



NQF-Endorsed[®] Safe Practices for Better Healthcare: 2009 Update

Free Webinars and Workshops

Participate in free national webinars and workshops that will equip you to fully implement the new National Quality Forum (NQF)-Endorsed[®] Safe Practices AND optimize your Leapfrog Survey submissions.

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 understand how to accelerate adoption.

Monthly Webinar Series

To spur improvements in safety, the National Quality Forum (NQF) and TMIT are co-hosting a Webinar series to provide tools that will unite healthcare providers, purchasers, and consumers to more rapidly identify and adopt techniques, presented in the NQF Safe Practices for Better Healthcare 2009 Update, that will reduce patient harm and improve care.

Throughout 2009, monthly webinars are being held to help healthcare organizations accelerate adoption and performance improvement through the Safe Practices.

Each 90-minute session is composed of a 60-minute briefing about practices and round-table discussion of implementation issues, and a 30-minute Q&A period.

Registration: Go to <http://www.safetyleaders.org/pages/workshopsWebinars.jsp?step=1> to sign up for upcoming webinars.

National Workshops

Workshops addressing the Safe Practices will be offered quarterly. Check the SafetyLeaders website often for scheduled workshops.
<http://www.safetyleaders.org/pages/workshopsWebinars.jsp?step=0>

Note: For topic list and audio files of past webinar/workshop sessions, go to the SafetyLeaders Webinar & Workshop Information page:
<http://www.safetyleaders.org/pages/workshopsWebinars.jsp?step=2>

Questions about the Webinars or Workshops? Need technical assistance with registration? E-mail help@safetyleaders.org or call 512-457-7676 between 9:00 a.m. and 4:30 p.m. CT.

Upcoming Webinar

November 19, 2009, 1:00 p.m. – 2:30 p.m. ET

Clear Communication Practices for Safer Healthcare (Safe Practices 12-16)

Moderator

Welcome and Safe Practices Overview

- **Hayley Burgess, PharmD:** Director, Performance Improvement, Measures Standards, and Practices, TMIT

Session Topics

Achieving Success with CPOE

- **David Bates, MD:** Chief, Division of General Medicine, Brigham and Women's Hospital; Professor of Medicine, Harvard Medical School; Professor of Health Policy and Management at the Harvard School of Public Health; Medical Director of Clinical and Quality Analysis, Partner's Healthcare Systems

Using the Re-Engineered Discharge (RED) to Implement NQF Safe Practice 15: Discharge Systems

- **Kimberly Visconti, RN:** Discharge Advocate Nurse, Boston Medical Center

Practical Implementation Approaches to Patient Care Information, Order Read-Back and Abbreviations, and Labeling of Diagnostic Studies

- **Peter Angood, MD, FRCS(C), FACS, FCCM:** Senior Advisor, Patient Safety, National Quality Forum (NQF); member of Safe Practices Steering Committee; former Chief Patient Safety Officer and Vice President for The Joint Commission

Patient Safety Advocate

Roles for the Patient Advocate

- **Arlene Salamendra:** Patient Advocate Leader; former Board member and Staff Coordinator, Families Advocating Injury Reduction (FAIR)

Go to the SafetyLeaders Prior Workshops & Webinar Information page to find the audio and presentation files of the completed 2009 and entire 2008 Webinar Series:

<http://www.safetyleaders.org/pages/workshopsWebinars.jsp?step=2>



NQF-Endorsed[®] Safe Practices for Better Healthcare: 2009 Update

Webinar Series Agenda

Webinar Special Series Topic, 2009

National Quality Forum (NQF) 2009 Update of the Safe Practices for Better Healthcare

Join healthcare experts during free webinars on the 2009 Update of Safe Practices for Better Healthcare. Hosted by Texas Medical Institute of Technology (TMIT) and NQF, the webinar will provide an overview of the updates in the NQF Safe Practices between 2006 and 2009. You'll hear from leaders at NQF and the co-chairmen of the Safe Practices Steering Committee, and will have an opportunity to delve into your front-line questions about implementation and what these updates mean for you and your organization.

Discussions will highlight:

- Revisions to current practices
- New practices
- New implementation approaches and "Opportunities for Patients and Families" sections in each practice

Facilitators

- Hayley Burgess, PharmD: Director, Performance Improvement: Measures, Standards, and Practices, TMIT
- Charles Denham, MD: Chairman, TMIT; Chairman, Leapfrog Safe Practices Program; Co-chairman, NQF Safe Practice Consensus Committee

Monthly Series

April through December 2009
1:00 p.m. - 2:30 p.m. ET (unless otherwise noted)

April 23 – Introduction and Overview of Safe Practices**

34 Safe Practices in 7 Functional Categories

1. Creating and Sustaining a Culture of Safety
2. Informed Consent, Life-Sustaining Treatment, Disclosure, Care of Caregiver
3. Matching Healthcare Needs with Service Delivery Capability
4. Facilitating Information Transfer and Clear Communication
5. Medication Management
6. Healthcare-Associated Infections
7. Condition- and Site-Specific Practices

May 14 – HAI and You – Cleaner, Safer Care (Safe Practices 19-25)**

- SP19. Hand Hygiene
- SP20. Influenza Prevention
- SP21. Central Line-Associated Bloodstream Infection Prevention
- SP22. Surgical-Site Infections
- SP23. Care of the Ventilated Patient
- SP24. Multidrug-Resistant Organism Prevention
- SP25. Catheter-Associated Urinary Tract Infection Prevention

June 18 – Medication Safety – Complex Issues for All (Safe Practices 17-18)**

- SP17. Medication Reconciliation
- SP18. Pharmacist Leadership Structures and Systems

July 16 – Leadership and Leadership Principles for Safety (Safe Practices 1-4)**

- SP1. Leadership Structures and Systems
- SP2. Culture Measurement, Feedback, and Intervention
- SP3. Teamwork Training and Skill Building
- SP4. Identification and Mitigation of Risks and Hazards

August 25 – Leadership Lessons for Pharmacy, Nursing, and Hospital Leaders**

- SP 1. Leadership Structures and Systems
- SP18. Pharmacist Leadership Structures and Systems

September 17 – Important Condition and Common Safety Issues (Safe Practices 26-34)**

- SP26. Wrong-Site, Wrong-Procedure, Wrong-Person Surgery Prevention
- SP27. Pressure Ulcer Prevention
- SP28. Venous Thromboembolism Prevention
- SP29. Anticoagulation Therapy
- SP30. Contrast Media-Induced Renal Failure Prevention
- SP31. Organ Donation
- SP32. Glycemic Control
- SP33. Falls Prevention
- SP34. Pediatric Imaging

October 22 – Creating Transparency, Openness, and Improved Safety (Safe Practices 5-8)**

- SP5. Informed Consent
- SP6. Life-Sustaining Treatment
- SP7. Disclosure
- SP8. Care of the Caregiver

November 19 – Clear Communication Practices for Safer Healthcare (Safe Practices 12-16)

- SP12. Patient Care Information
- SP13. Order Read-Back and Abbreviations
- SP14. Labeling of Diagnostic Studies
- SP15. Discharge Systems
- SP16. Safe Adoption of Computerized Prescriber Order Entry

December 17 – Optimizing a Workforce for Optimal Safe Care (Safe Practices 9-11)

- SP9. Nursing Workforce
- SP10. Direct Caregivers
- SP11. Intensive Care Unit Care



NQF-Endorsed[®] Safe Practices for Better Healthcare: 2009 Update

Faculty

- **Mary A. Andrawis, PharmD, MPH:** Director, Clinical Guidelines and Quality Improvement, American Society of Health-System Pharmacists[®] (ASHP)
- **Peter B. Angood, MD, FRCS(C), FACS, FCCM:** Senior Advisor on Patient Safety, National Quality Forum (NQF); member of Safe Practices Steering Committee; former Chief Patient Safety Officer and Vice President for The Joint Commission
- **David W. Bates, MD:** Chief, Division of General Medicine, Brigham and Women's Hospital; Professor of Medicine, Harvard Medical School; Professor of Health Policy and Management at the Harvard School of Public Health; Medical Director of Clinical and Quality Analysis, Partner's Healthcare Systems
- **Leah Binder, MA, MGA:** CEO, The Leapfrog Group
- **Richard Boothman, AB, JD:** Chief Risk Officer, University of Michigan Health System
- **Dale W. Bratzler, DO, MPH:** QIOSC Medical Director, Oklahoma Foundation for Medical Quality
- **Hayley Burgess, PharmD:** Director, Performance Improvement: Measures, Standards, and Practices, TMIT
- **Carolyn M. Clancy, MD:** Director, Agency for Healthcare Research and Quality (AHRQ)
- **David C. Classen, MD, MS:** Chief Medical Officer, CSC; Assistant Professor of Medicine, University of Utah; Consultant in Infectious Diseases, The University of Utah School of Medicine, Salt Lake City, Utah
- **Michael R. Cohen, RPh, MS, ScD, FASHP:** President, Institute for Safe Medication Practices (ISMP)
- **James Conway, MS:** Senior Vice President, Institute for Healthcare Improvement (IHI)
- **Janet M. Corrigan, PhD, MBA:** President and CEO, NQF
- **Jennifer Dingman:** Founder, Persons United Limiting Substandards and Errors in Healthcare (PULSE), Colorado Div.; Co-founder, PULSE American Division
- **Mary E. Foley, PhD(c), MS, RN:** Associate Director, Center for Research and Nursing Innovation, The University of California at San Francisco; patient advocate
- **Dan Ford, MBA:** Vice President, Furst Group (health care executive search); Patient Advocate, member of NQF Patient Safety Committee and former member of patient safety, quality, patient- and family-centered care committees of AzHHA, CHN and APIPS in Arizona, and CHP, IHI, and The Joint Commission nationally
- **Thomas H. Gallagher, MD:** Associate Professor of Medicine and Medical History & Ethics, University of Washington
- **Lillee Smith Gelinas, RN, MSN, FAAN:** VP and Chief Nursing Officer, VHA Inc.
- **William W. George, MBA:** Professor of management practice, Harvard Business School
- **Frances A. Griffin, RRT, MPA:** Director, Institute for Healthcare Improvement (IHI)
- **Kathy Haig, RN:** Corporate Patient Safety Officer, OSF Healthcare System
- **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 (HHS)
- **Donald Kennerly, MD, PhD:** Vice President, Patient Safety and Chief Patient Safety Officer, Baylor Health Care System
- **Lucian L. Leape, MD:** Chair, Lucian Leape Institute; Adjunct Professor of Health Policy, Harvard School of Public Health
- **Rebecca Martins:** Founder, www.voice4patients.com
- **Timothy McDonald, MD, JDA:** Division Chief, Pediatric Anesthesia Section, Department of Anesthesiology, Associate Chief Medical Officer for Safety and Risk Management, University of Illinois Medical Center
- **Gladstone McDowell, MD:** Director, TMIT Pain Management Task Force
- **Justine Medina, RN, MS:** Director, Professional Practice and Programs, American Association of Critical-Care Nurses (AACN)
- **Gregg S. Meyer, MD, MSc:** Medical Director, Massachusetts General Hospital Physicians Organization; Co-chairman, NQF Safe Practices Program
- **Donald Moorman, MD, FACS:** Vice Chair for Clinical Affairs, Department of Surgery, Beth Israel Deaconess Medical Center
- **Julianne M. Morath, RN, MS:** Chief Quality and Patient Safety Officer, Vanderbilt University Medical Center
- **Denise Murphy, MPH, BSN, RN, CIC:** VP for Safety and Quality, Barnes-Jewish Hospital, St. Louis, MO
- **Patti O'Regan, ARNP, ANP, NP-C, PMHNP-BC:** Nurse practitioner, Port Richey, FL; founding member, TMIT Patient Advocate Panel
- **Ann Rhoades:** CEO, CARELeaders; JetBlue co-founder; Southwest Airlines "People Leader"
- **Arlene Salamendra:** Former Board member and Staff Coordinator, Families Advocating Injury Reduction (FAIR); TMIT Patient Advocate Team Member
- **Jeffrey L. Schnipper, MD, MPH, FHM:** Director of Clinical Research, BWH Hospitalist Service; Associate Physician, Division of General Medicine, Brigham and Women's Hospital; Assistant Professor of Medicine, Harvard Medical School
- **Janet E. Tuttle-Newhall, MD:** Assistant Professor of Surgery, Department of General Surgery, Duke University School of Medicine
- **Thomas Valuck, MD, MHSA, JD:** Director, Special Program Office for Value-based Purchasing at the Centers for Medicare & Medicaid Services (CMS)
- **Kimberly Visconti, RN:** Discharge Advocate Nurse, Boston Medical Center
- **Charles R. Denham, MD:** Chairman, TMIT; Chairman, Leapfrog Safe Practices Program; Co-chairman, NQF Safe Practices Consensus Committee

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 webinar series will help you equip key people in your organization to 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:

No Changes
To Practice

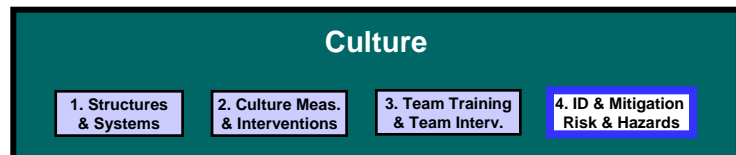
Substantial
Updates

New
Practice

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



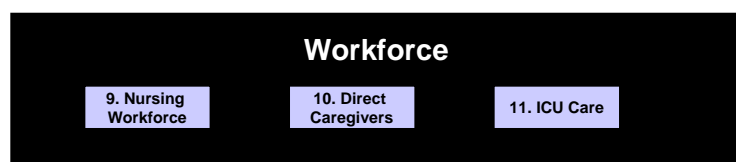
Informed Consent and Disclosure Practices

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



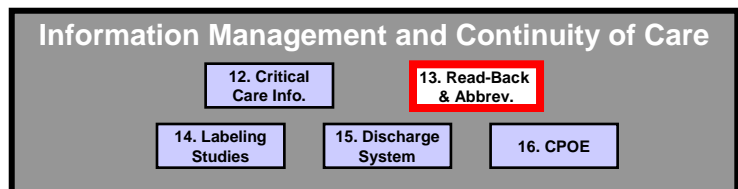
Workforce Practices

- 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



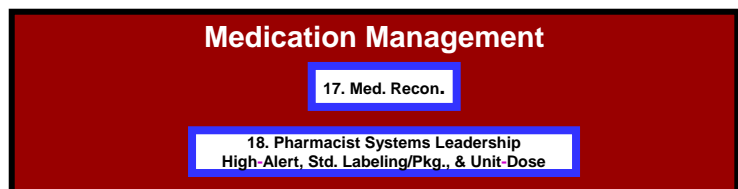
Information Management and Continuity of Care

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



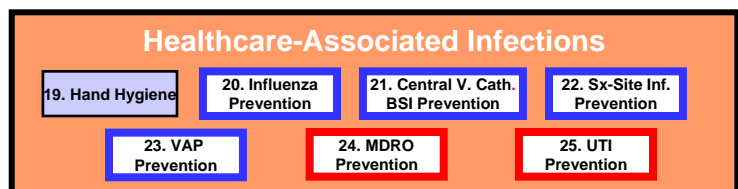
Medication Management Practices and Systems

- 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

