



Harmonization Horizons: New Safe Practice Opportunities, Practice Updates, and Pay-for-Performance – March 26, 2008

One-Half Day Session

March 26, 2008, Atlanta, GA – The morning before the NQF Implementation Conference on Care Coordination and Spring Membership Meeting.

Course Description

Designed to equip you and your team to fully implement the National Quality Forum (NQF)-Endorsed™ Safe Practices, optimize your Leapfrog Survey submissions, and participate in understanding and structuring new Safe Practices and changes to the current Practices.

The National Quality Forum Safe Practices for Better Healthcare – 2006 is the first set of practices harmonized across the national quality, certifying, and purchasing organizations, including the Centers for Medicare & Medicaid Services, The Joint Commission, The Leapfrog Group, 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. This roadmap is currently being updated.

This half-day free program will help organizations learn how front-line hospitals have successfully adopted the NQF-Endorsed™ Safe Practices. A world-class group of experts who participate in shaping the new practices and updates will help quality and safety leaders understand how frontline organizations are successfully making great progress in patient-centered care and winning the competition in pay-for-performance competition.

Target Audience:

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 & Services Admin. (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, Institute for Healthcare Improvement (IHI), Agency for Healthcare Research and Quality (AHRQ), and subject matter experts will help you accelerate adoption of current Practices and listen to you for your input on updates and new Practices being considered.

Subject Matter Experts

Experts address proposed new and revisions to the NQF-Endorsed™ Safe Practices and The Leapfrog Group Survey requirements.

Learning Objectives

After attending this program, participants will be able to:

1. Hear the latest High Performer success stories about NQF Safe Practice implementation.
2. Prepare for new Pay-for-Performance requirements.
3. Help shape the national dialogue on new Safe Practices through interactive audience participation.
4. Understand the potential impact that systems failures and human error can have on caregivers who are involved in catastrophic harm to patients.
5. Learn core concepts regarding the art and science of active listening, and how they can enhance successful outcomes from adoption of the Safe Practices.

Registration:

There is no fee, but pre-registration is required. Go to: <http://www.safetyleaders.org/pages/workshopsWebinars.jsp> and access the 'registration' link at the bottom of the page.

Location:

Grand Hyatt Atlanta
3300 Peachtree Road, NE
Atlanta, Georgia 30305
Web: <http://grandatlanta.hyatt.com/hyatt/hotels/index.jsp>
Telephone: 800-233-1234

Directions:

For directions to the Grand Hyatt Atlanta go to: <http://grandatlanta.hyatt.com/hyatt/hotels/services/maps/index.jsp?icamp=propMapDirections>

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Additional High Performer Webinars & Workshops

Throughout 2008, monthly webinars and quarterly workshops are being held to help healthcare organizations accelerate adoption and performance improvement through the Safe Practices. Each 90-minute session is composed of a 30-minute briefing regarding Practices and Leapfrog Survey questions, a 30-minute roundtable discussion of implementation issues, and a 30-minute Q&A period. Go to: www.safetyleaders.org for more information.



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Faculty

Lee Adler, DO: Medical Director, Performance Improvement, Florida Hospital. By video.

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 & Patient Safety, Agency for Healthcare Research and Quality.

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

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

Kate C. Blenner: Program Director, National Quality Forum.

Hayley Burgess, PharmD, BCPP: Director, Performance Improvement, Measures, Standards, and Practices, TMIT.

Donald Casey, Jr, MD: VP, Quality and Chief Medical Officer, Atlantic Health.

Carolyn M. Clancy, MD: Director, Agency for Healthcare Research and Quality.

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

Nancy Conrad: Founder, Community Emergency Healthcare Initiative. By video.

Janet M. Corrigan, PhD, MBA: President & CEO, National Quality Forum.

Donna M. Daniel, PhD: Corporate Director, Quality Measurement & Improvement, Atlantic Health.

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 & Ethics, University of Washington.

Lillee Gelinis, RN, MSN, FAAN: VP and CNO, VHA Inc. By video.

Denise H. Geolot, PhD, RN, FAAN: Director, Center for Quality, HRSA. Invited.

Franck Guilloteau: CTO, Texas Medical Institute of Technology.

David R. Hunt, MD, FACS: Former Medical Officer, Quality Improvement Group, Office of Clinical Standards and Quality, Medicare & Medicaid Services; NQF Safe Practice Consensus Committee member.

Thomas Knight, MD: VP, Quality, Sutter Health.

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

Becky Martins: Founder, www.Voice4Patients.com. Patient Advocate. By video.

Faculty

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

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

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

Jimmy R. Mitchell, RPh, MPH, MS: Director, HRSA Office of Pharmacy Affairs. Invited.

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

David B. Pryor, MD: Chief Medical Officer, Ascension Health; Consulting Associate Professor of Medicine, Duke University Medical Center; Adjunct Professor, St. Louis University School of Public Health. By video.

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

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.

Liz Summy: Executive Director, ASHRM.

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.

Dennis Wagner: Deputy Director, Center for Quality, HRSA.

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 512-457-7654 between 9:00 AM and 4:30 PM CT. Need technical assistance with registration? Call 512-457-7654 between 9:00 AM and 4:30 PM CT. Check back regularly for additional information on this and upcoming webinars and workshops by clicking the link for "Webinars & 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 4.5 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.

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Agenda

| Eastern Time | Description |
|---------------------|---|
| 7:00 AM – 7:30 AM | Registration |
| 7:30 AM – 8:00 AM | New Harmonization Horizons: The update process to the current NQF <i>Safe Practices for Better Healthcare – 2006</i> will be presented and facilitated by Dr. Charles Denham with input from harmonization partners, including NQF, CMS, The Joint Commission, AHRQ, IHI, and The Leapfrog Group. Harmonization across initiatives of ASHRM, AHA, ISMP, AACN, and other organizations will be provided in person and through video. Kate Blenner of NQF will provide an overview of the National Quality Forum endorsement process. Reactor panel to follow. |
| 8:00 AM – 8:30 AM | Creating and Sustaining a Culture of Patient Safety (Safe Practice 1): Updates being considered to the culture-focused Practice 1 will be provided by multiple leaders of the harmonization partners with input from experts, such as Ann Rhoades and Moose Millard. Reactor panel to follow. |
| 8:30 AM – 9:00 AM | Healthcare Associated Infections (Safe Practices 19-23) and Pressure Ulcer Prevention (Safe Practice 27): Dr. David Hunt of HHS, a former medical officer of CMS, will provide an overview of status updates being considered for Practices addressing Surgical-Site Infections, Catheter-Related Blood Stream Infections, Ventilator-Associated Infections, Hand Hygiene, and Immunizations. Reactor panel to follow. |
| 9:00 AM – 9:30 AM | Medication Reconciliation and Universal Precautions (Safe Practices 14, 5, and 1): Dr. Peter Angood will provide updates and harmonization strategies for medication reconciliation, issues addressing Universal Precautions, and the importance of leadership emphasis in all of the Safe Practices. Reactor panel to follow. |
| 9:30 AM – 10:00 AM | Medication Management Practices (Safe Practices 14-18): Dr. Michael Cohen will address the updates to the medication management Practices under consideration. Reactor panel to follow. |
| 10:00 AM – 10:30 AM | Workforce Practices (Safe Practice 5-7): Ann Rhoades and Justine Medina will address update issues pertaining to nursing, direct caregivers, and ICU workforce Practices. Reactor panel to follow. |
| 10:30 AM – 11:00 AM | New Healthcare Associated Infection - Focused Practices - Under Consideration: New Practices addressing HAIs to be considered will be addressed by Dr. Hayley Burgess. Reactor panel to follow. |
| 11:00 AM – 11:30 AM | Disclosure and New Practices Addressing Caregivers: Updates being considered to the Disclosure Safe Practice, and Practices addressing caregivers, will be addressed by Dr. Tom Gallagher and Dr. Charles Denham. Reactor panel to follow. |
| 11:30 AM – 12:00 PM | Listening Tool Box: Updates to a multimedia and continuing-education program developed with patients and families will be presented and provided to the audience. Patient advocate experts include Dan Ford, Jennifer Dingman, Mary Foley, Arlene Salamendra and Patti O'Regan. Reactor panel to follow. |

The Mission: Build Your Accelerator Plan

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.

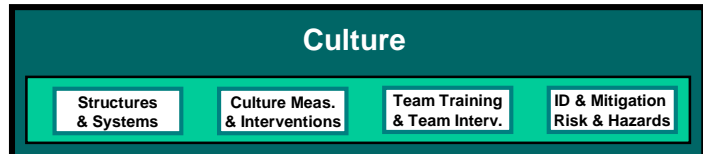
Engagement in this workshop will help you equip the key people in your organization who will drive successful adoption of the Safe Practices. You will be provided with strategies and tactics to lead your team. There are new, clear roles and responsibilities for leaders at every level, as noted below.

The sources for concepts, tools, and resources will be identified to help hospital teams “hit the ground running.” Special attention is given to new specifications of the former Safe Practices, as well as those that are brand-new.

Safe Practices and Key Leaders

Creating & Sustaining a Culture of Patient Safety

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



Informed Consent & Disclosure Practices

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



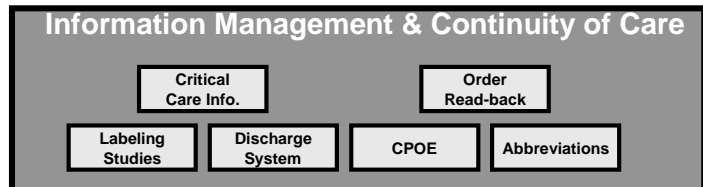
Workforce Practices

- 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 & Staff



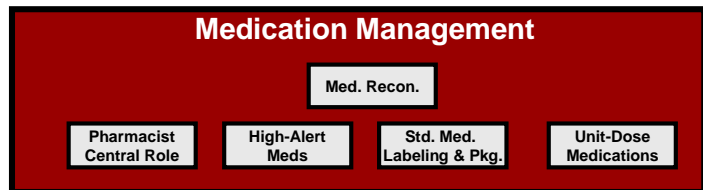
Information Management & Continuity of Care

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



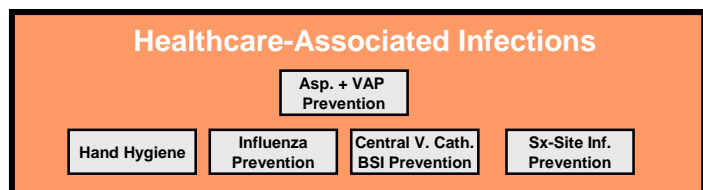
Medication Management Practices and Systems

- Pharmacy Directors
- Clinical Pharmacists
- Staff Nurse Representatives
- Pharmacy & 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- & Site-Specific Practices

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

