Make it Personal: Enhancing Reliability, Eliminating Harm
Hilton Indianapolis North | 8181 North Shadeland Ave | Indianapolis, IN 46250

Each year, the Indiana Patient Safety Center (IPSC) hosts the Indiana Patient Safety Summit to bring Indiana’s patient safety and quality leaders together to learn effective strategies, share best practices and make progress in improving patient safety. This year’s summit, Make it Personal: Enhancing Reliability, Eliminating Harm, focuses on leadership strategies that drive high-reliability organizations in an effort to drive harm to zero.

Patient safety and clinical leaders from across the state will gather to hear from noted national leaders in reliability science and harm reduction. Sessions will focus on leadership and change-management strategies to integrate patient safety efforts with industry standards of high-reliability organizations.

The IPSC was founded with the ambitious goal of making Indiana the safest place in the world to receive care. For the past eight 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 now operates Indiana’s largest hospital engagement network, Coalition for Care.

Join us for the 2014 Indiana Patient Safety Summit to help hospital leaders, patient safety and quality directors and clinical leaders learn how and why to implement principles of reliability science to reduce harm to patients.

**Audience:** CEOs, CMOs, CNOs, Coalition for Care key contacts, patient safety officers, risk managers, quality leaders, physician leaders, nursing managers, doctors, nurses, trustees, department directors, hospital attorneys, business and industry leaders, patient safety advocates, consumers, health professions faculty and others responsible for leading change for improvement.

Indiana Patient Safety Summit Agenda

8 – 8:45 a.m.        Registration

8:45 – 9:15 a.m.      Welcome and Opening Remarks
                      Douglas J. Leonard, President, Indiana Hospital Association
                      Betsy Lee, Director, Indiana Patient Safety Center
                      
                      Doug Leonard and Betsy Lee will discuss the progress of Coalition for Care, IHA's hospital engagement network, outline 2014 priorities and share significant patient safety results.

9:15 – 10:15 a.m.     Partnering with Patients: A National Approach
                      Maulik Joshi, Dr.P.H., President, Health Research & Education Trust and Senior Vice President of Research at the American Hospital Association
                      
                      Dr. Joshi will address the key factors driving health care transformation, as well as significant patient safety and quality trends to eliminate patient harm. He will also provide an update of HRET’s plan for achieving the Partnership for Patients aims of reducing harm by 40 percent and readmissions by 20 percent.

10:15 – 10:30 a.m.    Break

10:30 a.m. - 12:30 p.m. High-Reliability Health Care: The Science of Safety
                      Kerry Johnson, Founding Partner and Chief Innovation Officer, Healthcare Performance Improvement, LLC
                      
                      As a founding partner of HPI, Kerry Johnson will discuss the role of high reliability in creating a culture of safety and driving harm to zero. The session will provide a background of high-reliability organizations, describe error prevention strategies, discuss the emerging themes of common cause analysis and emphasize the roles of key leaders in enhancing reliability for results. He will describe key leadership behaviors of individual clinicians, leaders and teams to drive systematic results-oriented change.

12:30 – 1:45 p.m.     Lunch (on your own)
1:45 – 3 p.m.  
Driving High Reliability: A Systematic Approach for Eliminating Harm  
Coleen Smith, RN, MBA, CPHQ, High Reliability Initiatives Director, Joint Commission Center for Transforming Healthcare  

Coleen Smith will describe the Joint Commission Center for Transforming Healthcare strategic model for driving high reliability in hospitals. She will review the Center’s High Reliability Self-Assessment Tool to evaluate hospital leadership, culture and methods for robust process improvement and describe efforts with South Carolina hospitals to embed high-reliability practices to improve patient safety cultures and reduce harm.

3 – 4 p.m.  
Making it Stick: Engaging Teams for Lasting Improvement  
Barb DeBaun, Improvement Advisor, Cynosure Health  

This interactive session will provide an overview of the myths and mysteries of frontline staff engagement. The discussion will include practical suggestions for how to create reliable processes that will result in continued and sustainable quality improvement.

4:00 p.m.  
Adjourn

Featured Speakers

Maulik S. Joshi, DrPH is president of the Health Research & Educational Trust (HRET) and senior vice president of research at the American Hospital Association (AHA). HRET conducts applied research in critical areas of the healthcare system and leads Hospitals in Pursuit of Excellence, AHA’s strategy to accelerate performance improvement. In 2012, HRET was awarded the Illinois Performance Excellence Bronze Award for Commitment to Excellence. Dr. Joshi also oversees AHA’s Institute for Diversity in Health Management and the Association for Community Health Improvement. Previously, Dr. Joshi served as senior advisor at the Agency for Healthcare Research and Quality; president and CEO of the Delmarva Foundation, recipient of the 2005 U.S. Senate Productivity Award, which is based on the Malcolm Baldrige Award; vice president at the Institute for Healthcare Improvement (IHI); senior director of quality for the University of Pennsylvania Health System; and executive vice president for the HMO Group. Dr. Joshi has a Doctorate in Public Health, a Master of Health Services Administration from the University of Michigan and a Bachelor of Science in mathematics from Lafayette College. Dr. Joshi is editor-in-chief for the Journal for Healthcare Quality. He also co-edited The Healthcare Quality Book: Vision, Strategy and Tools (Health Administration Press, third edition to be published in 2013), and authored Healthcare Transformation: A Guide for the Hospital Board Member (CRC Press and AHA Press, published in 2009). Dr. Joshi also serves on the Board of Trustees for the Anne Arundel Health System, the Board Quality and Patient Safety Committee for Catholic Health Partners, the Health Outcomes Committee for Advocate Health Care, the Board of Governors for the National Patient Safety Foundation and Treasurer of the Board of Trustees for the Center for Advancing Health.
Kerry Johnson is a founding partner and the Chief Innovation Officer of Healthcare Performance Improvement (HPI). HPI is a consulting firm that specializes in improving human performance and reliability in complex systems using evidence-based methods derived from high-risk industries. Mr. Johnson has more than 25 years of experience improving reliability in nuclear power, transportation, manufacturing, and health care. He specializes in designing and implementing human performance reliability programs for large organizations, resulting in dramatically reduced event rates. Other specialties include cause analysis (including nuclear power events and the Texas A&M bonfire structure collapse), reliability improvement (including nuclear incident response for the U.S. Department of Energy and manufacturing production at Colorado Fuel & Iron), and safety culture improvements (for more than half the nuclear power plants in the United States, Sandia National Laboratory, Oak Ridge National Laboratory and the U.S. Nuclear Regulatory Commission). His health care clients have achieved up to a 91 percent reduction in preventable serious safety events in just three years. He is now the lead consultant on many safety culture engagements for integrated health care systems. Prior to joining HPI, Mr. Johnson was the Chief Operating Officer of Performance Improvement International, Technical Advisor & Assistant Engineering Manager for the Palo Verde Nuclear Generating Station, and Assistant Chief Test Engineer at the Pearl Harbor Naval Shipyard.

Coleen Smith is the High Reliability Initiatives Director for the Joint Commission Center for Transforming Healthcare. In this role, she is responsible for the development, coordination and implementation of activities supporting the adoption of high-reliability practices in health care. Previously, Ms. Smith held the position of Center Project Lead and Robust Process Improvement Black Belt at the Joint Commission Center for Transforming Healthcare. In this role, she was responsible for leading strategic projects that focused on patient safety in health care, providing expert advice to process improvement teams, and helping develop and implement quality improvement training for all Joint Commission employees utilizing Lean, Six Sigma and change-management methodologies. Ms. Smith joined The Joint Commission in 2004 as a Patient Safety Specialist in the Office of Quality Monitoring where she provided feedback and guidance to accredited organizations’ leadership in relation to root cause analysis and action plan submissions for sentinel events. She served as faculty for new and continuing surveyor education, and provided education to internal and external customers on sentinel events. Earlier in her career, Ms. Smith held positions in the areas of quality improvement, leadership and clinical pediatric specialty care at Rush University Medical Center, Rady Children’s Hospital and Lurie Children’s Hospital of Chicago. Ms. Smith obtained her Bachelor of Science in Nursing from the University of Illinois at Chicago, and a Master’s in Business Administration-Health Care Administration from the University of Phoenix in San Diego, California.
Barbara DeBaun, RN, MSN, CIC has over 30 years of experience in the field of infection prevention and quality improvement. She is currently an Improvement Advisor for Cynosure Health. In this role, she provides vision and leadership in the development, implementation and facilitation of performance improvement initiatives for health care organizations. Previously, she was an Improvement Advisor for BEACON, the Bay Area Patient Safety Collaborative, and was the Director of Patient Safety and Infection Control at California Pacific Medical Center in San Francisco. She is currently an adjunct faculty member at Dominican University of California. Barbara is a certified Infection Control Practitioner and holds a Bachelor’s degree in nursing from Pace University in New York and a Master of Science Degree in Nursing from San Francisco State University. She is an active member of APIC, the Association for Professionals in Infection Control and Epidemiology, and is currently serving as an elected member of APIC Board of Directors. She recently served as APIC’s liaison to the CDC’s Hospital Infection Control Practices Advisory Committee (HICPAC). Barbara has lectured nationally and internationally on a variety of patient safety and infection control topics and has published over a dozen articles and several book chapters. In 2008, she was selected as *Infection Control Today’s* Educator of the Year.

**Registration**
The Indiana Patient Safety Summit is funded through the federally contracted initiative, *Partnership for Patients*, and covers the entire cost of the program except for food and drinks. Therefore, there is no registration fee for the Indiana Patient Safety Summit. Per federal guidelines, IHA cannot collect funds on behalf of an individual for food or beverages. Individuals will need to make their own breakfast and lunch arrangements.

Register online at [http://www.regonline.com/iha2014summit](http://www.regonline.com/iha2014summit) by May 7. Contact Laura Gilbert at 317-423-7793 or [lgilbert@IHAconnect.org](mailto:lgilbert@IHAconnect.org) if you need assistance.

**Individuals with Disabilities**
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.

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