



## 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

8 am	<b>Breakfast</b>
8:30 am	<b>Welcome</b> Bruce Siegel, MD, MPH – <i>President and CEO, America's Essential Hospitals</i> David Engler, PhD – <i>Senior Vice President for Leadership and Innovation, America's Essential Hospitals</i> Jim Reinertsen, MD – <i>President, The Reinertsen Group</i>
8:45 am	<b>Setting the Stage</b> <ul style="list-style-type: none"><li>• Review EHEN's accomplishments over the past three years</li><li>• Discuss how to sustain gains and momentum in the future</li></ul>
9 am	<b>Leadership Panel</b> A panel of peer leaders will examine the evolving role senior executives play in safety. The panel will discuss the following questions: <ul style="list-style-type: none"><li>• How do you show your organization that safety is important?</li><li>• Instituting safety across the board requires building a high reliability organization, not just managing some well-run projects. What are you doing as a senior executive to develop a high reliability organization?</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	<b>Hospital Discussions: Patient and Family Engagement and Transparency</b> <ul style="list-style-type: none"><li>• Patient and Family Engagement (PFE): Patient and family engagement is a key factor in the Partnership for Patients' (PfP's) strategy to improve safety. This strategy involves patients and families in the design, execution, and evaluation of safety programs, and inclusion and diversity are core principles of developing patient and family councils. During this presentation, we will discuss the following questions:<ul style="list-style-type: none"><li>○ How can patient and family engagement be a driver for improvement?</li></ul></li></ul>

- How has your organization actively engaged patients and families and how has their involvement improved patient safety?
- What are the challenges associated with patient and family engagement and how can we overcome them?
- **Transparency:** Patient-centered care demands transparency. Openly acknowledging the challenges and successes of providing excellent care can either foster or hinder our efforts to improve safety. During this 40-minute discussion, we will review the following:
  - What are barriers to becoming a more transparent organization?
  - How can your organization become transparent in a way that is understandable to staff and the community?
  - What are examples of short- and long-term actions that have resulted in increased transparency for patients, staff, and leadership?

12:30 pm

## Lunch

1:30 pm

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

- **Cultural Transformation:** Culture is a critical factor in achieving safety within a health care organization. Point-of-care staff are responsible for carrying out all safety initiatives and their buy-in is essential to effective change. During this 40-minute session, we will discuss the following:
  - How can we engage staff to work together in nontraditional ways?
  - How has your organization engaged with physicians to build a culture of trust and teamwork?
  - How has your organization engaged staff to break down silos?
- **Predictors of Safety:** Safety can be described as a dynamic nonevent. While measurement is vital to indicating progress, organizations must determine their predictors to safety. As health care organizations work on specific conditions of harm, they can create an environment of high reliability. During this 40-minute session, we will discuss the following:
  - How did working on the PfP conditions help the broader safety environment of the organization?
  - How does an organization know that safety is being achieved?

3:30 pm

## Break

3:45 pm

## Final Thoughts

By viewing our specific gains through a broader 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 work together, 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