culture of safety within their institutions. An opportunity for dialog with the panelists will be provided.

**THOMAS R. MULLEN**, President & CEO, Mercy Medical Center

**GLENN F. ROBBINS, M.D.**, Senior Vice President & System Chief Medical Officer, University of Maryland Medical System

**LESLIE SIMMONS, R.N., B.S.N., M.A.**, Chief Operating Officer, Carroll Hospital Center

MODERATOR:

**WILLIAM F. MINOGUE, M.D.**, Executive Director, Maryland Patient Safety Center

*This session is sponsored by the Maryland Association of Healthcare Executives*

### “Remote Presence” — Virtually There: Enhancing Patient Safety through Greater Physician Presence

Despite a relative abundance of physicians in Maryland, there are geographic regions and specialties that remain underserved or undersupplied. Telemedicine technology has been advocated to leverage the physician supply over greater geography and more closely meet the LeapFrog recommendations. This session will discuss how, using remote presence technology, physicians can reach patients more frequently and easily and provide the structure for rapid response and networking to enhance patient safety without excessive cost or increasing the manpower supply.

**H. NEAL REYNOLDS, M.D.**, Associate Professor of Medicine, University of Maryland School of Medicine

### Lean/Six Sigma: Efficient and Effective

Lean and Six Sigma have long been considered opposing methodologies. Although they were developed separately they have a similar focus and do in fact compliment each other. Effectively combining Lean and Six Sigma involves focusing on maximizing value, reducing process variation, creating flow and making data driven decisions. Lean/Six Sigma defines an improvement methodology that incorporates the best of both approaches, providing the potential to achieve extraordinary results.

**THOMAS G. ZIDEL, M.A., M.B.A.**, President, Lean Hospitals, LLC

## Long Term Care Track

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

### Medication Complications for the Elderly Population

Medication issues that effect the elderly will be discussed. Many medications are inappropriate in the elderly population regarding drug-to-drug and drug/food interactions, as well as issues surrounding crushing of particular medications.

**ERIC E. JOHNSON, PD, FASCP**, Consultant Pharmacist,  
Contract Pharmacy Services

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

### Minimizing Errors in Senior Healthcare Through Advanced Technology

This session will demonstrate what technological advancements are available to senior healthcare settings including assisted living, continuing care retirement, and nursing home communities. The errors that are currently found in resident medical records which can and do lead to jeopardizing the safety of residents can be minimized, if handled responsibly. Find out how progressive interventions can be a large part of the solution to protecting the rights and safety of the elderly patient population.

**NANCY ROBINSON, MA, BSN**, Associate Director,  
Clinical Affairs, American Medical Directors Association

*This session is sponsored by  
Health Facilities Association of Maryland*

### Top Ten Life Safety Code Deficiencies Cited in Maryland and How to Avoid Them

This session will review the top ten Life Safety Code deficiencies cited for Maryland nursing homes in 2007 and address how to avoid being cited for these deficiencies in the future. There will be a discussion about the Code requirements for each cited deficiency and how to develop a plan of correction. Current interpretations and policies that will assist in the future for each deficiency will also be covered, as appropriate.

**THOMAS W. JAEGER, P.E.**, President, Jaeger & Associates, LLC

### Long-term Care Patient Safety Solution:

To be selected from the *Call for Solutions*

## Professional Issues Track

*This session is sponsored by the  
Maryland Society for Health System Pharmacists*

### Developing a Medication Safety Strategic Plan

The University of Maryland Medical Center, in concert with its Center for the Advancement of Patient Safety at the University of Maryland, assembled a Medication Safety Strategic Plan to guide its medication safety efforts through 2010. The session will describe the process of organizing a retreat to formulate the strategic goals and action steps composing the plan and the process of assembling the plan. The session will also describe the progress-to-date.

**MARC R. SUMMERFIELD, M.S.**, Director of Pharmacy  
**BARBARA L. SABATINO, PharmD**, Medication Safety Officer  
**TIMOTHY J. BABINEAU, M.D.**, Chief Medical Officer  
University of Maryland Medical Center

*This session is sponsored by the  
Maryland Society for Healthcare Risk Management*

### Emerging Issues in Medical Practice and Hospital Risk Management

A variety of risk management issues generate medical malpractice claims in the medical practice and hospitals. Using a proprietary five year study of closed claims data from the largest claims database in the U.S., we will analyze and discuss the leading causes of claims by medical specialty, and examine the connections with hospital-based risk exposure in these same areas of risk exposure.

**D. SCOTT JONES, CHC, LHRM**, Vice President, Corporate  
Compliance and Risk Management, Maryland Healthcare  
Providers Insurance Exchange

*This session is sponsored by the  
Maryland Organization of Nurse Executives*

## **Reinventing a Culture of Safety in the Burn Intensive Care Unit**

In July 2004 the Burn team of JHBMC identified a number of patient safety issues specific to the unit. A Safety Attitude Questionnaire (SAQ) was administered to the multidisciplinary staff including the physician team. Results from the questionnaire identified a number of opportunities for improving the safety culture in the unit. A number of items for improvement were identified and after implementation, the SAQ was re-administered to determine if the actions impacted safety in the unit. This session will discuss the identified practices and the results of the implementation.

**LIDIA GARNER, RN, MS**, Patient Care Manager,  
Johns Hopkins Bayview Medical Center

## **TeamSTEPPS™: Producing Highly Effective Medical Teams to Achieve Optimal Patient Outcomes**

TeamSTEPPS™ is a teamwork system designed to advance the quality, safety, and efficiency of patient care by improving communication and other teamwork skills among healthcare professionals. This session will provide an overview of TeamSTEPPS™ including its evidence-based development, the resources it offers, what it can do for your organization, how it works, and why all healthcare professionals should embrace a TeamSTEPPS™ Initiative. The presentation will also demonstrate how TeamSTEPPS™ can be used to accelerate organizational success with healthcare process improvement efforts and leading national patient safety initiatives.

**SANDRA A. ALMEIDA, M.D., M.P.H.**, Medical and Scientific Consultant, Department of Defense Healthcare Team Coordinator Program

## **Special Interest Track**

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### **The Oral-Systemic Disease Connection**

Our knowledge about the relationship between the health of the oral cavity and the overall systemic health of the patient is rapidly increasing. While we commonly provide antibiotic prophylaxis to patients with certain heart murmurs or prosthetic heart valves, there is growing evidence of a more complex association between coronary disease, diabetes, osteoporosis. Also, women having preterm low birth weight babies seems to be related to the presence of chronic periodontal infections. This presentation will provide an overview of how oral infections might lead to more serious problems for our patients.

**BRADLEY PHILLIPS, D.M.D.**, Associate Professor, Periodontics, University of Maryland at Baltimore College of Dental Surgery

### **MRSA: Working Across the Healthcare Community**

MRSA in the local region and efforts to prevent transmission in various healthcare settings, including acute care, long term care and outpatient dialysis will be discussed.

**MARGARET TOTH, M.D.**, Chief Quality Officer

**ANNE MILLMAN, M.S.**, Project Manager,  
Delmarva Foundation



## Reducing Infection Rates Through Training, Operations and Purchasing Decisions

There are many methods that hospital staff can utilize to potentially reduce infection rates, including comprehensive training and the modification of purchasing decisions. This session will highlight two unique strategies for reducing the risk of infection: The first is a case study on a hand washing encouragement program, and the second will identify how hospitals can purchase meat and poultry that are not treated with non-therapeutic antibiotics as part of a larger strategy to potentially reduce drug resistance in patient populations.

### MODERATOR:

**CECILIA DELOACH**, Partner Program Manager,  
Maryland Hospitals for a Health Environment

### PANEL:

**RENEE DUFAULT, MAT, RECA**, Principal Investigator,  
Public Health Accountability Foundation

**RITA SMITH, MSN, RN, CIC**, Infection Control Practitioner,  
Suburban Hospital

**MARGARET MELLON, Ph.D. J.D.**, Director and Senior Scientist,  
Food and Environment Program, Union of Concerned Scientists

There will be exhibits and a poster session by  
hospitals/long term care facilities showing solutions  
to patient safety problems.

There will also be vendor displays of patient  
safety-related products and services.

## MPSC BOARD OF DIRECTORS

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Associate Professor  
Johns Hopkins University School of Nursing

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