

MPSC 2020 Annual Patient Safety Conference
Putting the Patient at the Center of Patient Safety
September 9, 2020
VIRTUAL

This educational activity is jointly provided by AXIS Medical Education and MPSC

Overview: In its 16th year, the conference will focus on issues related to ensuring that the focus of patient safety is on the patient as we work to improve efforts to assure that the quality and safety of healthcare is optimal.

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, and other healthcare providers

8:00am – 8:30am **Welcome, Introductions, Recognition of the Minogue Awards for Patient Safety, Blair Eig, MD, President and CEO, Maryland Patient Safety Center**

8:30am – 9:30am **Opening Keynote Address: *Doing the Right Thing*, Damon Tweedy, MD, New York Times best selling author of *Black Man in a White Coat***

| 9:30a – 9:45a | Break, Visit Exhibitors and Patient Safety Posters | | |
|-----------------|---|--|--|
| 9:45a – 10:45a | Track 1 | Track 2 | Track 3 |
| | <p style="text-align: center;">The Elephant in the Room, Meeting and Treating the Transgender Patient Ilene Corina President and Founder <i>Pulse Center for Patient Safety Education & Advocacy</i></p> | <p style="text-align: center;">Person and Family Engagement: Putting the Patient at the center of our care Armando Nahum Director <i>Center for Engaging Patients as Partners MedStar Institute for Quality & Safety</i></p> | <p style="text-align: center;">Distinguished Achievement in Patient Safety Innovation Winner Ensuring one Insulin Pen for One Patient Vaishali Khushalani Pharm D., Medication Safety Officer <i>Greater Baltimore Medical Center</i></p> |
| 11:00a – 12:00p | <p style="text-align: center;">The Patient and Family's Role in Patient Safety: Building Your Support Ilene Corina President and Founder <i>Pulse Center for Patient Safety Education & Advocacy</i></p> | <p style="text-align: center;">Behaviors, Emotions and Cognitions: Their Effects on Patient Safety in the Healthcare Setting Avram Mack, MD Co-Medical Dir., Behavioral Health Integrated Program, <i>The Children's Hospital of Philadelphia</i></p> | <p style="text-align: center;">Minogue Award for Patient Safety Innovation Winner Implementation of a Critical Care Outreach Program Jason Heavner, MD Chair, Pulmonary & Critical Care Medicine <i>U of MD Baltimore Washington Medical Center</i></p> |
| 12:00p – 1:00p | Lunch, Visit Exhibitors and Patient Safety Posters | | |
| 1:00p – 2:00p | <p style="text-align: center;">Patient Engagement in the Diagnostic Process Susan Peterson, MD Associate Faculty <i>Armstrong Institute for Patient Safety and Quality Improvement</i> Eddie Helmstetter Patient Advocate</p> | <p style="text-align: center;">Evidence-based Strategies & Tools to Partner with Patients & Families on Hospital Quality & Safety Maureen Maurer Principal Researcher Lee Thompson Senior Researcher <i>American Institutes for Research</i></p> | <p style="text-align: center;">FY 19 Office of Healthcare Quality Patient Safety Update Renee Webster Assistant Deputy Director Tennile Ramsay Patient Safety Nurse <i>Office of Health Care Quality</i></p> |
| 2:00p – 2:15p | Break, Visit Exhibitors and Patient Safety Poster Presentations | | |

2:15p – 3:15p **Closing Keynote Address: *The Mission Walker*, Edie Littlefield Sundby, Bestselling Author and Adventurer**
 Key Ballroom

3:15p – 3:30p **Closing Remarks and Adjournment, Blair Eig, MD, President and CEO, MPSC**

Opening Keynote: Doing the Right Thing

Key Ballroom

8:30a-9:30a *Doing the Right Thing*

Dr. Damon Tweedy is the author of the *New York Times* bestseller *Black Man in a White Coat*, selected by *TIME* magazine as one of the Top 10 Non-Fiction books of 2015. He has published articles about race and medicine in the *Journal of the American Medical Association (JAMA)* and other medical journals. His columns and op-eds have appeared in the *New York Times*, *Washington Post*, and various other print publications.

Learning Objectives

1. Outline approaches to expand awareness of how social/economic factors contribute to health disparities among the African American population.
2. Explore how provider bias and patient mistrust can exacerbate health disparities.
3. Discuss strategies for addressing health disparities.

Damon Tweedy, MD; Duke University School of Medicine



Concurrent Sessions

Track 1 (Holiday Ballroom A)

9:45a-10:45a

The Elephant in the Room, Meeting and Treating the Transgender Patient

If you have ever felt uncomfortable because you weren't sure how to address someone who described themselves as transgender, or you are not used to the new pronouns people are using, this will be a place to learn that as well as how to improve the healthcare experience for someone who is transgender. Facts and studies will also be addressed in this presentation. Time will be left for interactive practice.

Learning objectives

1. Discuss how to meet and greet someone who describes themselves as transgender
2. Describe what it means to be transgender

Presenter

Ilene Corina, President and Founder, Pulse Center for Patient Safety Education & Advocacy

11:00am – 12:00pm

The Patient and Family's Role in Patient Safety: Building Your Support

Families and friends visit the patient and attend medical exams to be a support but who is helping them understand patient safety. Participants will hear tips to communicating with patients and families through actual true stories and experiences. Time will be made for interactive activities.

Learning Objectives

1. List ways to communicate with patients and family members to make them part of the team to help the patient and help improve the patient experience.
2. Identify specific needs of different vulnerable populations and patient safety tips for that population.

Presenter

Ilene Corina, President and Founder, Pulse Center for Patient Safety Education & Advocacy

1:00p-2:00p

Patient Engagement in the Diagnostic Process

This session will discuss the importance of involving patients and marginalized groups of clinicians in the diagnostic process and targets those who are looking to develop robust research teams that are inclusive in the diagnostic process. The National Academy of Medicine's report, *Improving Diagnosis Healthcare*, specifically highlighted in its first recommendation to: "Facilitate more effective teamwork in the diagnostic process among health care professionals, patients, and their families." It naturally follows that research to understand and improve the diagnostic process should be co-created with patients and all members of the health care team.

Learning Objectives

1. Describe the value of patients and interdisciplinary partnering in the diagnostic process and diagnostic research and how to facilitate those partnerships
2. Discuss how patients and members of other disciplines can use their unique perspectives on healthcare to co-create diagnostic research

Presenter

Susan Peterson, MD, Associate Faculty, Armstrong Institute for Patient Safety and Quality Improvement; Eddie Helmstetter, Patient Advocate

Track 2 (Holiday Ballroom B)

9:45a-10:45a

Person and Family Engagement: Putting the Patient at the center of our care

Person and Family Engagement (PFE) is a healthcare delivery, safety and quality improvement approach that builds and uses partnerships with patients and families to achieve better outcomes. Historically referred to as "patient" and family engagement, the shift in semantics reflects a growing understanding that healthcare consumers are more than just recipients of care. While many organizations have invested in patient and family engagement strategies, many are not seeing the impact in treatment outcomes or other measurable results. This presentation will provide information on how to use PFE to improve quality, safety, operations, financial performance, HCAHPS scores and patient and family engagement

Learning objectives

1. Recognize and explore opportunities for engaging patients in improvement work that you can be in action on now.
2. Review the national trends around patient and family councils that are focused on partnership to improve safety and quality

Presenter

Armando Nahum, Director, Center for Engaging Patients as Partners, MedStar Institute for Quality & Safety

11:00a- 12:00p

Behaviors, Emotions and Cognitions: Their Effects on Patient Safety in the Healthcare Setting

This session reviews the specific effects on patient safety that arise in patients with behavioral, emotional, or cognitive problems. These problems refer to a large span of deficits that may interfere with general patient safety strategies or which may lead to volitional forms of harm to self, visitors, or staff. The session will focus on data that indicate the effects of psychiatric conditions on safety events generally. Furthermore, a manner of approaching volitional-based harm will also be reviewed. Finally, a roadmap for improving adoption of patient safety methodology in this patient population will be discussed.

Learning Objectives

1. Describe the evidence that indicates that patients with cognitive, behavioral, or emotional problems are at elevated risk for patient safety events

2. Identify systematic methods to prevent volitional self-harm among medical inpatients

Presenter

Avram Mack, MD, Co-Medical Dir., Behavioral Health Integrated Program, The Children's Hospital of Philadelphia

1:00p-2:00p

Evidence-based Strategies & Tools to Partner with Patients & Families on Hospital Quality & Safety

Engaging patients, family members, and caregivers as essential members of the care team is foundational to healthcare transformation. This presentation will describe and discuss strategies to partner with patients and families – at the bedside, in the development of policies and procedures, and in governance decisions– within hospitals to improve quality and safety. Resources from the Agency for Healthcare Research and Quality (AHRQ) and Centers for Medicare and Medicaid Services (CMS) Partnership for Patients initiative will be described and experiences shared.

Learning Objectives

1. Discuss strategies to partner with patients and families – at the bedside, in the development of policies and procedures, and in governance decisions – within hospitals to improve quality and safety
2. Illustrate the impact of patient and family engagement in hospitals through performance stories from the development and testing of the Agency for Healthcare Research and Quality (AHRQ) Guide to Patient and Family Engagement in Hospital Safety and Quality as well as the Centers for Medicare and Medicaid Services (CMS) Partnership for Patients initiative

Presenters

Maureen Maurer, Principal Researcher and Lee Thompson, Senior Researcher, American Institutes for Research

Track 3 (Holiday Ballroom C)

9:45a-10:45a

Distinguished Achievement in Patient Safety Innovation Winner

Ensuring one Insulin Pen for One Patient

Identified by a new nurse, the potential for multiple patients to mistakenly receive insulin from a pen of another patient led to a review of processes at this hospital. Through a root cause analysis process the team at Greater Baltimore Medical Center will present their solution to improving safety in dispensing of insulin pens for one patient, prevention of waste in dispensing multiple pens for the same patient and their processes to assure that every patient ordered an insulin pen receives one pen.

Learning Objectives

1. Discuss the risks of using insulin pen devices in a hospital setting
2. Describe how GBMC Lean Daily Management was used to successfully hardwire a new and improved process.

Presenter

Vaishali Khushalani, Pharm D., Medication Safety Officer, Greater Baltimore Medical Center

11:00a – 12:00p

Minogue Award for Patient Safety Innovation Winner

Implementation of a Critical Care Outreach Program

The award-winning team at University of Maryland Baltimore Washington Medical Center identified potentially preventable complications (PPCs), patient safety indicators (PSIs), and patient quality indicators (PQIs) for pulmonary-related conditions. Review of their data provided opportunities to identify patients at risk for respiratory compromise, initiate critical care interventions in a timelier manner, and optimize transitions of critical illness survivors back into routine medical care. A Critical Care Outreach Program was designed to improve prevention and early recognition of

organ failure, early intervention for critical illness, timely care delivery, and post-ICU care. These interventions and the impact will be presented in this session.

Learning Objective

1. Describe the interventions of a Critical Care Outreach Program and the impact of the program on clinical outcomes.

Presenter

Jason Heavner, MD, Chair, Pulmonary & Critical Care Medicine, University of Maryland Baltimore Washington Medical Center

1:00a-2:00p

FY 19 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 19 will be presented.

Learning Objectives

1. Review the data regarding reported events for FY19.
2. Explain the context of trends and meaningful single events
3. Identify some commonalities among the preventable deaths from FY19.

Presenters

Renee Webster, Assistant Deputy Director and Tenille Ramsay, Patient Safety Nurse, Office of Health Care Quality

Closing Keynote: The Mission Walker

Key Ballroom

2:15p-3:15p *The Mission Walker*



“THE MISSION WALKER” is a story of trust - trust in the author’s healthcare team, trust in the body’s ability to heal through movement, and trust in faith. Edie Littlefield Sundby tells why – after losing her right lung to cancer – she embarked on a healing walk along the old California Mission Trail, becoming the first person in history to walk the entire 1,600-mile trail through the mountain wilderness and Sonoran Desert of Mexico to Northern California; and, how walking the unmapped mission trail elevated her spirit with meaning and purpose that transcended pain and fear – and healed her broken body.

Learning Objectives

1. Explore the role of trust in the healthcare team to control fear, promote healing and long-term survival.
2. Define the benefits of walking- the most prescribed “medicine”- to sustained health and well-being.

Presenter

Edie Littlefield Sundby, Bestselling Author and Adventurer

CONTINUING MEDICAL EDUCATION

Accreditation Statement



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

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. JA4008106-9999-20-033-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 has been approved by the National Association for Healthcare Quality for a maximum of 5.0 CPHQ continuing education credits for this event

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

Application has been made to the American Association for Respiratory Care (AARC) for continuing education contact hours for respiratory therapists.



ASWB approved continuing education **Social Workers**

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.

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 **following faculty** reported **no 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 |
|-----------------------------------|
| Damon Tweedy, MD |
| Armando Nahum |
| Ilene Corina |
| Susan Peterson, MD |
| Eddie Helmstetter |
| Avram Mack, MD |
| Tennile Ramsay |
| Renee Webster |
| Lee Thompson |
| Maureen Maurer |
| Edie Littlefield Sundby |
| Vaishali Khushalani, PharmD |
| Jason Heavner, MD |

The **following planners, managers, and reviewers** reported **no 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 |
|---------------------------------------|
| Dee Morgillo, MEd., MT(ASCP), CHCP |
| Ronald Viggiani, MD |
| Bonnie DiPetro, MS, RN, NEA-BC, FACHE |
| Sandra Thomas, RRT |

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 Attestation/Evaluation form online by 11:59 pm ET on **October 19, 2020**. 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.