

Symposium

ENGAGEMENT. QUALITY. CARE.



MHA Patient Safety & Quality Symposium

March 7 and 8, 2017

THE HENRY, AUTOGRAPH
COLLECTION, DEARBORN



MHA

Michigan Health &
Hospital Association

Symposium

ENGAGEMENT. QUALITY. CARE.



Overview

If you flew on an airplane in the last year, did you check your bag? Airlines collected data that shows 99.4 percent of checked baggage ends up at its intended destination; yet many travelers don't want to take that risk. While 99.4 percent sounds pretty good, our experience tells us it's just not that reliable. The airline industry, with the same culture and performance expectations, can produce highly reliable results in airline safety, but relatively untrustworthy results in getting baggage to its intended destination. Are there areas within your own organization that are achieving 95 percent performance while, just a few steps down the hall, other areas are performing at less than half that?

Healthcare teams have embraced a variety of approaches to drive safer systems of care; however, small successes have not been enough to solve complex, persistent and deeply rooted problems. Leaders are discovering that high reliability — or consistent performance at high levels of safety over long periods of time — is the only way to sustain improvement.

Michigan hospitals are committed to high reliability; it's been the focus of our work for months. The 2017 MHA Patient Safety & Quality Symposium will help us continue to explore ways high reliability drives improvement in every aspect of healthcare — not only clinical outcomes, but in reducing harm, patient and family engagement, employee safety and other areas.

We must continue to refuse to oversimplify, dismiss failure and accept defects. Make the choice to lead and energize your commitment by attending the MHA Patient Safety & Quality Symposium!

Agenda | March 7

9 – 11:30 a.m. > **Preconferences**

Register for one of three preconferences. Participation is limited and will be accepted on a first-come, first-served basis.

Lunch is not included in the preconference sessions. A restaurant is located within The Henry and there are several in the Fairlane Mall.

> COURSE 1

Using the Healthcare Failure Mode and Effect Analysis (HFMEA) Proactive Risk Assessment Process

(Group exercises will be completed.)

Joseph DeRosier, PE, CSP, program manager, Center for Healthcare Engineering & Patient Safety, University of Michigan, Ann Arbor

The learner should be able to:

- > Describe the purpose of HFMEA
- > Discuss the steps needed for a successful, proactive risk assessment
- > Discuss how to choose an appropriate topic for analysis

> COURSE 2

Code Black and Blue: Preventing and De-escalating Violence

Ann Scott Blouin, PhD, RN, FACHE, executive vice president, Customer Relations, The Joint Commission, Chicago

The learner should be able to:

- > Discuss how to work toward prevention of workplace violence
- > Identify techniques toward de-escalation of workplace violence

> COURSE 3

Advancing Person & Family Engagement (PFE)

Kelly Parent, program specialist, Institute for Patient- and Family-Centered Care, Bethesda, MD

The learner should be able to:

- > Discuss the importance of partnering with patients and families as a key strategy to improve quality and safety of care
- > Describe a system to create and sustain effective Person & Family Advisory Councils

Individuals interested in registering for the person and family engagement preconference must be enrolled in the Great Lakes Partners for Patients Hospital Improvement Innovation Network (HIIN).

Agenda | March 7

Noon > **Registration**

Noon > **Exhibit Hall and Refreshments**

1 p.m. > **Welcome and a Patient Story**

Michelle Schreiber, MD, senior vice president and chief quality officer, Henry Ford Health System, Detroit, and **Elizabeth Rubinstein**, coordinator, Transplant Living Community, Henry Ford Transplant Institute, Detroit

1:20 p.m. > **Michigan Healthcare Briefing**

Brian Peters, chief executive officer, Michigan Health & Hospital Association, Okemos

1:30 p.m. > **Keynote Session**

Psychological Safety: A Hallmark of Effective Teams

Ann Scott Blouin, PhD, RN, FACHE, executive vice president, Customer Relations, The Joint Commission, Chicago

The learner should be able to:

- > Describe elements of psychological safety

2:15 p.m. > **Exhibit Hall and Refreshments**

3 p.m. > **General Session**

Bringing Joy Back to Work: A Focus on Culture and Humanism

Karen Frush, MD, professor of pediatrics and chief quality officer, Duke Quality Network, and vice president, Quality, LifePoint Health, Durham, NC

This learner should be able to:

- > Discuss the links between patient- and family-centered care and safe, reliable care
- > Discuss the importance of patient partnership as it relates to burnout of healthcare professionals

4 p.m. > **Presentation of the MHA Keystone Center Patient Safety & Quality Leadership Award**

Brian Peters, MHA CEO, and **Robert Casalou**, president and CEO, Saint Joseph Mercy Health System, Ann Arbor, and past chairman, MHA Board of Trustees

4:45 - 5:30 p.m. > **Patient Safety & Quality Leadership Award Celebration Reception**

Agenda | March 8

7:30 a.m. > **Registration**

7:30 a.m. > **Exhibit Hall and Breakfast**

8 a.m. > **A CEO's Perspective on High Reliability and Annual Speak Up Award Presentation**

Matt Rush, president & CEO, Hayes Green Beach Memorial Hospital, Charlotte; and **Sam R. Watson**, senior vice president, Patient Safety & Quality, MHA, Okemos

8:45 a.m. > **General Session**

A Commitment to No Harm: Memorial Hermann Health System's High-reliability Journey

M. Michael Shabot, MD, executive vice president and chief clinical officer, Memorial Hermann Health System, Houston

The learner should be able to:

- › Discuss the impact that sources of injury and error have in healthcare today
- › Describe how high-reliability industries mitigate risk and harm
- › Discuss how high-reliability practices can be incorporated into clinical practice to ensure patient safety and quality

9:45 a.m. > **Exhibit Hall and Refreshments**

10:15 a.m. > **General Session**

Using Data to Improve Your Employee Safety

Eric Bacigal, director, Employee Health, Safety & Wellness, Henry Ford Health System, Detroit

The learner should be able to:

- › Describe the increasing need for violence prevention programs
- › Identify three metrics to measure common employee safety problems
- › List examples of training that will help prevent/negate workplace violence

10:55 a.m. > **General Session**

Safety Checking Technology's Role in High Reliability

Allan Frankel, MD, chief medical officer, Safe & Reliable Healthcare, Evergreen, CO

The learner should be able to:

- › Identify the essential components that comprise "culture" in the healthcare environment
- › Describe ways that technology can promote or undermine a desired learning culture

Agenda | March 8

11:45 a.m. > **Lunch**

1 p.m. > **General Session**

Console, Coach or Punish: How Reactions to Behavioral Choices Influence Culture

David Marx, president, Outcome Engenuity, Eden Prairie, MN

The learner should be able to:

- > Describe how to build highly reliable clinical systems
- > Describe the meaning of Just Culture
- > Identify the model of a Just Culture

2:30 p.m. > **Adjourn**

Our World-renowned Faculty



Eric Bacigal is the director of Employee Health, Safety and Wellness and the Employee Assistance Program at Henry Ford Health System, Detroit. He received his bachelor's degree from Wayne State University and his master's degree in Clinical Psychology from Eastern Michigan University. Bacigal has worked for more than 20 years as a human resource consultant and professional.



Ann Scott Blouin, RN, PhD, FACHE, is executive vice president of Customer Relations at The Joint Commission, Chicago. In this position, she builds and strengthens external customer and stakeholder relationships in the hospital market. She has more than 30 years of healthcare administration, consulting and nursing experience, including holding several leadership positions. Blouin currently serves as vice chair of the National Patient Safety Foundation Board of Directors.



Joseph DeRosier, PE, CSP, is an engineer and certified safety professional focused on improving patient safety through system, device and equipment improvements, and currently serves as program manager at the Center for Healthcare engineering & Patient Safety, Ann Arbor. He assisted in the development, implementation and training of the Veterans Affairs National Center for Patient Safety Root Cause Analysis process, led development and implementation of the Healthcare Failure Mode Effect and Analysis process, and developed and managed the Veterans Health Administration's Patient Safety Alerts and Advisories program.



Allan Frankel, MD, is cofounder of Safe & Reliable Care, Evergreen, CO, a cultural assessment and design company that works with healthcare systems across the globe. He uses his nearly four decades of clinical and healthcare administration experience, combined with his knowledge of patient safety and reliability science, to help organizations and clinicians improve the reliability and safety of the care they deliver to patients. Frankel is an anesthesiologist with pediatric and cardiac expertise.



Karen Frush, MD, CPPS, is the chief patient safety officer of Duke University Health System and vice president, Quality, at LifePoint Health, Durham, NC. Previously, Frush served as medical director of Duke Pediatric Emergency Services and then as chief medical officer of Duke Children's Services. She was named by *Becker's Hospital Review* as one of the 50 Experts Leading the Field of Patient Safety in 2014, 2015 and 2016, and she serves on the Board of Directors for the National Patient Safety Foundation.



David Marx, JD, pioneered human factors risk modeling methods and the "Just Culture" accountability model. He has more than two decades of experience in transforming workplaces in high-risk industries and has brought lessons learned from aviation, aerospace and transportation into healthcare. Marx, who is currently CEO of Outcome Engenuity, Eden Prairie, MN, authored the Agency for Healthcare Research & Quality Patient Safety report "*Just Culture: A Primer for Health Care Executives*."



Kelly Parent is the program specialist for Patient and Family Partnerships at the Institute for Patient- and Family-Centered Care, Bethesda, MD. Previously, Parent led patient- and family-engagement efforts at the University of Michigan Health System, Ann Arbor. Parent's passion for patient- and family-centered care was established following her daughter's cancer diagnosis, which led her to serve as a volunteer family advisor and to lobby on Capitol Hill for increased funding for pediatric cancer research.



M. Michael Shabot, MD, is executive vice president and system chief clinical officer for the Memorial Hermann Health System in Houston, a system comprised of 15 hospitals, 20 ambulatory surgical centers, nine convenient care centers and 240 other ambulatory sites. Memorial Hermann has private and employed medical groups totaling 4,000 physicians, an accountable care organization and a primary care residency. Shabot conducts research on how systems can provide highly reliable patient care and, due to his leadership, Memorial Hermann Health System received the 2013 John M. Eisenberg Award for Patient Safety and Quality.

Features

Team Attendance

We believe the symposium is a unique opportunity to take the expertise our faculty brings and combine it with your organization's progression strategies to transform quality and safety in your hospitals. A registration discount will be available for teams of five or more people from the same hospital (does not apply across hospitals in a system). If you have questions about team registration, please contact Janice Jones at the MHA at (517) 323-3443.

Virtual Attendance

Virtual events complement traditional conferences as organizations need to balance time and resources. Participating virtually allows you to view and listen to speaker presentations synchronized with their slides. All you need is a computer and a high-speed internet connection to participate. A single registration fee allows unlimited access to the general sessions during the symposium. Virtual connection will take place only during the education and panel sessions. The preconferences are not available virtually. Virtual attendees will not be able to interact with exhibitors and registrants attending at The Henry. Speaker questions can be submitted virtually. A one-day virtual registration fee is not available.



Evening Dine-arounds

The MHA will host a selection of dine-arounds March 7 in various restaurants close to The Henry. Dine-arounds are informal dinners offering a unique chance to gain insight from people who share your profession and passion. The dine-arounds will prove to be amazing networking opportunities. Sign up for a dine-around on the registration form. Listings of people attending the dine-arounds will be posted approximately three weeks before the event on the symposium webpage. Go to www.mha.org, click on Education & Events in the top menu bar, then on Membership Meetings and Patient Safety & Quality Symposium on the menu on the left. Participants will pay for their own dinner and no sponsorships will be accepted.

Dine-around locations and venues:

- › TRIA (located inside The Henry) – Contemporary American
- › Benihana – Asian Cuisine and Hibachi
- › PF Chang's – Asian Cuisine and Chinese
- › Bravo – Italian
- › Big Fish Seafood – Seafood

Features

Student and Medical Resident Rates

Students and emerging leaders are preparing to use their knowledge and experience to advance healthcare. What is often missing from the curriculum and training is an understanding of the behaviors that team members must have to create safe, reliable systems. The registration fee at the symposium is significantly discounted to give future healthcare professionals exposure to highly developed thinking about patient safety and quality. Medical and nursing students and medical residents can register for the full conference for \$200. The Midwest Chapter of the American College of Healthcare Executives (MCACHE) will subsidize 75 percent of the \$200 registration fee for up to seven MCACHE student members. Subsidies will be granted on a first-come, first-served basis.

MCACHE students must register online at mcache.ache.org.

Patient Safety Awareness Week is scheduled for March 12-18, 2017

The MHA has planned special activities for hospitals and health systems during Patient Safety Awareness Week. Watch for more information in the coming weeks!

Three Preconference Sessions

Registration for each preconference is limited and will be confirmed on a first-come, first-served basis. Please check the appropriate box and pay the registration fee indicated on the symposium registration form.

The MHA strongly encourages hospital staff who register for the Advancing Person & Family Engagement preconference to also register a patient advisor/volunteer who is involved in shaping the hospital's person- and family-engagement journey. Individuals interested in registering for the person- and family-engagement preconference should not use the symposium registration form, but should contact Ewa Panetta at (517) 323-3443 to register. Individuals registering for the person- and family-engagement preconference must be enrolled in the Great Lakes Partners for Patients Hospital Improvement Innovation Network (HIIN).

Who Should Attend

This program is designed for healthcare professionals involved in patient safety and quality, including the leadership team comprising chief executive, medical and nursing officers; the care teams comprising physicians, nurses and allied health professionals; patient safety and quality officers; patient and family advocates; and others involved in initiatives to improve patient safety and person- and family-engagement. Professionals from hospitals, physician practices, community pharmacies, long-term-care and behavioral health facilities are encouraged to attend.

Conference Specifics

Registration Deadline: Conference registration will close Feb. 27, 2017.

Confirmations: Confirmation of your registration will be sent within three weeks of our receipt of your registration form with payment. No confirmation of registration will be made without advance payment. Call Janice Jones at (517) 323-3443 if you have not received confirmation five days before the program.

Virtual Attendance Confirmation: Virtual registration confirmation will be sent within three weeks of our receipt of your registration form with payment. Further instructions about participating virtually, including system set-up and compatibility check, will be sent approximately one week before the symposium. Call Janice Jones at (517) 323-3443 if you have not received confirmation seven days before the program.

Preconference: Registration for any of the preconference sessions is limited and will be confirmed on a first-come, first-served basis. Confirmation of your registration for the preconference will be sent within three weeks of our receipt of your registration form with payment. The registration confirmation will outline further information about the preconference. Call Janice Jones at (517) 323-3443 if you have not received confirmation five days before the program. Information on registering for the person- and family-engagement preconference session is outlined under “Three Preconference Sessions” on p. 9.

Cancellation Policy: If notice is given by Feb. 27, 50 percent of the registration fee is refundable. No refund will be issued after Feb. 27. Registrants may send an alternate. No refunds will be issued for virtual registration.

Overnight Rooms: An overnight room rate of \$169 has been secured for Michigan Health & Hospital Association Patient Safety & Quality Symposium attendees.

Book a room online at the group rate for 2017 MHA Patient Safety & Quality Symposium or call The Henry at (888) 709-8081 and identify the Michigan Health & Hospital Association when making a room reservation. **Room reservations are encouraged by Feb. 13, and any reservations made after this date will be confirmed based on availability.**

Special Needs: If you have any special needs or concerns regarding program site access, dietary restrictions (vegetarian or gluten-free), or your participation in the program, call Janice Jones at the MHA at (517) 323-3443. Inquiring in advance 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.

Use of images: This event may be photographed and/or videotaped. Your attendance will indicate your consent for the use of such photographs or videotapes for educational and/or promotional purposes.

Continuing Education Opportunities

ACHE Credit

The MHA Health Foundation will award 7 hours of continuing education credit to participants attending the conference. The MHA Health Foundation is authorized to award 7 hours of pre-approved ACHE Qualified Education credit (non-ACHE) for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

Nursing Contact Hours Designation

A total of 7.5 Nursing contact hours have been preliminarily awarded for this activity by the Michigan Public Health Institute – Continuing Education Solutions (MPHI_CES).

Michigan Public Health Institute is an approved provider of continuing nursing education by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91) (OH-320, 6/1/2019)

Continuing Medical Education I

CMEsolutions has given preliminary approval for 10.5 AMA credits. The CMEsolutions is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Virtual Attendance

All virtual participants seeking continuing education credits must be registered one week before the event to qualify for available continuing education. The MHA requests that virtual sites provide a final registration list; only individuals on that list will be eligible for continuing education credits.

MHA KEYSTONE CENTER



2016 Annual Speak-up! Award Presentation

The MHA Keystone Center *Speak-up!* Annual Award will be presented at the symposium to one of three 2016 quarterly winners. The award celebrates patient and staff safety through the recognition of individuals or teams in MHA Keystone Center Patient Safety Organization (PSO) hospitals who demonstrate a commitment to the prevention of patient or staff harm. Each of the quarterly award winners was selected by a subcommittee of the MHA Keystone Center Board of Directors; however, all of the 170 nominees spoke-up to prevent avoidable harm and helped to make their organizations more highly reliable. Dozens of types of harm, ranging from lab errors and suspicious visitors to broken equipment and adverse drug events, were either prevented or greatly mitigated because of the collective efforts of the award nominees. The 2016 annual award finalists are as follows:

Seth Raymond, DO

Bronson Methodist Hospital (Q2 winner)

Kristi Tyler

Beaumont Health, Taylor (Q3 winner)

Karen Kazyak

Beaumont Health, Royal Oak (Q4 winner)

For more information or to nominate an individual or team, visit mha.org/awards.

Registration Form

PLEASE REGISTER ONE PERSON PER FORM

MHA Patient Safety & Quality Symposium

March 7 & 8, 2017 > The Henry, Autograph Collection, Dearborn

Hospital/Organization: _____

Address: _____

City, State, ZIP: _____

Name: _____
(as you wish it to appear on name badge, including credentials)

Title: _____

Email address: _____
(Email addresses will be provided on the registrant list. **If you do not provide an email address, an electronic confirmation cannot be sent to you.**)

Phone: _____

If you are registering for only March 7, please check here:

If you are registering for only March 8, please check here:

Please check the **preconference session you will be attending March 7:** (Virtual registration not available.)

- Using the Healthcare Failure Mode and Effect Analysis Proactive Risk Assessment Process
- Code Black and Blue: Preventing and De-escalating Violence

(See p. 9 to learn how to register for the person- and family-engagement preconference.)

I would like to attend the following **dine-around:** (Please check one only)

- TRIA
- Benihana
- PF Chang's
- Bravo
- Big Fish Seafood

Participant Registration Fees*

- Per person registration fee **both days**\$435
- Per person registration fee for March 7 **or** 8 only\$265
- Per person registration fee for **teams of five or more** people from the same hospital\$410
- Per person registration fee for **HFMEA preconference**\$25
- Per person registration fee for **violence prevention preconference**\$25
- Virtual** registration fee\$1,000
- Medical and nursing **student** and medical **resident** fee\$200
(Medical or nursing student and medical resident registrations must be faxed to (517) 703-0601 or emailed to jjones@mha.org)
- American College of Healthcare Executives student** fee\$200
(Please see "Student Rates" on p. 9 for more information about a reduced student fee through MCACHE subsidies. ACHE students must register online at mcache.ache.org.)

Please complete payment information on next page.

Payment Form

Total number of people from organization registering with enclosed payment: _____

Total fees due and included on check: \$ _____

Check number enclosed _____

Total fees to be charged to: VISA MasterCard American Express \$ _____

Account number: _____

Exp. date: _____ CVV Code: (3- or 4-digit security number on the card) _____

Cardholder name (please print): _____

Cardholder signature: _____

Make Check Payable to: MHA Keystone Center

Mail Payment and Registration Form to: Janice Jones, MHA Keystone Center,
2112 University Park Dr., Okemos, MI 48864

Fax Payment and Registration Form to: Janice Jones, (517) 703-0601

The brochure and registration form can be found online at www.mha.org. Click on Education & Events, Membership Meetings, and Patient Safety & Quality Symposium.

Questions? Contact Janice Jones at (517) 323-3443

**Registration fees reflect the entire cost of program development, faculty, facility expenses, materials, breakfasts, breaks, lunch and reception. The symposium is not supported by MHA Keystone Center collaborative assessment fees or MHA membership dues.*

Please note: the agenda and amount of continuing education credits available are subject to change.

(320)

Exhibitor Acknowledgement

We would like to recognize the exhibitors that have, to date, helped bring the symposium to the professionals who are making healthcare safer in Michigan.



Exhibit opportunities are available until Feb. 24. Contact Kristen Cavanagh-Strong (kcavanagh-strong@mha.org) at the MHA for more information or view the materials online at www.mha.org by clicking on Events & Education, Sponsorship and Advertising, and MHA Keystone Center Exhibitor Packet.



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