



## Essential Hospitals Engagement Network (EHEN) Summit on Harm Reduction: Sustaining Progress, Building On Success

Monday, November 10

Hilton Chicago O'Hare Airport

### AGENDA: MONDAY, NOVEMBER 10

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| 8 am     | <b>Breakfast</b>  |
| 8:30 am  | <b>Welcome</b><br>Bruce Siegel, MD, MPH – <i>President and CEO, America's Essential Hospitals</i><br>David Engler, PhD – <i>Senior Vice President for Leadership and Innovation, America's Essential Hospitals</i><br>Jim Reinertsen, MD – <i>President, The Reinertsen Group</i><br>John Shannon, MD – <i>CEO, Cook County Health Hospitals System</i>   |
| 8:45 am  | <b>Setting the Stage</b> <ul style="list-style-type: none"><li>• Review EHEN accomplishments over the past three years</li><li>• Discuss how to sustain gains and momentum</li></ul>  |
| 9 am     | <b>Leadership Panel</b><br>Kirk Calhoun, MD – <i>President and CEO, UT Health Northeast</i><br>Stephen Purves, – <i>President and CEO, Maricopa Integrated Health Systems</i><br><i>Additional speakers to be announced</i><br><br>A panel of peer leaders will examine the evolving role senior executives play in safety. The panel will discuss these questions: <ul style="list-style-type: none"><li>• How do you show your organization that safety is important?</li><li>• Safety across the board requires a high-reliability organization, not just some well-run projects. How do senior executives develop high reliability?</li><li>• Will your safety improvements last?</li><li>• What role do senior leaders play in sustainability?</li></ul> |
| 10:15 am | <b>Break</b>  |

10:30 am

## **Hospital Discussions I: Patient and Family Engagement and Transparency**

- The safety improvement strategy of the Partnership for Patients (PfP) involves patients and families in the design, execution, and evaluation of safety programs. Also, inclusion and diversity are core principles for patient and family councils. This presentation will explore these questions:
  - How can patient and family engagement drive improvement?
  - How has your organization actively engaged patients and families and how has their involvement improved patient safety?
  - What are the challenges to patient and family engagement and how can we overcome them?
- Patient-centered care demands transparency. But openly acknowledging care challenges and successes can foster or hinder our safety improvement efforts. This 40-minute discussion will review the following:
  - What are barriers to becoming a more transparent organization?
  - How can your organization become transparent in a way that your staff and community understand?
  - What are examples of short- and long-term actions that have increased transparency for patients, staff, and leadership?

12:30 pm

## **Lunch**

Join your peers for awards and a celebration of EHEN hospital successes.

1:30 pm

## **Hospital Discussions II: Cultural Transformation and Predictors of Safety**

- Organizational culture is critical to achieving safety in a hospital. Because point-of-care staff carry out all safety initiatives, their buy-in is essential to effective change. This 40-minute session will examine the following:
  - How can we engage staff to work together in nontraditional ways?
  - How has your organization engaged physicians to build a culture of trust and teamwork?
  - How has your organization engaged staff to break down silos?
- Safety can be described as a dynamic nonevent. While measurement is vital to gauging progress, organizations must determine predictors of safety. As hospitals work to reduce specific harm events, they can promote high reliability. This 40-minute session will touch on these issues:
  - How did working on the PfP conditions help the organization's broader safety environment?
  - How does an organization know it has achieved safety?

3:30 pm

## **Break**

3:45 pm

## **Final Thoughts**

By more broadly viewing our specific gains through the lens of these four topics, each safety effort can have sustainable impact on the organization and on the patients and families it serves. To conclude, we will discuss what we learned, how we continue to collaborate, what we can do to sustain our efforts, how we can improve or accelerate patient safety, and what's coming in 2015.

4:30 pm

## **Adjourn**