

Indiana Patient Safety Summit

June 2, 2015

United in Safety

The Marten House, Indianapolis, IN
9 a.m. – 4 p.m. ET



United in Safety – June 2

The Marten House | 1801 W. 86th St. | Indianapolis, IN 46260

The Indiana Patient Safety Center (IPSC) was founded by the Indiana Hospital Association with the ambitious goal of making Indiana the safest place in the world to receive care. For the past nine years, the IPSC has led Indiana's hospitals to collaborate on quality and patient safety, encouraged the implementation of evidence-based practices, forged the nation's most comprehensive patient safety coalitions and over the past three years operated Indiana's largest hospital engagement network.

Each year, the IPSC hosts a Summit to bring patient safety and quality leaders together to learn effective strategies, share best practices and make progress in improving patient safety.

In response to member needs and recommendations, the 2015 Patient Safety Summit, *United in Safety*, will highlight priority topics of cultural transformation and improving care transitions and reducing readmissions.

Patient safety and clinical leaders from across the state will gather to hear from Lori Paine RN, MS, director of The Johns Hopkins Medicine Armstrong Institute for Patient Safety and Quality and Steven Tremain, physician improvement advisor for Cynosure Health.

Audience: CMOs, CNOs, patient safety officers, risk managers, quality leaders, nursing caregivers and managers, case and care transition managers, infection preventionists, pharmacists and others responsible for leading change for improvement.

Learning Objectives

- Describe how organizational culture contributes to a high reliability organization.
- Identify strategies for leading cultural transformation across all levels of the organization to align with front-line operations.
- Apply patient safety survey results (e.g., Hospital Survey on Patient Safety Culture) to develop improvement interventions.
- Discuss opportunities for improvement within care transitions that will eliminate preventable readmissions.
- List barriers that exist between the knowledge and the execution of best practices that could positively impact care transitions and reduce readmissions.
- Describe how to build successful collaborations across care settings and interdisciplinary teams to ensure optimal hand-offs.

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Nursing Contact Hours: This offering is being co-sponsored by Instruct-online, Iowa Board of Nursing Provider 339. Participants will be awarded 6.6 contact hours of nursing continuing education upon completion of the offering.

CPHQ Continuing Education Hours: This program has been approved by the National Association for Healthcare Quality for 4.25 CPHQ continuing education hours.

Featured Speakers

Lori Paine, RN, MS

Lori Paine serves as the director of patient safety for The Johns Hopkins Medicine Armstrong Institute for Patient Safety and Quality and Johns Hopkins Hospital, Baltimore, MD. In this role, she is responsible for the strategic and tactical oversight of the patient safety program. She was responsible for implementing the health system's online event reporting system and now manages the operations, surveillance and data analysis from this system. She served on the Agency for Healthcare Research and Quality and the National Quality Forum's Expert Panel for Common Formats in event reporting. She has spoken to audiences and consulted with hospitals nationally and internationally on patient safety strategic planning, comprehensive unit-based safety program (CUSP), science of patient safety, event reporting, high reliability, safety culture measurement and improvement as well as patient and family involvement in safety. Of particular interest in her practice as a patient safety officer is mindful organizing and strategies to better engage patients. She has held the position of quality and innovation coach in The Johns Hopkins Center for Innovation in Quality Patient Care.

She is an adjunct faculty member at The Johns Hopkins University School of Nursing. She holds a bachelor's degree in nursing from Nazareth College and a master's degree in applied behavioral science and change management from The Johns Hopkins University. She is currently a doctoral candidate in The Johns Hopkins School of Public Health's Health Policy and Management program. She came to Johns Hopkins Hospital in 1988 as a labor and delivery nurse. In addition to clinical and patient care management experience, she has held positions in hospital administration, product line development, and work process redesign.

Steve Tremain, MD, FACPE

Dr. Tremain is a physician improvement advisor for Cynosure Health. He worked for three decades in the San Francisco Bay Area as a hospital based clinician and teacher and served as CMO (1987-2010), CIMO (2008-2010) and executive director of ambulatory care (2000-2005). Dr. Tremain was the executive sponsor for improvement teams that were awarded mentor status by the Institute for Healthcare Improvement in the areas of medication reconciliation, rapid response teams, and ventilator-associated pneumonia.

Dr. Tremain joined the Cynosure Health team where he worked with the American Hospital Association's Health Research and Educational Trust's Hospital Engagement Network (AHA/HRET HEN) from 2012-2014 focusing on safety culture and clinician engagement. He served as the

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national clinical lead for harm reduction from adverse drug and venous thromboembolism events. In addition, Dr. Tremain serves as an advisor to state hospital associations, boards and hospital leaders, medical staffs regarding the business case for quality, physician leadership development, and high reliability organizations.

Dr. Tremain earned his M.D. from the UCLA School of Medicine. He board certified in family medicine and is a certified physician executive of the American Association for Physician Leadership. He serves as faculty for the Institute for Healthcare Improvement and is a TeamSTEPPS Certified Master Trainer.

Registration

Register at www.regonline.com/iha2015summit by May 26. Contact Laura Gilbert at lgilbert@IHAconnect.org or 317-423-7793 for assistance.

REGISTRATION FEE: The registration fee of \$45 per person covers coffee, lunch and meeting materials.

CANCELLATION AND REFUND POLICY: For cancellations made on or before May 26, a \$25 cancellation fee will be retained. Refunds will not be issued for cancellations made after May 26. Substitutions will be accepted by phone or on site. No refunds will be given for no-shows the day of the conference.

Individuals with Disabilities

The Indiana Hospital Association wishes to take those steps that are required to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services.

Photo Disclaimer Policy

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Any person desiring not to have their photo taken or distributed must contact Julie McKowen at jmckowen@IHAconnect.org in writing of his/her intentions and include a photograph. IHA will use the photo for identification purposes and will hold it in confidence.

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Indiana Patient Safety Summit Agenda

9 – 9:30 a.m.

Registration and Table Rounding

9:30 – 9:45 a.m.

Welcome and Opening Remarks

Douglas J. Leonard
President, Indiana Hospital Association

Doug Leonard will discuss the Indiana Patient Safety Center's strategic focus for the upcoming year and the commitment to continued collaboration and efforts to eliminate patient harm.

9:45 – 10 a.m.

Indiana Statewide Patient and Quality Performance Review

Karin Kennedy, MS
Administrative Director, Indiana Patient Safety Center

Carolyn Konfirst, RN, MS, Dr.PH
Clinical Director, Indiana Patient Safety Center

Karin Kennedy and Carolyn Konfirst will review the data that identified five key focus areas for collaborative work through the IPSC in 2015.

10 – 10:45 a.m.

Leading to High Reliability: A Cultural Transformation

Lori Paine, RN, MS
Director, Patient Safety, The Johns Hopkins Hospital and Center for Innovation in Quality Patient Care

In this session, Lori Paine will discuss strategies for leading cultural transformation across all levels of leadership and how that relates to becoming a high reliability organization.

10:45 – 11 a.m.

Break

11 a.m. – 12 p.m.

Leading to High Reliability: A Cultural Transformation

Lori Paine, RN, MS
Director, Patient Safety, The Johns Hopkins Hospital and Center for Innovation in Quality Patient Care

Learn how to use culture of patient safety survey results to develop improvement interventions within your organization.

12 – 1:15 p.m.

Creating Connections Luncheon Coalition Leader and Harm Faculty Recognition Networking Partners Table Rounding

Karin Kennedy and Carolyn Konfirst will introduce and recognize those serving as coalition leaders and harm faculty for the state of Indiana. Their efforts and expertise help drive the work of the Indiana Patient Safety Center.

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Time has been allotted for creating connections among colleagues and get acquainted with the various organizations in attendance. Browse and learn about the great resources and partnerships that Indiana organizations have to offer in collaborative efforts to eliminate patient harm.

1:15 – 2 p.m.

Driving Down Readmissions – Will, Ideas, Execution

*Steve Tremain, MD, FACPE
Physician Advisor, Cynosure Health Solutions*

In this session, Dr. Tremain will discuss common failures in care transitions that lead to preventable readmissions, along with best practices proven to work in the community.

2 – 3 p.m.

Hospital Stories: What Works, What Doesn't

*Steve Tremain, MD, FACPE
Physician Advisor, Cynosure Health Solutions*

Learn from hospitals just like you on how they identified failures and how they successfully implemented solutions.

3 – 3:45 p.m.

Enhancing Care Transitions and Preventing Readmissions – What Will You do by Next Tuesday?

*Steve Tremain, MD, FACPE
Physician Advisor, Cynosure Health Solutions*

This facilitated workshop and discussion session will bring forward from the attendees real "take-aways" that you can immediately implement to bridge the gaps in your readmission prevention program.

3:45 – 4 p.m.

Closing Remarks and Adjournment

*Karin Kennedy, MS
Administrative Director, Indiana Patient Safety Center*

*Carolyn Konfirst, RN, MS, Dr.PH
Clinical Director, Indiana Patient Safety Center*

Sponsoring Partner

Thank you to Qsource, the Indiana Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for their generosity that has helped make this event possible.



Qsource is a nonprofit, healthcare quality improvement and information technology consultancy. Headquartered in Tennessee since 1973, Qsource also has offices in Memphis, Nashville, Indianapolis and Louisville.

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Networking Partners

Attendees will have the opportunity to learn about the great resources and partnerships that Indiana organizations have to offer in collaborative efforts to eliminate patient harm.

- Center for Medication Safety Advancement (CMSA), Purdue University College of Pharmacy
- Central Indiana Case Management Society of America (CICMSA)
- Indiana Association for Healthcare Quality (InAHQ)
- Indiana Organization of Nurse Executives (IONE)
- Indiana State Department of Health (ISDH)
- Purdue Healthcare Advisors (PHA)
- Quality Innovation Network-Quality Improvement Organization (QIN-QIO)
- The Indiana Association for Professionals in Infection Control (APIC)

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