Register today to be a part of one of the largest annual patient safety conferences in the country

On March 27, 2020, join more than 1,500 healthcare professionals from across the region for a day of learning, networking and inspiration

The Maryland Patient Safety Center’s Annual Conference continues to expand and evolve to meet the needs of healthcare professionals who are dedicated to improving quality of care and patient safety. Make plans to join us on Friday, March 27, 2020 at the Baltimore Hilton.

This year’s theme is ‘Putting the Patient at the Center of Patient Safety’ and we have designed a full day of impactful programming including, inspiring keynote addresses along with timely and focused sessions throughout the day. In addition to scheduled events, the conference has gained a reputation for fostering outstanding opportunities for networking, sharing of best practices and gaining inspiration for taking on the challenges we all face in the constantly shifting healthcare landscape.

Registration is quick and easy and available online at www.marylandpatientsafety.org.

**OPENING KEYNOTE**

Rana Awdish, MD  
“IN SHOCK”

Following her own sudden critical illness in 2008, Dr. Rana Awdish has become a tireless activist, refocusing her fellow providers on the patient experience and improving empathy through connection and communication. Dr. Awdish is the Director of the Pulmonary Hypertension Program at Henry Ford Hospital in Detroit and a Critical Care Physician. She also serves as Medical Director of Care Experience for the Henry Ford Health System. Dr. Awdish’s mandate as well as her passion is to improve the patient experience across the system.

**CLOSING KEYNOTE**

Edie Littlefield Sundby  
“THE MISSION WALKER”

After the loss of her right lung to cancer, Edie Littlefield Sundby became the first person in history to walk the 1,600-mile El Camino Real de las California’s mission trail. Edie’s partnership and trust in her healthcare team were integral to her control of fear, promotion of healing and long term survival.
Take part in these breakout sessions addressing timely and important topics:

- **The Elephant in the Room, Meeting and Treating the Transgender Patient**
  Ilene Corina, President and Founder  *Pulse Center for Patient Safety Education & Advocacy*

- **Person and Family Engagement: Putting the Patient at the Center of our Care**
  Armando Nahum, Director, Center for Engaging Patients as Partners  *MedStar Institute for Quality & Safety*

- **Distinguished Achievement in Patient Safety Innovation Winner: Ensuring One Insulin Pen for One Patient**
  Vaishali Khushalani, Pharm D., Medication Safety Officer  *Greater Baltimore Medical Center*

- **The Patient and Families Role in Patient Safety: Building Your Support**
  Ilene Corina, President and Founder  *Pulse Center for Patient Safety Education & Advocacy*

- **Behaviors, Emotions and Cognitions: Their Effects on Patient Safety in the Healthcare Setting**
  Avram Mack, MD, Co-Medical Dir., Behavioral Health Integrated Program  *The Children’s Hospital of Philadelphia*

- **Minogue Award for Patient Safety Innovation Winner: Implementation of a Critical Care Outreach Program**
  Jason Heavner, MD, Chair, Pulmonary & Critical Care Medicine  *U of MD Baltimore Washington Medical Center*

- **Patient Engagement in the Diagnostic Process**
  Susan Peterson, MD, Associate Faculty  *Armstrong Institute for Patient Safety and Quality Improvement*
  Eddie Helmstetter, Patient Advocate

- **Evidence-based Strategies & Tools to Partner with Patients & Families on Hospital Quality & Safety**
  Maureen Maurer, Principal Researcher  *American Institutes for Research*
  Lee Thompson, Senior Researcher  *American Institutes for Research*

- **FY 19 Office of Healthcare Quality Patient Safety Update**
  Renee Webster, Assistant Deputy Director  *Office of Health Care Quality*
  Tennile Ramsay, Patient Safety Nurse  *Office of Health Care Quality*


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**Your Tax-Deductible Contribution Can Make a Difference**

As a not-for-profit organization, the Maryland Patient Safety Center relies on grants and donations to help fund our innovative and high-impact initiatives. Your gift will support our nationally-recognized programs and ongoing events, which are designed to further our mutual goals of improving the quality and safety of patient care!
Maryland Patient Safety Center Names Winners of Patient Safety Innovation Awards for 2020

The University of Maryland Baltimore Washington Medical Center was recently named the recipient of the 2020 Minogue Award for Patient Safety Innovation. The award-winning program was entitled Implementation of a Critical Care Outreach Program. Greater Baltimore Medical Center has been named the recipient of the Distinguished Achievement in Patient Safety Innovation Award for its program entitled Ensuring One Insulin Pen for One Patient.

The two top awards will be presented at the 16th Annual Maryland Patient Safety Conference on March 27, 2020 at the Hilton Baltimore. All winners, including the Circle of Honor for Patient Safety Innovation recipients, which honor and recognize other top solutions in healthcare, will be recognized at a reception at Baltimore Hilton the evening of March 26th.

Named for the Center’s first President and Executive Director, William Minogue, MD, FACP, to honor his enduring contributions to and passion for improving patient care and safety, The Minogue Award was created by the Center Board of Directors to recognize an organization within the state that has made a demonstrable difference in patient safety through an innovative solution.

Eight other submissions (in alphabetical order) will receive Circle of Honor awards:

• **Adventist HealthCare Ft. Washington Medical Center**: Adopt-A-Room to Improve Patient Experience and Promote Teamwork

• **Adventist HealthCare Shady Grove Medical Center**: Reducing Chronic Obstructive Pulmonary Disease (COPD Readmission Rate)

• **Bay Area Transformation Partnership - Anne Arundel Medical Center and U of MD Baltimore Washington Medical Center**: Shared Care Alerts: Reducing Avoidable Utilization and Improving Care Coordination and Outcomes Across the Continuum of Care

• **Meritus Medical Center**: Lean Daily Management through Leadership Rounds

• **Meritus Medical Center**: Mothers as Medicine: An Innovative Approach to Care for Neonatal Abstinence Syndrome

• **Sinai Hospital of Baltimore - LifeBridge Health**: Measles Met its Match in Baltimore: How Sinai Hospital and Public Health Officials Partnered to Prevent an Outbreak

• **University of Maryland Medical Center**: Implementation of a Mobility Technician Program at University of Maryland Medical Center

• **University of Maryland Upper Chesapeake Medical Center**: Rethinking Nuclear Medicine Workflows
Healthcare institutions of all types throughout the country are recognizing the importance of a programmatic approach to wellbeing in the healthcare workplace. Numerous hospitals and health systems have recently leveraged our Caring for the Caregiver: Implementing RISE Program to serve as a resource for their teams. The program is offered in collaboration with The Johns Hopkins RISE Team.

In addition, media coverage of the program has increased. In late 2019, Bonnie DiPietro, Director of Operations for Maryland Patient Safety Center, was joined by Mindy Ralls, an intensive care nurse at the University of Maryland Medical Center, for an interview on “On the Record” on WYPR. Bonnie was also invited to share information about the program on Maryland Public Television on their State Circle program.

Last fall, healthcare professionals from across the country gathered at Maryland Patient Safety Center headquarters for a two-day symposium. Representatives from numerous hospitals and health systems shared their experiences with our Caring for the Caregiver: Implementing RISE program. With presentations and discussion facilitated by the training team from Johns Hopkins Medicine, the event was another important step in a strategic effort to create a community of learning and collaboration around the program. Large and small group sessions examined specific elements and challenges of the program more closely. Proactive adaptations to the program were discussed; and ways to share lessons learned and best practices more broadly were explored - with potential for collaboration on a future publication.

Our Fall Medication Safety Conference drew hundreds of participants from throughout the region. The engaging line up of presentations tackled a number of timely and critical medication safety issues. Thank you to all of our sponsors that supported this event.

Take Advantage of our Upcoming Educational Initiatives:
Six Sigma – April 20-24, 2020
Root Cause Analysis – April 30, 2020
Patient Safety Foundations – May 1, 2020
FMEA – May 15, 2020
TeamSTEPPS Train the Trainer – May 20-21, 2020
Lean for Healthcare – June 3-5, 2020
Register online today for all programs at www.marylandpatientsafety.org
Maryland Patient Safety Center Launches New Program Aimed at Enhancing Patient and Family Advisory Councils for Quality and Safety

The Maryland Patient Safety Center in collaboration with the MedStar Health Institute for Quality and Safety is pleased to announce a new training program designed to elevate and sustain Patient and Family Advisory Councils for Quality and Safety (PFACQS®) at regional healthcare providers.

While many hospitals and health systems have invested in creating a Patient and Family Advisory Council, very few have been able to fully realize their potential to improve quality and patient safety. Under the leadership of Armando Nahum, Director of the Center for Engaging Patients as Partners at the MedStar Health Institute for Quality and Safety, the new collaborative PFACQS® Program seeks to address this issue by focusing on improving outcomes, reducing costs, promoting transparency and reinforcing meaning in healthcare work.

Mr. Nahum, became engaged in patient health and safety after three members of his family were infected in three different hospitals, in three different states over 10 months, culminating in the death of his young son. Following this tragedy, he has dedicated his life to educating patients and healthcare providers about the importance of quality care and the prevention of infection.

The new program will help organizations who have already launched councils and are seeking to improve performance or need guidance in launching a new council within their health system.

By the conclusion of the PFACQS® Program’s on-site workshops, participants will have the tools and strategies necessary to:

- Quickly assess and prioritize patient and family engagement activities and opportunities
- Provide governance and orient the C-Suite to the PFACQS® model
- Form a PFACQS® Steering Committee or Project Team
- Develop and manage charters, covenants and conflict of interest disclosures
- Effectively recruit, train and retain PFACQS® members
- Execute PFACQS® projects directly tied to quality and safety outcome measures
- Promote, market and track PFACQS® impact and results
With every new year comes an opportunity to take stock, and at MPSC, we have done just that! The MPSC staff, Board of Directors and local leaders in healthcare have been working closely together to review our programs and analyze our offerings, ensuring that we are putting forth resources to truly make a difference. Most importantly, we have taken time to query you, our membership, to learn more about the tools you need to collectively make healthcare in our region the safest in the nation. With your input, we at MPSC feel we are poised to make this our most impactful year yet!

With that valuable feedback in mind, we are creating a roster of new courses and programming to address the most pertinent topics in healthcare that are top-of-mind in Maryland and across the region. Topics like diagnostic errors, healthcare disparities, implicit bias, OB care for women with opioid use disorder, disclosure challenges, patient and family engagement, HCAHPS improvement and more. Our team has already announced some of these new projects and will be rolling out more in the coming year.

We recognize that we are only as strong as our membership base and we are grateful to have such an amazing list of leading institutions as members. At a time when all eyes are on Maryland’s innovative healthcare delivery system, our hope is to demonstrate an ever-increasing value; organically growing participation rates and thus improving safety and quality data.

We look forward to seeing all of you at the upcoming annual conference in Baltimore on March 27th. It is always an inspiring day, and a wonderful opportunity to connect with a very large group of our healthcare peers. The 2020 conference falls during the first week of spring and the day after Orioles’ opening day – a time of new beginnings and fresh starts. With that said, we will have some exciting news to share with all of you about a new era of leadership with the Maryland Patient Safety Center, so join us on March 27th and stay tuned for more details!

Sincerely,

Barbara Epke
Acting CEO and Board Member
Maryland Patient Safety Center