



PATIENT SAFETY IS NO ACCIDENT: PROACTIVE PRACTICE AND POLICY

March 29
and 30, 2006
Somerset Inn
Troy, Michigan

The purpose of this year's Michigan Health and Safety Coalition patient safety conference is to discuss how proactive practice and health care policy can improve patient safety. The multidisciplinary collaborative learning sessions will involve participants from all areas of the health care continuum including: clinical and administrative leaders, practitioners, students in health care, health plan and employer representatives, state health care regulators, as well as patients and caregivers.

Sponsored by the Michigan Health and Safety Coalition



WHO SHOULD ATTEND

This program is designed for health care professionals; consumers; students; patient safety officers; quality and risk managers; benefit administrators; health plan administrators; chief executive, administrative and operating officers; chief medical and nursing officers; and others who want to be involved in initiatives to improve patient safety. Professionals from hospitals, physician office practices, community pharmacies, long-term care and behavioral health facilities, health plans, universities, state agencies and businesses are encouraged to attend.

CONTINUING EDUCATION CREDITS

The Blue Cross Blue Shield of Michigan Office of Continuing Medical Education is accredited by the Michigan State Medical Society Committee on CME Accreditation to provide continuing medical education for physicians. The BCBSM Office of Continuing Medical Education designates this educational activity for a maximum of 9 category I credits toward the AMA Physician's Recognition Award. Each physician should claim only those credits that he/she actually spent in the activity. Those attending March 29 will receive 6 category I credits toward the AMA Physician's Recognition Award. Those attending March 30 will receive 3 category I credits toward the AMA Physician's Recognition Award.

AOA 2-A Credit sponsored by Pontiac Osteopathic Hospital.

BCBSM is an AGD approved sponsor of continuing dental education, AGD sponsor 209448.

Participants in attendance from 8:30 a.m. to 4:30 p.m. on March 29, 2006 will receive a certificate awarding them 7.3 contact hours provided by the Michigan Nurses Association (MNA). Participants in attendance from 8:30 a.m. to noon on March 30, 2006 will receive a certificate awarding them 3.6 contact hours provided by MNA. MNA is accredited as a provider of nursing continuing education by the American Nurses Credentialing Center (ANCC).

Pharmacy continuing education (PCE) credit will be earned based on full participation in the individual programs. The number of contact hours that may be earned for each session is indicated next to the program description in this brochure. Attendance and participation in a session are required before obtaining PCE credit. Any individual who arrives late and/or leaves the program early will not be granted PCE credit. Participants must complete the program evaluations for each program attended on the event evaluation form to receive PCE credit. This procedure will be strictly enforced, so please plan accordingly. A statement of credit will be mailed by the Michigan Pharmacists Association four to six weeks after the program.



The Michigan Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing education.

AGENDA – WEDNESDAY, MARCH 29

REGISTRATION AND COFFEE 7:30 a.m.

Visit the educational posters on display that spotlight patient safety projects and outcomes by a variety of Michigan clinicians, hospitals and health systems, and other health care organizations. Also be sure to visit the sponsor tables for information on products and services.

WELCOME, OPENING REMARKS, AND REVIEW OF THE CONFERENCE OBJECTIVES AND AGENDA 8:30 a.m.

Thomas Simmer, MD, Chair, Michigan Health and Safety Coalition, and Senior Vice President & Chief Medical Officer, Blue Cross Blue Shield of Michigan, Detroit, MI

GENERAL SESSION 8:45 a.m.

An Overview of the Research and Educational Products Funded by the Agency for Healthcare Research and Quality (AHRQ)

The learner will be able to:

- describe the Department of Health and Human Services Agency for Healthcare Research and Quality patient safety portfolio.
- list highlights of funded research, special initiatives, and education products and tools for providers, researchers and the public.
- describe the newly-enacted patient safety legislation, the Patient Safety Quality and Improvement Act of 2005.
- list certification issues for patient safety organizations, the network of patient safety databases and the inventory of patient safety reporting systems.

William Munier, MD, MBA, Acting Director, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality, Department of Health and Human Services, Rockville, MD

ACPE # 112-999-06-310-L03, 1.0 contact hour

BREAK 9:55 a.m.

GENERAL SESSION 10:15 a.m.

Leadership Issues in Health Information Technology

The learner will be able to:

- describe the federal government’s strategic plan to improve the quality, safety and efficiency of patient care through information technology.
- identify national partnership efforts to build regional health information organizations.
- identify strategies for how health care organizations can support these initiatives.
- describe the Michigan Health Information Network mission, goals, partners and process for developing a common and collaborative framework for a statewide interoperable health information network.

Presented by Carla Smith, FHIMSS, CMM, Executive Vice President, Healthcare Information and Management Systems Society (HIMSS), Ann Arbor, MI, and Jan Whitehouse, Consultant, Health Information Programs, CyberMichigan: an Institute of Altarum, Ann Arbor, MI

ACPE # 112-999-06-311-L04, 1.0 contact hour

GENERAL SESSION 11:25 a.m.

Operating at the Sharp End: Error and Safety and the Future of the Patient Safety Movement

The learner will be able to:

- recite the primary features of the latent failure model of complex systems failures.
- describe the effect of hindsight bias on post-accident assessments of human performance in complex systems.
- draw and label the cycle of error figure elements.

- identify a gap in patient care continuity and related consequences.
- distinguish between an error and a failure and between an accident and an incident.
- describe the significance of using appropriate nomenclature for discussions of patient safety.

Presented by Richard Cook, MD, Associate Professor, Department of Anesthesia and Critical Care, and Director, Cognitive Technologies Laboratory, The University of Chicago, IL

ACPE # 112-999-06-312-L04, 1.0 contact hour

LUNCH 12:35 p.m.

GENERAL SESSION 1:35 p.m.

Michigan State Commission on Patient Safety: Project Overview, Recommendations and Reactor Panel

The learner will be able to:

- discuss the roles and responsibilities of the Commission.
- articulate how the Commission translated testimony and literature review into recommendations.
- identify the objectives of the Michigan State Commission on Patient Safety’s Final Report.
- describe milestones to keep the process of patient safety improvement moving forward.

Presented by Thomas Simmer, MD, Blue Cross Blue Shield of Michigan; Larry Wagenknecht, RPh, Michigan Pharmacists Association; John Saalwaechter, MD, Michigan Association of Health Plans; Beverly McDonald, Michigan Healthcare Consumer Coalition; Greg Forzley, MD, Michigan State Medical Society; Marsha Manning, RN, General Motors Corporation; Marge Freundl, RN, St. John Health; and Jan Christensen, Michigan Department of Community Health

ACPE # 112-999-06-313-L04, 1.5 contact hours

BREAK 3 p.m.

CLOSING SESSION 3:20 p.m.

Communicating About a Health Care Error

The learner will be able to:

- discuss the mission, goals and activities of Consumers Advancing Patient Safety.
- demonstrate effective behavior and language when communicating with patients and families about medical errors.
- describe the personal impact when events beyond your control have caused an error.
- identify strategies for self-care when you cause an error.

Presented by Geraldine Amori, PhD, ARM, CPHRM, DFASHRM, Senior Director, The Risk Management and Patient Safety Institute, Lansing, MI and Martin Hatlie, JD, Co-Founder, Secretary-Treasurer, Consumers Advancing Patient Safety, Chicago, IL

ACPE # 122-999-06-314-L04, 1.0 contact hour

CONCLUSIONS OF TODAY’S SESSIONS AND REVIEW OF MARCH 30 SESSIONS AND AGENDA. 4:30 p.m.

Thomas Simmer, MD, Chair, Michigan Health and Safety Coalition, Senior Vice President & Chief Medical Officer, Blue Cross Blue Shield of Michigan, Detroit, MI

ADJOURN 4:35 p.m.

AGENDA – THURSDAY, MARCH 30

REGISTRATION AND COFFEE 7:30 a.m.

Visit the educational posters on display that spotlight patient safety projects and outcomes by a variety of Michigan clinicians, hospitals and health systems, and other health care organizations. Also be sure to visit the sponsor tables for information on products and services.

CONCURRENT SESSIONS 8:30 a.m. - 10 a.m.

Select one of the three cutting-edge topics.

Sorry Works!: Educating Doctors and Hospitals about the Value of Apologies and Upfront Compensation for Medical Errors

The learner will be able to:

- discuss how Sorry Works! reduces lawsuits and liability costs while providing swift justice to victims and reducing medical errors.
- describe how Sorry Works! is a middle-ground solution to the medical malpractice crisis that does not require political or judicial intervention.
- identify ways to provide effective and meaningful apologies to patients and families.
- discuss how to refute the common excuses not to do Sorry Works!
- recognize ways to implement Sorry Works! in their healthcare organization.

Presented by Douglas Wojcieszak, Spokesperson, The Sorry Works! Coalition, Glen Carbon, IL

ACPE # 112-999-06-315-L04, 1.5 contact hours

Strategies for Medical Reconciliation

The learner will be able to:

- define medication reconciliation.
- discuss the importance of assessing current systems for medication reconciliation at patient transfer points within the system.
- identify the barriers to implementation of the medication reconciliation process.
- describe the interdisciplinary approach to develop a consistent medication reconciliation process across the health system.
- discuss medication reconciliation strategies that have been piloted at the U of M Health System and at Munson Medical Center.
- identify the pharmacist's role in meeting the CMS requirements for medication reconciliation at discharge to home.

Presented by Catherine Christen, PharmD, Clinical Pharmacist and Clinical Assistant Professor, Department of Pharmacy Services and College of Pharmacy, University of Michigan Medical Center, Ann Arbor, MI; Paul Walker, PharmD, Manager, Clinical Services and Clinical Associate Professor, Department of Pharmacy Services, University of Michigan Health System, Ann Arbor, MI; and Terry Haslinger, BS, MHA, Performance Improvement/Patient Safety Administrator and Director of Staff Development, Munson Medical Center, Traverse City, MI

ACPE # 112-999-06-316-L04, 1.5 contact hours

2005 Michigan Health and Safety Coalition Joint Hospital Survey and The Leapfrog Group Survey Results

The learner will be able to:

- describe the MH&SC Joint Hospital Survey, including history, development and utilization of results.
- discuss reporting and scoring of the MH&SC survey.
- describe the procedures and associated recommended care activities most often performed by hospitals across the state.
- compare the MH&SC survey and The Leapfrog Group survey results.

- discuss how the MH&SC hospital survey results and The Leapfrog Group survey results can be used by individual hospitals.
- describe future changes and additions to the MH&SC and The Leapfrog Group Joint Hospital Survey.

Presented by Barbara Rudolph, PhD, MSSW, Director, Leaps and Measures, The Leapfrog Group, Washington, DC, and AkkeNeel Talsma, PhD, RN, Assistant Professor, School of Nursing, University of Michigan, and Senior Clinical Information Analyst, Clinical Affairs, University of Michigan Hospital, Ann Arbor, MI

ACPE # 112-999-06-317-L04, 1.5 contact hours

BREAK 10 a.m.

CONCURRENT SESSIONS 10:30 a.m. - Noon

Select one of the three cutting-edge topics.

Dartmouth Atlas of Health Care: Using the Pharmacy Atlas Data

The learner will be able to:

- describe how the pharmacy atlas can be used to support the recommendations from the Michigan State Commission on Patient Safety.
- describe how to use the pharmacy atlas as a tool for furthering pay-for-performance measurement.
- identify how to access and use the data on the Blue Cross Blue Shield of Michigan Web site.
- discuss how prescribing patterns vary for specific drug classes in different regions of Michigan.
- describe how decreasing variation in prescribing patterns can translate to improved patient safety.

Presented by Huda Fadel, PhD, Research Manager, Center for Health Care Quality & Evaluative Studies, Blue Cross Blue Shield of Michigan, Detroit, MI; Atheer Kaddis, PharmD, Director, Clinical Program Development, Blue Cross Blue Shield of Michigan, Southfield, MI; and Richard Cook, PharmD, Manager, Clinical and Quality Programs, Pharmacy Services, Blue Care Network, Grand Rapids, MI

ACPE # 112-999-06-318-L04, 1.5 contact hours

BEAM: Lighting the Way to Culture Change

The learner will be able to:

- describe the process of organizational cultural development.
- compare the development of long-term care/post-acute care organizations to hospital cultures.
- describe how long-term care cultures are transforming and developing.
- identify how culture development and transformation can expand beyond long-term care to acute-care settings.

Presented by Laura Ferrara, Executive Director, BEAM, Lansing, MI; Lisa Michalak, Director of Nursing, and Sheila Atwood, Assistant Administrator, Kalkaska Memorial Health Center, Kalkaska, MI

ACPE #112-999-06-319-L04, 1.5 contact hours

Strategies for Medical Reconciliation (repeat)

ACPE # 112-999-06-316-L04, 1.5 contact hours

ADJOURN Noon

SPECIAL EVENTS

NETWORKING LUNCH

Lunch will be provided on March 29 to allow attendees the opportunity to network with colleagues, speakers and sponsors.

POSTER DISPLAYS AND SPONSOR TABLES

Patient safety educational posters will be displayed on March 29 and 30. Posters will spotlight patient safety projects and outcomes by a variety of Michigan health care organizations. Literature from the conference sponsors will be displayed March 29 and 30. Please take a few minutes to visit the poster displays and sponsor tables during registration, breaks and lunch.

SPECIAL THANKS

The Michigan Health and Safety Coalition would like to thank Blue Cross Blue Shield of Michigan, the Michigan Nurses Association and the Michigan Pharmacists Association for generously sponsoring the cost of providing continuing education credit. The coalition would also like to thank the conference sponsors: Gold — Blue Cross Blue Shield of Michigan; Silver — MPRO; Bronze — Affordable HomeCare, the Law Center for Social Security Rights, Michigan Inter-Plan Patient Safety Council; and the Michigan State Medical Society.

CONFERENCE SPECIFICS

EARLY REGISTRATION DISCOUNT

Individuals registering for the full conference (March 29 and 30) **on or before March 1** will receive a \$50 discount. Paid registrations must be postmarked or received by March 1 to be eligible.

REGISTRATION DEADLINE

Conference registration will close March 22, 2006.

CONFIRMATIONS

Confirmation of your registration will be sent via e-mail within three weeks of our receipt of your registration form with payment. Registrations will not be confirmed unless payment is received. Call Leigh Anne Jewison at the Michigan Health & Hospital Association, (517) 323-3443, ext. 8244, if you have not received confirmation five days before the program.

CANCELLATION POLICY

Registration fees less a \$25 cancellation fee are refundable if notice is given by March 22. No refund will be issued after this time. Registrants may send an alternate.

LOCATION

Somerset Inn Hotel, 2601 W. Big Beaver Road, Troy, (248) 643-7800. For directions from your location, please call the inn directly or visit its Web site at www.somersetinn.com and click "site map" then "directions to the Somerset Inn Hotel in Troy Michigan." Auto parking is located in conference center lots.

OVERNIGHT ROOMS

An overnight room rate of \$119 (single) and \$129 (double) has been secured for Michigan Health and Safety Coalition attendees. When making a room reservation, identify the Michigan Health and Safety Coalition meeting. Room reservations and rates will be confirmed based on availability.

SPECIAL NEEDS

If you have any special needs or concerns regarding program site access or your participation in the program, please call Leigh Anne Jewison at the MHA at (517) 323-3443, ext. 8244. Your early inquiry will enhance our ability to respond to your individual needs!

CONFERENCE ATTIRE

Business casual dress is appropriate for the conference. Please dress in layers as the room temperature may vary.