



HARVARD
MEDICAL SCHOOL

Patient Safety and Healthcare Quality Improvement 2015

October 26-27 | Boston, MA



*Process optimization for
ambulatory and inpatient settings*

Guidance

Metrics

Best Practices

Updates

Under the direction of David W. Bates, MD, MSc and Allen B. Kachalia, MD, JD

State-of-the-Art Strategies Coupled with Practical How-Tos

- Optimize quality and safety outcomes
- Update and refine measurement processes
- Achieve clinician and staff buy-in to make quality and safety everyone's job
- Redesign care for improved clinical outcomes
- Reduce readmissions, hospital-acquired conditions, and errors
- Prioritize process improvement projects to increase value
- Engage patients in enhancing their care and experience



BRIGHAM AND
WOMEN'S HOSPITAL

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Dear Colleague,

In today's healthcare environment, there is mounting pressure to improve quality, safety, and efficiency. The key question, however, is *how*? There are abundant challenges for clinical, administrative, and regulatory professionals, but information on how to address them in actual practice can be scant. We created this immersive, two-day course to focus on the "how-to" elements of improvement work: how to effectively translate quality and safety concepts, standards and mandates into sustainable daily practice and operations.

We have designed the curriculum of this course to provide broad and inclusive content from topics in the areas of patient safety, healthcare quality, and process improvement. Sessions include:

- Solutions to address the top 6 challenges of improvement and change leadership
- Alarm fatigue and management
- Just Culture training and sustainment
- New considerations in population health
- Building an ambulatory safety program
- Ensuring accurate measurement
- Using medication safety technology and automation to improve patient care

We have brought together leading experts in patient safety and healthcare quality improvement who will deliver valuable information in a highly engaging way. Many sessions will be smaller in size and include a mix of workshops and interactive lectures to allow for significant interaction with faculty and other participants.

We encourage you to join us in October 2015 for this exciting and timely course. With today's increasing attention on how we deliver healthcare, the need to bring concrete examples and tools for implementing successful change in your organization has never been greater.

We look forward to meeting you.



David W. Bates, MD, MSc
Course Director
Chief Innovation Officer and Senior Vice President,
Brigham and Women's Hospital
Professor of Medicine, Harvard Medical School



Allen B. Kachalia, MD, JD
Course Director
Chief Quality Officer, Brigham and Women's Hospital
Associate Professor of Medicine, Harvard Medical School



HARVARD MEDICAL SCHOOL

Course Description

The goal of this CME course is to provide health care professionals with information about quality, safety and process improvement trends and how to effectively translate these concepts into daily practice. This program highlights efforts to increase value of care by:

- reducing preventable patient harm
- improving patient outcomes
- removing waste from the delivery system

The course will consist of a mix of lectures, panel discussions, case presentations, and workshops. Small sessions will foster a learning environment among presenters and attendees, encouraging best practice sharing and networking.

Learning Objectives

Upon completion of this course, participants will be able to:

- Identify successful approaches to improving quality, safety and efficiency, and incorporate into practice as appropriate.
- Utilize process improvement tools to improve value and achieve the best clinical outcomes.
- Develop an infrastructure to support safety and quality improvement culture in their home institution.

Course Directors

David W. Bates, MD, MSc

Chief Innovation Officer and Senior Vice President, Brigham and Women's Hospital; Chief, Division of General Internal Medicine, Brigham and Women's Hospital

Dr. Bates is an internationally renowned expert in patient safety, using information technology to improve care, quality-of-care, cost-effectiveness, and outcomes assessment in medical practice. He is a Professor of Medicine at Harvard Medical School, and a Professor of Health Policy and Management at the Harvard School of Public Health, where he co-directs the Program in Clinical Effectiveness. He directs the Center for Patient Safety Research and Practice at Brigham and Women's Hospital, and serves as external program lead for research in the World Health Organization's Global Alliance for Patient Safety. He is the president of the International Society for Quality in Healthcare (ISQua) and the editor of the *Journal of Patient Safety*. He serves as the principal investigator of the Health Information Technology CERT. He has been elected to the Institute of Medicine, the American Society for Clinical Investigation, the Association of American Physicians and the American College of Medical Informatics, and was chairman of the Board of the American Medical Informatics Association. He has over 600 peer-reviewed publications, and an H-index of over 80.

Allen B. Kachalia, MD, JD

Allen Kachalia, MD, JD, is the Chief Quality Officer for Brigham & Women's Hospital in Boston, Massachusetts. In this role, he oversees the institution's inpatient and ambulatory quality and safety initiatives. Dr. Kachalia is a general internist and practices as an academic hospitalist on the hospital wards with medical students and residents. Dr. Kachalia is also Associate Professor of Medicine at Harvard Medical School and Associate Professor of Health Policy and Management at the Harvard School of Public Health where he teaches a course on legal issues in clinical medicine. His research focuses on how the law affects medical care, particularly how liability system reform and the disclosure of medical error relate to the quality and safety of healthcare.

Accreditation

The Harvard Medical School is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The Harvard Medical School designates this live activity for a maximum of 10.25 *AMA PRA Category 1 Credits™*. Physicians should claim only credit commensurate with the extent of their participation in the activity.

This activity meets the criteria of the Massachusetts Board of Registration in Medicine for 7.5 credits of Risk Management Study. This includes .75 Credits of End-of-Life Care Studies.

Please check your individual state licensing board requirements before claiming these credits.

The Royal College of Physicians and Surgeons of Canada recognizes conferences and workshops held outside of Canada that are developed by a university, academy, hospital, specialty society or college as accredited group learning activities.

AMA PRA Category 1 Credits™ claimed by physicians attending live events certified and organized in the United States for *AMA PRA Category 1 Credits™* can be claimed through the agreement on mutual recognition of credits between UEMS and AMA, considered as being equal to the **European Continuous Medical Education Credits (ECMEC®)** granted by the UEMS. One *AMA PRA Category 1 Credit™* is equivalent to one (1) hour of European EACCME Credit (ECMEC®), therefore up to 10.25 ECMEC® Credits are available. Each medical specialist should claim only those hours of credit that he/she actually spent in the educational activity.

ACGME Competencies

This course is designed to meet the following Accreditation Council of Graduate Medical Education competencies: practice-based learning and improvement, and systems-based practice.

Agenda

Monday, October 26

7:00–8:30 am	Registration Welcome breakfast		
8:30–8:45 am	Welcome: We Are Asked To Do Better, But How? Allen Kachalia, MD, JD		
8:45–9:35 am	Keynote Address: Implementing and Sustaining a Safer Culture: What <i>Really</i> Works Gregg Meyer, MD, MSc		
9:45–10:30 am	Session 1A Care Transitions: Strategies to Create True Quality and Value in a Rapidly Evolving Healthcare Environment Kathryn Britton, MD, MPH; Abigail Ehret, MS, RN	Session 1B 6 Steps to Being a Change Leader Katherine Santos	Session 1C Alarm Fatigue and Management Ben Scirica, MD; Kevin Kreitzman; Ellie Bergeron, RN
10:30–10:45	<i>Break</i>		
10:45–11:30 am	Session 2A Goals of Care Conversations and Checklists Rachelle Bernacki, MD	Session 2B Medication Reconciliation Jeffrey L. Schnipper, MD, MPH; Catherine Ulbricht, PharmD, MBA	Session 2C Preventing Healthcare-Associated Infections: Surgical Site Infection Bundle Deborah Yokoe, MD, MPH; Michael Calderwood, MD
11:40–12:25 pm	Session 3A Building an Ambulatory Safety Program Sonali Desai, MD, MPH; Lisa Rubino, MBA(c)	Session 3B New Considerations in Population Health Jessica Dudley, MD	Session 3C Innovating in Patient Safety: How to Bring Ideas Forward in Your Organization Lesley Solomon, MBA
12:25–1:25 pm	<i>Networking Lunch (provided)</i>		
1:25–2:10 pm	Session 4A Engaging Staff and Families in Improvement Projects Karen Conley, DNP, RN; Sara Francis, RN; Deborah Elliot; Scott Mueller; Gayle Schumacher	Session 4B Rapid Cycle Testing of Improvement Claire Massero and John Rossi, MBA	Session 4C Error Disclosure and Liability Allen Kachalia, MD, JD
2:20–3:05 pm	Session 5A It's the Culture, Stupid: Construction Tips for Building a Medical Home Joseph Frolkis, MD, PhD and Stuart Pollack, MD	Session 5B Patient Safety Indicators: Ensuring Accurate Measurement Peter Najjar, MD; Jo Ann David-Kasdan, RN, MS, SM	Session 5C Innovations in Patient Engagement Patricia Dykes, PhD, RN
3:05–3:20 pm	<i>Break</i>		
3:20–4:10 pm	Keynote Address: Can We Drive an Epidemic of Empathy? Thomas H. Lee, MD, MSc		
4:30–5:30 pm	Reception <i>Be our guest at a special reception for course faculty and attendees</i>		

Agenda

Tuesday, October 27

7:00–8:00 am	Registration Breakfast		
8:00–8:50 am	Keynote Address: Using HIT to Improve Safety and Quality: Updates, Innovations, and Best Practices David W. Bates, MD, MSc		
9:00–9:45 am	Session 6A How Effective Is Your Culture of Safety? Karen Fiumara, PharmD, BCPS	Session 6B Do's and Don'ts of Sustaining and Spreading Change Maura Donnelly and Anjee Joshi	Session 6C Standardized Clinical Assessment and Management Plans: Using a Learning Network to Standardize Care Jeff Greenberg, MD
9:45–10:00 am	<i>Break</i>		
10:00–10:45 am	Session 7A High-Risk Case Management Lisa Wichmann, RN	Session 7B Reducing Safety Risks through the Emergency Medicine Process Improvement Program Joshua Kosowsky, MD	Session 7C Hospital Quality and Performance Measurement Robert Sutfin, MBA
10:55–11:40 am	Session 8A Using Medication Safety Technology & Automation to Improve Patient Care William Churchill, MS, RPh	Session 8B Care Redesign and Incubator Startup Program: Reducing Medical Spending and Improving Quality of Care Karl Laskowski, MD; Anthony Massaro, MD	Session 8C Peer Support: Mitigating the Emotional Toll of Medical Errors Jo Shapiro, MD
11:40–12:45 pm	<i>Networking Lunch (provided)</i>		
12:45–1:30 pm	Session 9A Using Rapid Cycle Testing in the Implementation of Nursing Practice Change Escel Stanghellini, RN, MSN	Session 9B Preparing an Organization for Electronic Health Record Implementation Dorothy Goulart, MS, RN; Jonathan Baum	Session 9C Just Culture Training and Sustainment Christian Dankers, MD, MBA
1:40–2:25 pm	Session 10A Emergency Preparedness Eric Goralnick, MD, MS	Session 10B High Reliability in Patient Progression Jackie Somerville, PhD, RN; Stanley Ashley, MD	Session 10C Orthopedic Care Redesign John Wright, MD; Mary Anne Kenyon, RN
2:30–3:00 pm	Closing Session: Speaker Panel with Q&A Allen Kachalia, MD, JD; Dorothy Goulart, MS, RN; Karen Fiumara, PharmD, BCPS; Jennifer Beloff, RN, MSN, APN-C		

Who Should Attend

- Quality professionals
- Safety professionals
- Administrators
- Physicians and Nurses
- Hospitalists
- Healthcare leaders
- Pharmacists
- Policymakers
- Regulators
- Trainees

Disclosure Policy

Harvard Medical School (HMS) adheres to all ACCME Essential Areas, Standards, and Policies. It is HMS's policy that those who have influenced the content of a CME activity (e.g. planners, faculty, authors, reviewers and others) disclose all relevant financial relationships with commercial entities so that HMS may identify and resolve any conflicts of interest prior to the activity. These disclosures will be provided in the activity materials along with disclosure of any commercial support received for the activity. Additionally, faculty members have been instructed to disclose any limitations of data and unlabeled or investigational uses of products during their presentations.

KEYNOTE SPEAKERS

David W. Bates, MD, MSc

Chief Innovation Officer and Senior Vice President, and Chief of the Division of General Internal Medicine, Brigham and Women's Hospital; Professor of Medicine, Harvard Medical School; Professor in the Department of Health Policy and Management, Harvard School of Public Health

Thomas H. Lee, MD, MSc

Chief Medical Officer, Press Ganey, Inc.; Professor of Medicine, Harvard Medical School; Professor in the Department of Health Policy and Management, Harvard School of Public Health

Gregg Meyer, MD, MSc

Chief Clinical Officer, Partners HealthCare

SESSION FACULTY

Stanley Ashley, MD*

Chief Medical Officer, Brigham and Women's Hospital

Jonathan Baum

Lead Consultant, Performance Improvement, Brigham and Women's Hospital

Jennifer Beloff, RN, MSN, APN-C

Director of Quality Programs, Brigham and Women's Hospital

Ellie Bergeron, RN

Nurse Director, Center for Nursing Excellence, Brigham and Women's Hospital

Rachelle Bernacki, MD*

Director of Quality Initiatives, Psychosocial Oncology and Palliative Care, Dana-Farber Cancer Institute

Kathryn Britton, MD, MPH*

Medical Director of Care Transitions, Brigham and Women's Hospital

Michael Calderwood, MD*

Associate Director of Antimicrobial Stewardship, Brigham and Women's Hospital

William Churchill, MS, RPh

Chief of Service for the Department of Pharmacy Services, Brigham and Women's Hospital

Karen Conley, DNP, RN

Chief Nursing Officer, Newton Wellesley Hospital

Christian Dankers, MD, MBA*

Assistant Medical Director for Quality and Safety, Brigham and Women's Hospital

Jo Ann David-Kasdan, RN, MS, SM

Senior Consultant, Quality Programs, Brigham and Women's Hospital

Sonali Desai, MD, MPH*

Rheumatologist, Medical Director of Ambulatory Patient Safety, Medical Director of Quality in the Department of Medicine, Brigham and Women's Hospital

Maura Donnelly

Senior Consultant, Performance Improvement, Brigham and Women's Hospital

Jessica Dudley, MD*

Chief Medical Officer, Brigham and Women's Physicians Organization

Patricia Dykes, PhD, RN*

Senior Nurse Scientist, Brigham and Women's Hospital

Abigail Ehret, MS, RN

Quality Program Manager, Cardiovascular Diagnostic and Intervention Center, Brigham and Women's Hospital

Deborah Elliot

Project Manager, Facilities and Planning, Brigham and Women's Hospital

Karen Fiumara, PharmD, BCPS

Director of Patient Safety, Brigham and Women's Hospital

Sara Francis, RN

Staff Nurse, Brigham and Women's Hospital

Joseph Frolkis, MD, PhD*

Director of Primary Care, Associate Chief of the Division of General Internal Medicine and Primary Care, and Vice Chair for Primary Care, Brigham and Women's Hospital

Eric Goralnick, MD, MS*

Medical Director of Emergency Preparedness, Associate Clinical Director, Department of Emergency Medicine, Brigham and Women's Hospital; Instructor in Health Policy and Management, Harvard School of Public Health

Dorothy Goulart, MS, RN

Director, Performance Improvement, Brigham and Women's Hospital

Jeffery Greenberg, MD*

Associate Medical Director, Brigham and Women's Physicians Organization

Anjee Joshi

Senior Consultant, Performance Improvement, Brigham and Women's Faulkner Hospital

Allen Kachalia, MD, JD*

Chief Quality Officer and Vice President for Quality and Safety, and Academic Hospitalist, Brigham and Women's Hospital; Associate Professor in the Department of Health Policy and Management, Harvard School of Public Health

Mary Anne Kenyon, RN

Nursing Director, Department of Orthopedic Surgery, Brigham and Women's Hospital

Joshua Kosowsky, MD*

Clinical Director, Emergency Medicine; Vice Chair, Clinical Affairs, Brigham and Women's Hospital

Kevin Kreitzman

Assistant Director of Biomedical Engineering, Brigham and Women's Hospital

Karl Laskowski, MD*

Assistant Medical Director, Brigham and Women's Physicians Organization

Anthony Massaro, MD*

Director, Medical Intensive Care Unit, Brigham and Women's Hospital

Claire Massero

Senior Consultant, Performance Improvement, Brigham and Women's Hospital

Scott Mueller

Architect, TRO Jung/Brannen

Peter Najjar, MD

General Surgery Resident, Harvard Medical School; Fellow, Patient Safety and Quality, Brigham and Women's Hospital

Stuart Pollack, MD*

Medical Director, South Huntington Primary Care, Brigham and Women's Hospital

John Rossi, MBA

Lead Consultant, Performance Improvement, Brigham and Women's Hospital

Lisa Rubino, MBA(c)

Senior Consultant, Ambulatory Patient Safety, Brigham and Women's Hospital

Katherine Santos

Director of Performance Improvement, Brigham and Women's Faulkner Hospital

Jeffrey L. Schnipper, MD, MPH*

Hospitalist, Brigham and Women's Hospital

Gayle Schumacher

Family Member of a Brigham and Women's Hospital Patient

Ben Scirica, MD*

Cardiologist, Brigham and Women's Hospital

Jo Shapiro, MD*

Division Chief, Otolaryngology - Head and Neck Surgery, Brigham and Women's Hospital

Lesley Solomon, MBA

Executive Director, Innovation Hub, Brigham and Women's Hospital

Jackie Somerville, PhD, RN

Chief Nursing Officer and Senior Vice President for Patient Care Services, Brigham and Women's Hospital

Escel Stanghellini, RN, MSN

Director, Nursing Quality Program, Brigham and Women's Hospital

Robert Sutfin, MBA

Director, Decision Support Systems, Brigham and Women's Hospital

Catherine Ulbricht, PharmD, MBA

Senior Consultant, Patient Safety, Brigham and Women's Hospital

Lisa Wichmann, RN

Nursing Director, Ambulatory Care Coordination, Brigham and Women's Hospital

John Wright, MD*

Orthopedic Surgeon, Brigham and Women's Hospital


Deborah Yokoe, MD, MPH*

Hospital Epidemiologist and Medical Director of Infection Control, Brigham and Women's Hospital and Dana-Farber Cancer Institute

*Harvard Medical School Faculty

Registration Information

Patient Safety and Healthcare Quality Improvement • October 26–27 • Boston, MA • Course #734690-1601

 HARVARD MEDICAL SCHOOL	Register after September 30, 2015	Register on or before September 30, 2015
Course Tuition	\$895	\$795 (Save \$100)
Group Tuition – 5 or more employees from the same organization*	\$745	
Course Tuition for Employees of Partners HealthCare	\$600	
Course Tuition for Fellows, Residents, and other Students	\$495	

Tuition includes all breakfasts and lunches, and an early evening reception on Monday.

* If you are registering as part of a group of five (5) or more employees from the same organization, please contact BWHQualityConference@partners.org for more information regarding a group discount.

Registration, Payment, Confirmation and Refund Policy

Registrations for Harvard Medical School CME programs are made via our secure online registration system. To register for this course, please visit the course website.

At the end of the registration process you will have the choice of paying by check or credit card (Visa, MasterCard or American Express). If you are paying by check, the online registration system will provide you with instructions and a printable form for remitting your course fees by check. Postal, telephone, fax, and cash-payment registrations are not accepted.

Upon receipt of your paid registration, an email confirmation from the HMS DCE office will be sent to you. **Be sure to include an email address that you check frequently.** Your email address is used for critical information, including registration confirmation, evaluation, and certificate. Refunds, less an administrative fee of \$75, will be issued for all cancellations received two weeks prior to the start of the course. Refund requests must be received by postal mail, email, or fax. No refund will be issued should cancellation occur less than two weeks prior. “No shows” are subject to the full course fee and no refunds will be issued once the conference has started.

Venue

Hilton Boston Back Bay
40 Dalton Street
Boston, Massachusetts 02115
+1 617-236-1100



Accommodations

A limited number of rooms have been reserved at the Hilton Boston Back Bay until September 25, 2015. When calling the hotel, please be sure to reference the group code “BWH” to receive a reduced room rate of \$259 per single or double occupancy room per night. Hotel arrangements can also be made online by visiting the course website.

Please do not make non-refundable travel arrangements until you’ve received an email confirming your registration.

Questions? Call 617-384-8600 Monday-Friday 9am – 5pm (EST) or send email to hms-cme@hms.harvard.edu

Register at Improvement.HMSCME.com