



PATIENT SAFETY SOLUTIONS: CUTTING-EDGE STRATEGIES FOR ALL HEALTH CARE SETTINGS – FROM HOSPITALS TO AMBULATORY CARE

March 28
and 29, 2007

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, health care, academics, 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; academics; 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 12 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 28 will receive 6 category I credits toward the AMA Physician's Recognition Award. Those attending March 29 will receive 6 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.

Nursing continuing education will be earned through participation in the following portions of the conference; 6.0 contact hours for March 28, 2007 and 6.0 contact hours for March 29, 2007, provided by the Michigan Nurses Association (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 all programs. Individuals participating in all programs occurring from 8:30 a.m. to 4:45 p.m. on March 28 will be awarded 6.0 hours of PCE credit (112-999-07-304-L04). Individuals participating in all programs occurring from 8:00 a.m. to 11:30 a.m. on March 29 will be awarded 6.0 hours of PCE credit (112-999-07-305-L04). Programs occurring from 12:30 p.m. to 4:00 p.m. on March 29 will be accredited separately. The number of contact hours that may be earned for each session during this timeframe is indicated next to the program description in this brochure. 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 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 28

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.

Tom 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.

Creating a Safe Place for Dangerous Truth

The learner will be able to:

- identify the psychological factors that prevent truth telling in work groups.
- list specific ways in which truth is ambiguous depending on point of view, accepted definitions, and personal experiences.
- describe the two group dynamics that work against truth telling in normal group interactions.
- identify specific strategies to counterbalance “process losses” (low tolerance for frustration and bias to action) that otherwise inhibit truth telling.

Presented by Annette Simmons, MEd, President, Group Process Consulting, Greensboro, NC

BREAK 9:55 a.m.

GENERAL SESSION 10:15 a.m.

Patient Safety and Workforce Shortages: The Academic Community’s Perspective

The learner will be able to:

- describe how the academic community integrates patient safety in their health care professional curriculums.
- discuss strategies to resolve the impact of health care workforce shortages on their academic programs.
- identify strategies to improve patient safety in diverse health care environments.

Presented by Beverly Schmoll, Dean, Eugene Applebaum College of Pharmacy and Health Sciences, Wayne State University, Detroit; Rajesh Mangrulkar, MD, Asst. Professor of Medicine and Director, MD-21, Medical Student Education Program, University of Michigan Medical School, Ann Arbor; Phyllis Gendler, PhD, RN, NP, Dean and Professor, Grand Valley State University Kirkhof College of Nursing, Grand Rapids; Elaine Foster, President, Michigan Council of Nursing Education Administrators and Dean, Academic Studies and the School of Nursing and Human Services, Southwestern Michigan College, Dowagiac

LUNCH 11:25 a.m.

GENERAL SESSION 12:30 p.m.

Conversations in Patient Safety

The learner will be able to:

- identify strategies to enhance patient safety in diverse health care environments.

- discuss patient safety success stories.
- describe barriers to implementation of patient safety strategies throughout the health care continuum.

On the registration form, please note topics you would like to discuss during the session, such as medication safety and complications, communication, human factors engineering, culture and technology.

Audience discussion on patient safety leadership facilitated by Nancy Schlichting, President and CEO, Henry Ford Health System, Detroit, and Greg Forzley, MD, Medical Director of Informatics, Saint Mary’s Health Care, Grand Rapids

BREAK 1:40 p.m.

GENERAL SESSION 2 p.m.

Building and Keeping Talented Health Care Professionals: A Patient Safety Imperative

The learner will be able to:

- describe the anticipated trends for the health care professional workforce and their impact on Michigan’s health care delivery system.
- identify strategies that can moderate the impact of the developing health care professional shortage.
- compare the trends for the health care professional workforce in Michigan with their potential impact on the health care delivery system.
- identify the factors leading to the health care professional shortages in Michigan.
- describe potential solutions to alleviate the health care professional shortages.
- discuss how collaboration between health care professionals may provide new approaches to patient care issues.

Presented by Teresa Wehrwein, PhD, RN, CNAA, Assoc. Professor and Asst. Dean, Professional Partnerships and Faculty Practice, Michigan State University, East Lansing, and Laurence Rosen, PhD, Health, Human Services and Philanthropy, Public Policy Associates, Lansing

BREAK 3:10 p.m.

CLOSING SESSION 3:30 p.m.

Remaking American Medicine: The Josie King Story and Patient Safety Progress

The learner will be able to:

- state what the term “Condition H” (rapid response team) means and how it works.
- list ways to establish a “Condition H” team in your facility.
- discuss how morbidity and mortality rates improved when rapid response teams were initiated in health care systems.
- list the signs and symptoms for impending patient crisis.
- identify guidelines for summoning a “Condition H” team.

Presented by Sorrell King, Josie King Foundation, Baltimore, MD

CONCLUSIONS OF TODAY’S SESSIONS AND REVIEW OF MARCH 29 SESSIONS AND AGENDA 4:40 p.m.

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

ADJOURN 4:45 p.m.

AGENDA – THURSDAY, MARCH 29

REGISTRATION AND COFFEE 7:15 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 a.m.

Tom 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 8:15 a.m.

Ambulatory Patient Safety: Just Like Hospital Safety, Only Without the “Stat?”

The learner will be able to:

- compare the key structural, organizational, and cultural differences between ambulatory and hospital environments.
- explain how these differences impact efforts to improve patient safety.
- identify the obstacles to implementation of information technology in the hospital and ambulatory settings.
- describe the impact of recent legislation regarding hospital/ambulatory information technology partnerships on patient safety.

Presented by Robert Wachter, MD, Professor of Medicine and Assoc. Chair, Department of Medicine, University of California, San Francisco, and editor, *AHRQ WebM&M* and *AHRQ Patient Safety Network*

BREAK 9:25 a.m.

GENERAL SESSION 9:45 a.m.

Workforce Generational Differences and Their Impact on Patient Safety

The learner will be able to:

- identify the four generations in today’s workplace.
- list the key influences that shaped each generation and the resulting traits that are exhibited in working relationships.
- recognize the stereotypes that prevent us from getting to know a different generation.
- analyze the changing demographics of the U.S. workforce and implications for health care and patient safety management.
- summarize the impact of generational differences on recruiting, managing, motivating, and retaining today’s workforce.
- identify the critical “Clash Points” that cause worker dissatisfaction, poor performance, and attrition (i.e., feedback styles and rewards programs).
- recall solutions that will adapt their own health care culture to the needs of a multi-generational workforce and patient base.

Presented by David Stillman, Co-Founder and Partner, BridgeWorks, LLC, Minneapolis, MN

LUNCH 11:25 a.m.

CONCURRENT SESSIONS 12:30 - 2 p.m.

Select one of the three cutting-edge topics.

Measuring Safety in Michigan Hospitals and Changes for the Future: Michigan Health and Safety Coalition Joint Hospital Survey and Leapfrog Survey Results

The learner will be able to:

- describe the Michigan Health and Safety Coalition (MH&SC) Joint Hospital Survey, including history, reporting and scoring of the MH&SC survey.
- describe the procedure volumes and recommended care activities associated with these procedures.
- report results from the 2006 MH&SC and the Leapfrog Group surveys.
- 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 surveys.

Presented by Huda Fadel, MPH, PhD, Consultant, Michigan Health and Safety Coalition, Southfield, MI, and Barbara Rudolph, Director, Leaps and Measures, The Leapfrog Group, Washington, DC

ACPE # 112-999-07-306-L04, 1.5 contact hours

Assessing and Improving the Transfer of Patient Care: Implementing the 2006 JCAHO Patient Safety Goals

The learner will be able to:

- describe the importance of standardized hand-off procedures and the new JCAHO requirements for hand-offs.
- identify potential barriers (environmental, cultural, communication, or other) that interfere with successful hand-off procedures.
- discuss strategies to overcome barriers that interfere with successful hand-offs.
- develop a standardized hand-off procedure by applying strategies from other industries and institutions.

Presented by Vineet Arora, MD, MA, Assoc. Program Director, Internal Medicine Residency, University of Chicago, Chicago, IL; Paul Barach, MD, MPH, Dean, Patient Safety and Quality Improvement, University of Miami, Miami, FL; and Julie K. Johnson, MSPH, PhD, Asst. Professor of Medicine, University of Chicago, Chicago, IL

ACPE # 112-999-07-307-L04, 1.5 contact hours

Patient Safety in Physician Practice Settings

The learner will be able to:

- discuss the lack of data availability and its impact on patient safety in ambulatory practice.
- describe data recording processes in a paper chart practice that support safe patient care.
- explain how an electronic health record (EHR) can address patient safety problems related to information non-availability.
- identify the common pitfalls of EHR implementation that lead to failures to achieve full safety potential.
- list safety issues that arise during EHR implementation.

Presented by Richard Ward, MD, MBA, Vice President, Clinical Programs and Network Management, Blue Cross Blue Shield of Michigan, Southfield, and Richard Baron, MD, FACP, Greenhouse Internists, PC, Philadelphia, PA

ACPE #112-999-07-308-L04, 1.5 contact hours

BREAK 2 p.m.

AGENDA – THURSDAY, MARCH 29 *(continued)*

CONCURRENT SESSIONS 2:30 - 4 p.m.

Select one of the three cutting-edge topics.

TeamSTEPPS: Team Strategies and Tools to Enhance Performance and Patient Safety

The learner will be able to:

- explain the relationship between teamwork and patient safety.
- discuss the evidence on which TeamSTEPPS is based.
- describe the structure of the TeamSTEPPS curriculum.
- summarize the evidence for the effectiveness of TeamSTEPPS.
- identify the future directions for TeamSTEPPS training.

Presented by David Baker, PhD, Principal Research Scientist, American Institutes for Research, Washington, DC

ACPE # 112-999-07-309-L04, 1.5 contact hours

Emergency and Pandemic Preparedness to Ensure Patient Safety

The learner will be able to:

- describe the differences between seasonal, avian, and pandemic influenzas.
- review the current status of avian influenza activity with its clinical significance for patient care.
- discuss the clinical impact of a pandemic influenza, including how to protect staff and patients.
- explain how the standard of medical care may be altered in an influenza pandemic.

Presented by Eden Wells, MD, MPH, Medical Epidemiologist, Michigan Department of Community Health, Lansing

ACPE #112-999-07-310-L04, 1.5 contact hours

Assessing and Improving the Transfer of Patient Care Responsibilities: Implementing the 2006 JCAHO Patient Safety Goals (repeat)

ACPE #112-999-07-307-L04, 1.5 contact hours

ADJOURN 4 p.m.

SPECIAL EVENTS

NETWORKING LUNCH

Lunch will be provided on March 28 and 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 28 and 29. 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 28 and 29. Please take a few minutes to visit the poster displays and sponsors 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 - The Society of Obstetricians & Gynaecologists of Canada/MORE^{OB}; Bronze - McMahon and Assoc., Ltd.; Oragami Brain Injury Rehab Center; WellsBrooke Premium Home Care Solutions; and Wright & Filippis.

CONFERENCE SPECIFICS

EARLY REGISTRATION DISCOUNT

Individuals registering for the full conference (March 28 and 29) on or before February 28 will receive a \$50 discount. Paid registrations must be postmarked or received by February 28 to be eligible.

REGISTRATION DEADLINE

Conference registration will close March 21, 2007.

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 21. 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.

REGISTRATION FORM



Patient Safety Solutions: Cutting-Edge Strategies for All Health Care Settings – From Hospitals to Ambulatory Care

March 28 and 29, 2007
Somerset Inn • Troy, Michigan

Registration Fees

Per person

On or Before Feb. 28

\$295

After Feb. 28

\$345

Please indicate below your choices for the concurrent sessions on March 29 by checking the line next to your choice.

12:30 - 2 p.m.

- Measuring Safety in Michigan Hospitals and Changes for the Future: Michigan Health and Safety Coalition Joint Hospital Survey and Leapfrog Survey Results
- Assessing and Improving the Transfer of Patient Care Responsibilities: Implementing the 2006 JCAHO Patient Safety Goals
- Patient Safety in Physician Practice Settings

2:30 - 4 p.m.

- TeamSTEPPS: Team Strategies and Tools to Enhance Performance and Patient Safety
- Emergency and Pandemic Preparedness to Ensure Patient Safety
- Assessing and Improving the Transfer of Patient Care Responsibilities: Implementing the 2006 JCAHO Patient Safety Goals

List topics for the **Conversations in Patient Safety** general session: _____

Name: _____
(As you would like it to appear on name badge.)

Title: _____

Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

E-mail address: (required to confirm) _____

Registrations must be accompanied by a check or VISA, MasterCard or American Express number.

Make check payable to:

Mail check or credit card information and form to:

Fax payment and credit card information to:

Register with credit card information by phone:

Register with credit card information via the Internet:

Registration deadline:

MHA Health Foundation
Leigh Anne Jewison, MHA Health Foundation,
6215 West St. Joseph Hwy., Lansing, MI 48917
Leigh Anne Jewison, MHA Health Foundation, (517) 703-0612
Contact Leigh Anne Jewison at (517) 323-3443, ext. 8244
Go to education.mha.org/eweb and click on
"event registration" to register
Conference registration will close March 21, 2007

Total: \$ _____ Check #: _____

Charge my: VISA MasterCard American Express

Account #: _____ Exp. Date: _____

Cardholder Signature: _____