



CEOs and Safety Leaders - Build Your 2009 Road Map: Implementing The New NQF Safe Practices

Free NQF-Endorsed™ Safe Practices Workshop

One-Day Session

December 7, 2008, in Nashville, TN – The day before the Institute for Healthcare Improvement's 20th Annual National Forum on Quality Improvement in Healthcare.

Course Description

The workshop is designed to equip you and your team to develop adoption plans to implement the National Quality Forum (NQF)-Endorsed™ Safe Practices, and to optimize your Leapfrog Survey submissions.

The *National Quality Forum Safe Practices for Better Healthcare – 2009* set of Safe Practices has been carefully harmonized across the national quality, certifying, and purchasing organizations, including the Centers for Medicare & Medicaid Services, The Joint Commission, The Leapfrog Group, the Agency for Healthcare Quality and Research, and the Institute for Healthcare Improvement. The dedication of these organizations to excellence and their commitment to helping patients has created the first common roadmap for hospitals for their quality journey.

A world-class group of experts who participated in shaping the new practices and updates will help quality and safety leaders understand how front-line organizations can fulfill the new requirements of the Practices and position them to win in the evolving pay-for-performance competition. This one-day free program will provide access to new concepts, tools, and resources that leaders can use to measure the progress of their organizations.

Target Audience:

CEOs, Quality and Patient Safety Officers, Nursing, Pharmacy, Risk Management, Hospital Administration leaders, and others involved in patient safety are the target audience. The program is ideal for those seeking to achieve top performance in pay-for-performance programs.

Join Members of Leading Organizations:

American Hospital Association (AHA), American Association of Critical Care Nurses (AACN), American Society for Healthcare Risk Management (ASHRM), Health Resources and Services Administration (HRSA), Society of Hospital Medicine, Institute for Safe Medical Practices (ISMP) and other patient-safety-focused groups.

Leaders from the Centers for Medicare & Medicaid Services (CMS), The Joint Commission, The Leapfrog Group, the Institute for Healthcare Improvement (IHI), the Agency for Healthcare Research and Quality (AHRQ), and subject matter experts will help you accelerate adoption of the new practices and updates to existing practices.

Subject Matter Experts

Experts address proposed new Practices and revisions to the existing NQF-Endorsed™ Safe Practices.

Learning Objectives

After attending this program, participants will be able to:

1. Develop strategies, tactics, and an adoption framework for the eight new NQF Safe Practices and the substantially updated requirements of 13 of the original Practices.
2. Develop strategies, tactics, and adoption plan to reduce and mitigate risk of patient safety events. Learn how to work with new Patient Safety Organizations in 2009.
3. Learn about the new TMIT High Performer Program, designed to allow hospitals to measure their adoption of the Safe Practices.
4. Learn how to use the TMIT online measurement system when they return from the workshop.
5. Learn from the latest High Performer success stories about NQF Safe Practice implementation.
6. Learn core concepts about the art and science of active listening to enhance outcomes from adoption of the Safe Practices. Leave with a DVD-based Continuing Education Program, including full text articles.

Registration:

There is no fee, but pre-registration is required. Go to <http://www.safetyleaders.org/pages/workshopsWebinars.jsp> and use the "Registration" link on the right side of the Workshops tab.

Location:

Gaylord Opryland Resort & Convention Center
2800 Opryland Drive
Nashville, TN 37214

On the Web, go to:

<http://www.gaylordhotels.com/gaylord-opryland/index.html>

Telephone: (615) 889-1000

Directions:

For directions to the Gaylord Opryland Resort & Convention Center, go to:

<http://www.gaylordhotels.com/gaylord-opryland/directions-transportation/index.html>

Group Discount to the IHI 20th Annual National Forum on Quality Improvement in Healthcare.

Discount instructions will be provided in your High Performer Workshop registration packet. For the IHI meeting brochure, go to:

http://www.ihl.org/NR/rdonlyres/DE8EE2C1-4A91-4995-B50F-F08245F482B5/0/Brochure_FINALWEB.pdf



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Faculty

Peter Angood, MD: VP, The Joint Commission; Chief Patient Safety Officer, Joint Commission International Center for Patient Safety.

James B. Battles, PhD: Senior Service Fellow for Patient Safety, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality (AHRQ). (Video)

Don Berwick, MD, MPP: President and CEO, Institute for Healthcare Improvement (IHI).

Leah Binder, MA, MGA: CEO, The Leapfrog Group.

Douglas J. Borg, MHA, ARM, CPHRM, DFASHRM: President, American Society Healthcare Risk Management (ASHRM), Director of Risk Management, Duke University Health System.

Hayley Burgess, PharmD, BCPP: Director, Performance Improvement, Measures, Standards, and Practices, Texas Medical Institute of Technology (TMIT).

Helen Burstin, MD, MPH: Senior Vice President for Performance Measures, National Quality Forum (NQF).

Carolyn M. Clancy, MD: Director, AHRQ.

David Classen, MD: Professor of Medicine, University of Utah.

Michael Cohen, RPh, MS, ScD: President, Institute for Safe Medication Practices (ISMP), NQF Safe Practices Committee Member. (Video)

Nancy Conrad: Founder, Community Emergency Healthcare Initiative. (Video)

Janet M. Corrigan, PhD, MBA: President and CEO, NQF. (Video)

Jennifer Dingman: Founder, Persons United Limiting Sub-standards and Errors in Healthcare (PULSE), Colorado Div.; Co-founder, PULSE American Div. Patient Advocate.

Mary E. Foley, MS, RN: Associate Director, Center for Research and Nursing Innovation, The University of California at San Francisco. Patient Advocate.

Dan Ford, MBA: VP, FurstGroup; Consumer member of patient safety, quality, patient and family-centered care committees of AzHHA, APIPS and CHN in Arizona, and CHP, IHI, and the Joint Commission Nationally. Patient Advocate.

Thomas H. Gallagher, MD: Associate Professor of Medicine and Medical History and Ethics, University of Washington. By video.

Lillee Gelinis, RN, MSN, FAAN: VP and CNO, VHA Inc. (Video)

Franck Guilloteau: Chief Technology Officer, TMIT.

David Hunt, MD, FACS: Chief Medical Officer, Office of Health Information Technology Adoption, Office of the National Coordinator for Health IT, U.S. Dept. of Health and Human Services. By video.

Thomas Knight, MD: Senior Vice President/Chief Quality Officer, The Methodist Hospital, Houston, Texas.

Gladstone McDowell, MD: Director, TMIT Pain Management Task Force.

Becky Martins: Founder, <http://www.voice4patients.com/>. Patient Advocate.

Tim McDonald, MD, JD: Chief Safety and Risk Officer, University of Illinois, Chicago Illinois.

Justine Medina, RN, MS: Director of Professional Practice and Programs, American Association of Critical-Care Nurses (AACN). (Video)

Gregg S. Meyer, MD, MSc: Senior Vice-President for Quality and Safety, Massachusetts General Hospital Physicians Organization; Co-chairman, NQF Safe Practices Program. (Video)

Moose Millard: TMIT Culture and Teamwork Task Force member; former pilot leader, Southwest Airlines. (Video)

Patti O'Regan, ARNP, ANP, NP-C, PMHNP-BC, LMHC: Adjunct faculty member, University of South Florida, College of Public Health. Patient Advocate.

James Pappas, MD: Vice President, Quality, Loma Linda University Adventist Health Sciences Center Administration.

Ann Rhoades: CEO, *CARELeaders*; JetBlue co-founder; Southwest Airlines "People Leader." By video.

Arlene Salamendra: Former Board Member and Staff Coordinator, Families Advocating Injury Reduction (FAIR); Patient Advocate.

Joann Sanders, MD: Pediatric Oncologist, Cook Children's Medical Center, Fort Worth, TX; recipient of the TMIT 2006 Hospital "Leaders in Action" National Award and Scholarship. (Video)

William R. Scharf, MD: Division of Strategic Effectiveness, OSF Healthcare System

Julie Thao, RNC: Patient Safety Fellow, TMIT.

Janet E. Tuttle-Newhall, MD: Assistant Professor of Surgery, Dept. of General Surgery, Duke University School of Medicine. (Video)

Thomas Valuck, MD, JD: Medical Officer & Senior Adviser to the Director for Medicare Management, Centers for Medicare & Medicaid. (video)

Charles Denham, MD: Chairman, TMIT; Chairman, Leapfrog Safe Practices Program; Co-chairman, NQF Safe Practice Consensus Committee.

Additional Information

Questions:

Please e-mail help@safetyleaders.org or call 512-457-7676 between 9:00 a.m. and 4:30 p.m. CT. Need technical assistance with registration? Call 512-457-7676 between 9:00 a.m. and 4:30 p.m. CT. Check back regularly for additional information on this and upcoming webinars and workshops by clicking the link for "Webinars and Workshops" at the top of the SafetyLeaders webpage: www.safetyleaders.org.

Accreditation

A continuing education participation form will be provided after the workshop for submission to your accrediting body. American Association of Critical Care Nurses, an accrediting body for CNUs, can certify up to 8.5 credit hours for participation in this workshop.

Workshop Sponsor

This workshop has been funded in total by TMIT (Texas Medical Institute of Technology). Go to www.safetyleaders.org for more information.

High Performer Webinar and Workshop Series

Throughout 2008 and 2009, monthly webinars and quarterly workshops are being held to help healthcare organizations accelerate adoption and performance improvement through the Safe Practices. Webinar sessions are composed of a 30-minute briefing regarding Practices and Leapfrog Survey questions, a 30-minute round-table discussion of implementation issues, and a 30-minute Q&A period.



Agenda

<u>Central Time</u>	<u>Description</u>
7:30 a.m. – 8:00 a.m.	Registration
8:00 a.m. – 8:45 a.m.	The New and Updated 34 Safe Practices: The NQF <i>Safe Practices for Better Healthcare – 2009 Update</i> will be presented by Drs. Charles Denham and Peter Angood of Joint Commission with input from harmonization partners, including The Joint Commission, AHRQ, IHI, The Leapfrog Group, NQF and Dr. Thomas Valuck of CMS. Harmonization across initiatives of ASHRM, AHA, ISMP, AACN, and other organizations will be provided in person and through video. Dr. Peter Angood will also address National Patient Safety Goals.
8:45 a.m. – 9:00 a.m.	Creating and Sustaining a Culture of Patient Safety (Safe Practices 1-3): The changes and reorganization of former Safe Practice 1 into individual Practices will be discussed. 2009 planning issues will be addressed for Leadership Structures and Systems (SP 1), Culture Measurement (SP 2), and Teamwork Training (SP 3). Dr. Charles Denham will lead this presentation and discussion.
9:00 a.m. – 11:15 a.m. (including 15-min. break)	Risk Identification and Mitigation- and Risk-Related Practices (Safe Practices 4-8): The integration of activities of Patient Safety and Risk Management activities (SP 4), Informed Consent (SP 5), End of Life (SP 6), Disclosure (SP 7), and Care of the Caregiver (SP 8) will be addressed. The “how to” work with Patient Safety Organizations will be discussed, including the latest tactical information regarding risk management and malpractice prevention strategies. Speakers: Drs. Tim McDonald and Charles Denham. Reactor Panel: Drs. Peter Angood, Thomas Knight, James Pappas, and William Scharf.
11:15 a.m. – 11:45 p.m.	Listening Tool Box: Updates to a multimedia and continuing-education program, developed with patients and families, will be presented. Patient advocate expert speakers include Dan Ford, Jennifer Dingman, Becky Martins, Patti O'Regan and Arlene Salamendra.
11:45 a.m. – 12:00 p.m.	TMIT High Performer Program: A new program, offered by TMIT to allow hospitals to measure their adoption AND performance with the new Practices, will be presented. An online measurement and tracking system will be demonstrated. Attendees will learn how to participate and use an online tool box. Presenter: Dr. Charles Denham
12:00 p.m. – 1:00 p.m.	Optional Interactive Discussion: During the lunch break, there will be facilitated interactive discussions about the High Performer Program and online measurement tools. Speakers: Drs. Charles Denham and Hayley Burgess.
1:00 p.m. - 1:30 p.m.	Medication Reconciliation (Safe Practice 17): Dr. Peter Angood will share the Joint Commission updates regarding medication management issues.
1:30 p.m. – 2:30 p.m.	Pharmacist Leadership Structure and Systems Practice (Safe Practice 18): Dr. Hayley Burgess will address the updates to the Pharmacist Leadership Practice under consideration. Dr. William Scharf will share the OSF Healthcare System roadmap for redesigning their medication management program. An interactive discussion of roadblocks and solutions will conclude this session.
2:30p.m. – 2:45 p.m.	Break
2:45 p.m. – 3:00 p.m.	Information Management and Continuity of Care (Safe Practices 12 through 16): Update on issues pertaining to computerized physician order entry (CPOE), including a CPOE flight simulator, will be presented. Speaker: Dr. Charles Denham.
3:00 p.m. – 3:45 p.m.	Healthcare-Associated Infection – Updates and New Practices: The Quality Choir video, which addresses healthcare-associated infections (HAIs), will be presented. Drs. Charles Denham and Hayley Burgess will address extensive updates to the original Safe Practices as well as brand new Practices addressing Urinary Tract Infection (SP 25) and Multidrug-resistant Organisms (SP 24). Dr. Thomas Knight will provide success stories from the frontline and Dr. Doug Borg will provide a risk management perspective. Reactor Panel: Drs. Peter Angood, Thomas Knight, James Pappas, and William Scharf.
3:45 p.m. – 4:00 p.m.	Your 2009 NQF Safe Practice Road Map: A framework template for initial adoption and full implementation of the new Safe Practices will be presented by Dr. Charles Denham.

Dr. Helen Burstin of NQF will make a guest appearance in the afternoon.

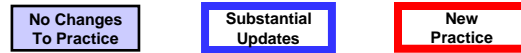
The Mission: Build Your 2009 Road Map

Our series of workshops and webinars is built around fast-track engagement and development of those in your organizations who need to drive adoption of the *NQF-Endorsed™ Safe Practices*.

Our speakers will not only address “what” needs to be done, but also focus on the most important “how” and “who.” This series is specifically designed to give you the tools to accelerate adoption of the Safe Practices.

Engagement in this workshop will help you equip the key people in your organization who will drive successful adoption of the 2009 Safe Practices. You will be provided with strategies and tactics to lead your team. There are new, clear roles and responsibilities for leaders at every level.

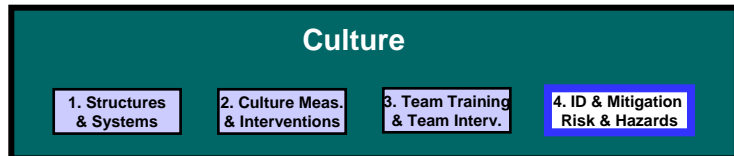
The 2009 practices are depicted below. Use this legend to review them:



Safe Practices and Key Leaders

Creating and Sustaining a Culture of Patient Safety

- CEOs, Chief Nursing Officers, and Chief Medical Officers
- Patients and Consumer Advocates
- Quality and Performance Improvement Leadership
- Patient Safety Officers
- Hospitalists
- Risk Management Leaders
- Education and Development Leaders



Informed Consent and Disclosure Practices

- Administrative Leadership
- Risk Management and In-house Counsel
- Nursing Leadership
- Patient Relations/Ombudsman Representatives



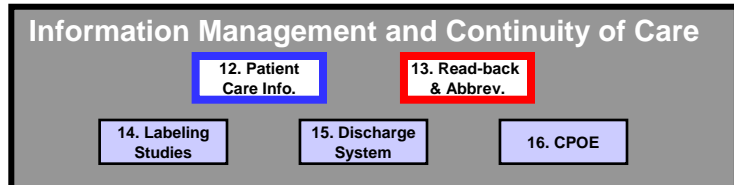
Workforce Practices

- CNOs, Nursing Directors/Managers
- Med/Surg, Specialty Care, ICU, ED, OR Staff Nurses
- Human Resources Leaders, Patient Care Services, and Administrative Leaders
- Intensivists
- Patient Care Services Staff Representatives
- Clinical Education and Staff



Information Management and Continuity of Care

- Health Information Management Director
- Radiology Director
- Laboratory Director
- Clinical Decision Support Staff
- IT Leaders
- Nursing Representatives
- Case Management and Discharge Planners



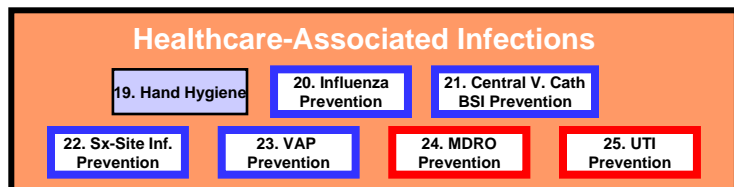
Medication Management Practices and Systems

- Pharmacy Directors
- Clinical Pharmacists
- Staff Nurse Representatives
- Pharmacy and Therapeutics Chairmen
- Patient Care Services Administrative Leaders



Healthcare-Associated Infection Prevention

- Infection Control Committee Chairmen
- Infection Control Coordinators
- Employee Health Leaders
- Surgeons, Intensivists, and Physician Leaders
- Respiratory Therapy Leaders and Personnel



Condition- and Site-Specific Practices

- Physician Champions
- Pharmacists
- OR Directors
- Radiology Directors
- Nursing Representatives
- Skin Integrity Nurse Specialists

