Symposium
ENGAGEMENT. QUALITY. CARE.
Meeting Guide

MHA Patient Safety & Quality Symposium

September 18 and 19
ANN ARBOR MARRIOTT
YPILANTI AT EAGLE CREST

Sponsored by:
Michigan Public Health Institute – Continuing Education Solutions

MHA
Michigan Health & Hospital Association
Welcome to the
2018 MHA Patient Safety & Quality Symposium.

Registration and Information

• **ACHE Continuing Education** – The MHA is authorized to award up to 8.5 hours of pre-approved ACHE Qualified Education credit for the MHA Patient Safety & Quality Symposium toward advancement or recertification in the American College of Healthcare Executives. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit must self-report their participation. To self-report, participants must log into their MyACHE account and select ACHE Qualified Education Credit.

• **Face-to-Face Credits** – Individuals interested in receiving American College of Healthcare Executive Face-to-Face credits for the session Assessing and Understanding Worker Safety and Violence in the Workplace must complete the following steps:
  1. Obtain an ACHE evaluation form at the MHA registration table on Wednesday, Sept. 19.
  2. Complete the ACHE evaluation form and return it to the MHA registration table following the session.
  3. Complete all the information required on the ACHE Education Face-to-Face Credit sign-in form available at MHA registration.

Please note it will take four to six weeks after the program to post the credits to attendees’ records. Please contact Derk Pronger at (231) 935-6909 with questions regarding ACHE.

• **Dress code** – Business casual attire is appropriate for this event.

• **Admittance policy** – MHA name badges must be worn to gain admittance to all Patient Safety & Quality Symposium education sessions, breakfasts, lunches and reception. If you do not have a name badge, session leaders will direct you to the MHA registration desk. Thank you for your cooperation.

• **Prize Drawings** – Prize drawings will be held during exhibit time. Please see the exhibitor guide for details.

• **Download the mobile meeting app** – The app can be accessed online at https://crowd.cc/s/1UORu or downloaded to mobile devices on the iTunes App Store and the Google App Store by searching MHA Events. The event code to access information about the 2018 MHA Patient Safety & Quality Symposium is safety18.

• **Wi-Fi information**: Network: Marriott_CONF Password: keystone

• **Conference materials** – To access speaker presentations and other documents, see the symposium webpage by visiting www.mha.org, clicking on the Education & Events tab, then on Membership Meetings, and scrolling to Patient Safety & Quality Symposium. Materials are also available on the mobile meeting app.
Agenda | Tuesday, September 18

8:30 a.m.  › **Registration** *(Roy E. Wilbanks ballroom prefunction)*
8:30 a.m.  › **Exhibitor Time and Refreshments** *(Atrium)*
10 a.m.  › **Welcome, Recognition of the 2018 Advancing Safe Care Award Winner, and Michigan Healthcare Briefing** *(Roy E. Wilbanks ballroom)*
   Sam R. Watson, senior vice president, field engagement, and Brian Peters, chief executive officer, Michigan Health & Hospital Association, Okemos

10:45 a.m.  › **KEYNOTE SESSION** *(Roy E. Wilbanks ballroom)*
   **Leading a Culture of Safety: A Blueprint for Success**
   Tejal Gandhi, MD, MPH, CPPS, chief clinical and safety officer, Institute for Healthcare Improvement, Boston
   The learner should be able to:
   › Discuss current gaps in patient safety.
   › Discuss recommendations to accelerate patient safety initiatives.
   › Identify best practices for building and sustaining a safety culture.
   › Discuss strategies that can drive culture change in healthcare.

11:45 a.m.  › **Lunch** *(Garden Marquee)*
1 p.m.  › **MHA Keystone Center and MHA Keystone Center PSO Strategic Priorities** *(Roy E. Wilbanks ballroom)*
   Brittany Bogan, senior vice president, Safety & Quality, MHA Keystone Center, Okemos

1:30 p.m.  › **Transition to Concurrent Sessions**
1:45 p.m.  › **CONCURRENT SESSIONS** *(Please attend the concurrent session you pre-registered for. Your choice is on the back of your name badge.)*
   **Critical Thinking for High Reliability** *(Auditorium 1)*
   Michael Rip, PhD, professor, Michigan State University, East Lansing, and Mark Vroman, MBA, battalion fire chief, Meridian Township Fire Department, Okemos
   The learner should be able to:
   › Discuss the two systems of human reasoning.
   › Review a systems-based model of thinking, along with a road map to help navigate and apply critical reasoning.
   › Outline why critical thinking approaches and techniques are important to problem-solving and decision-making.
   › Describe how critical thinking supports high reliability.
## Agenda | Tuesday, September 18

1:45 p.m.  **(continued) CONCURRENT SESSIONS**

*(Please attend the concurrent session you pre-registered for. Your choice is on the back of your name badge.)*

**Safety, Accountability and Transparency: Approaches and Tactics** *(Auditorium 2)*

Tejal Gandhi, MD, MPH, CPPS

The learner should be able to:
- Identify specific strategies and tactics to influence culture change.
- Discuss potential barriers to a culture of safety.
- Discuss best practices for leading culture through the six domains.

3 p.m.  **Exhibitor Time and Refreshments** *(Atrium)*

3:30 p.m.  **GENERAL SESSION** *(Roy E. Wilbanks ballroom)*

**Transparency Standards in Quality Reporting**

Albert Wu, MD, general internist and professor of health policy and management, Johns Hopkins Bloomberg School of Public Health, Baltimore

The learner should be able to:
- Discuss the importance of transparency within and among hospitals to improve patient safety.
- Describe the concept of clinical communities to support institutional quality improvement.
- Discuss how peer-to-peer learning can be used to improve healthcare safety and quality.

4:30 p.m.  **Networking Reception** *(Atrium patio; Atrium in case of inclement weather)*

## Agenda | Wednesday, September 19

7:30 a.m.  **Registration** *(Roy E. Wilbanks ballroom prefunction)*

7:30 a.m.  **Exhibitor Time and Breakfast** *(Atrium)*

8 a.m.  **Speak Up! Annual Award Presentation** *(Roy E. Wilbanks ballroom)*

Brittany Bogan and Matthew Rush, FACHE, president and CEO of Hayes Green Beach Memorial Hospital, Charlotte

**The Burnout Epidemic: A Patient Story** *(Roy E. Wilbanks ballroom)*

Linda Peterson, MD, FAPA, FAPM, chief medical officer, McLaren Greater Lansing
8:30 a.m.  GENERAL SESSION (Roy E. Wilbanks ballroom)

Resilience Matters: Resources for Reducing Burnout and Increasing Resilience

Bryan Sexton, PhD, director, Patient Safety Center, Duke University Health System, Durham, NC

The learner should be able to:
› Discuss the increasing levels of burnout in healthcare.
› Identify psychological intervention tools that increase resilience and tackle burnout on a personal level.

10 a.m.  Exhibitor Time and Refreshments (Atrium)

10:30 a.m.  GENERAL SESSION (Roy E. Wilbanks ballroom)

Assessing and Understanding Worker Safety and Violence in the Workplace

Tom Peterson, MD, FAAP, vice president, quality and safety, Munson Healthcare, Traverse City

Panelists: John Bolde, director, safety and security, Munson Healthcare, Traverse City; Kelcey J. Stratton, PhD, program manager, resiliency and well-being services, University of Michigan, Ann Arbor

The learner should be able to:
› Understand the sources of error and injury in healthcare.
› Describe how high-reliability industries mitigate risk and harm.
› Understand how high-reliability practices can be incorporated into clinical practice to promote patient safety and quality.

11:45 a.m.  Lunch (Garden Marquee)

12:30 p.m.  GENERAL SESSION (Roy E. Wilbanks ballroom)

Improving Safety by Adopting High Reliability

Joseph Lelli Jr., MD, surgeon-in-chief, and Shawn Levitt, BSN, senior vice president and chief nursing officer, DMC Children’s Hospital of Michigan, Detroit; and Anthony Tedeschi, MD, CEO, Detroit Medical Center

The learner should be able to:
› Review the principles and processes of high reliability.
› Discuss a method to improve the process of instrument sterilization.
1:30 p.m.  ➤ **CLOSING SESSION** *(Roy E. Wilbanks ballroom)*

*In Shock: Personal Transformation from a Critical Care Physician*

Rana Awdish, MD, critical care physician and director of the Pulmonary Hypertension Program, Henry Ford Hospital, Detroit

The learner should be able to:
- Discuss how medical training shapes physicians.
- Discuss needed changes in physician training.
- Describe how the role of onboarding can affect culture change.
- Identify the communication required to create resilient systems to support people.

2:15 p.m.  ➤ **Adjourn**

Dr. Awdish’s book, *In Shock*, will be available for purchase and Dr. Awdish will be signing books following her speech.

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**Map | Ann Arbor Marriott Ypsilanti at Eagle Crest** *(First Floor)*

**GENERAL SESSIONS**
*Roy E. Wilbanks ballroom*

**SAFETY, ACCOUNTABILITY AND TRANSPARENCY: APPROACHES AND TACTICS**
*Auditorium 2*

**EXHIBITS & REFRESHMENTS**
*Atrium*

**CRITICAL THINKING FOR HIGH RELIABILITY**
*Auditorium 1*
The Michigan Health & Hospital Association is pleased to announce the following continuing education opportunities.

This educational conference offers a maximum of:
- 7.75 contact hours for NURSES
- 8.50 contact hours for PHYSICIANS
- 8.50 educational hours for OTHER Healthcare Professionals. Please collect an attendance certificate at MHA registration.

**IMPORTANT REQUIREMENTS FOR CONTINUING EDUCATION OPPORTUNITIES**

- **Attendees must check in at the Registration desk to confirm attendance**
  - Virtual attendees MUST be registered to receive continuing education (even if watching as part of a group on the same connection)

- **Participate in 80 percent of the session(s) you attend and review all materials**
  - Full attendance is required at the session to receive CE hours for that session
  - Partial credit is available by indicating the sessions you attend in the online Evaluation Survey
  - **PLEASE NOTE:** Late arrivals or early departures from sessions will disqualify a participant and no CE credits or hours will be awarded for that session

- **Complete the event online Evaluation Survey**
  - The survey will be provided as a link in an email sent post-event
  - The survey closing date will be included in the email you will receive
  - If you do not receive a link to the survey within 5 business days after the event, please contact the MHA directly

- **Continuing Education Certificate Award Process**
  - At the end of the evaluation, you will be directed to the CE Request system
  - Create a login and password, if new to this system, or login
  - Enter or review demographic information
  - Select the type(s) of continuing education and/or a certificate of attendance
  - The certificate reconciliation process starts as soon as the Evaluation Survey closes and can take up to 30 days to complete
  - After reconciliation has been completed, you will receive an email with instructions on how to print your certificate(s)
    - The login and password are needed to obtain your certificate(s)

**PLEASE NOTE:** NO LATE FORMS WILL BE ACCEPTED; CREDIT WILL NOT BE AWARDED UNLESS ALL CRITERIA ARE MET
The newly launched mobile meeting app for the symposium features an updated list of attendees and sponsors and offers other essential information about the event. This timesaving and convenient tool can be accessed online at https://crowd.cc/s/1UORu or downloaded to mobile devices on the iTunes App Store and the Google App Store by searching MHA Events. The event code to access information about the 2018 MHA Patient Safety & Quality Symposium is safety18.

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