



The Hospital Association of Southern California presents  
**Southern California Patient Safety Colloquium**

# **What's Best & What's Next in Quality & Patient Safety**

**Wednesday, January 23, 2013**

**Hyatt Regency - Orange County  
11999 Harbor Blvd., Garden Grove, California**

Health care financing reform, consumer demand for demonstrated quality, and thousands more people lining up for medical care in our already overburdened system—is it the “perfect storm” or the perfect opportunity?

Come learn from national experts, system leaders and your peer hospitals about evidence-based interventions that have yielded the best results, and how we can innovate our path forward.

Eighteen breakout sessions in six tracks will equip you to Embrace the Continuum, Practice Wellness, Prevent Errors, Save Lives, Stay Lean and Clean, and Engage your Physicians. Take your place at the table for this power-packed day of educational excellence and real-world solutions for health care executives, clinicians and program administrators.

## **ABOUT THE KEYNOTE SPEAKERS**



**Charles Denham, MD, Chairman, Texas Medical Institute of Technology & CEO, Healthcare Concepts Corporation**

Recognized as one of the most visible and active leaders in the patient safety community, Dr. Denham is renowned worldwide for his research, passion and expertise in high performance leadership. As founder and CEO of HCC Corporation, a technology incubator, he has led, developed or supported over 400 medical product development initiatives.

Dr. Denham is founder and chairman of the Texas Medical Institute of Technology (TMIT); editor-in-chief of *The Journal of Patient Safety*; instructor at the Harvard School of Public Health and Mayo Clinic College of Medicine; co-founder of the Global Patient Safety Forum in Geneva, Switzerland; and the producer of the documentary, "Chasing Zero: Winning the War on Healthcare Harm," starring Dennis Quaid.



**Kristine White, RN, BSN, MBA, President, Spectrum Health Innovations & Principal, Aerate Consulting**

Kristine White began developing her patient-centered skills when she joined Spectrum Health Innovations as a nurse in 1985. After several leadership roles in clinical areas such as medical critical care, cardiac rehabilitation and the cardiac transplant program, she now serves as the president of the organization.

In her nearly 30 years at Spectrum, Kris has managed a number of operational areas and has been the catalyst for such initiatives as Innovations Readiness Planning and the internal training program, What I.F.? (Innovation Fund). To date, over 600 people have participated in the program.



## WHO SHOULD ATTEND?

*This conference is designed for CEOs, CNOs, COOs, and CMOs; physicians; nurses; pharmacists; hospital quality/safety directors/managers; risk managers; case management; infection control professionals; and others interested in patient safety working in hospitals, nursing homes, home health and health plans.*

## LEARNING OBJECTIVES

- *Revitalize quality improvement and patient safety activities by incorporating new strategies for success*
- *Reignite a passion for delivering quality, compassionate, error-free care in our communities*
- *Explore health care industry changes on the horizon and how we can meet the challenges we face*

## AGENDA

7:30 a.m.	Registration and Continental Breakfast
8:30 – 8:45 a.m.	Welcome and Patient Safety First Update <i>Julia Slininger, VP, Quality &amp; Patient Safety, HASC</i>
8:45 – 9:45 a.m.	Chasing Zero <i>Charles Denham, MD, Chairman, Texas Medical Institute of Technology; CEO, Healthcare Concepts Corporation</i>
9:45 – 10 a.m.	Transition to breakout rooms
10 – 11 a.m.	CONCURRENT BREAKOUT SESSIONS
11 – 11:15 a.m.	Transition to breakout rooms
11:15 a.m. – 12:15 p.m.	CONCURRENT BREAKOUT SESSIONS
12:15 – 1:30 p.m.	Lunch and Visit Vendors/Exhibit Area
1:30 – 2:30 p.m.	CONCURRENT BREAKOUT SESSIONS
2:30 – 2:45 p.m.	Transition to Ballroom
2:45 – 3:45 p.m.	Transforming Health Care through the Consumer Experience <i>Kristine White, President, Spectrum Health Innovations; Principal, Aerate Consulting</i>
3:45 p.m.	What's Next?

## ABOUT BREAKOUT SESSIONS

*This year's exciting concurrent breakout sessions will feature topics that address culture change, surgical safety, wellness, medical error prevention and more. Join these interactive discussions on what's best and what's next in quality and patient safety.*

### TRACK 1

#### **Embracing the Continuum It Takes a Village**

Topics include care transitions, readmissions reduction and facilitating patient self-management; addressing the collaboration between acute and post-acute care settings; and a connection to measurably enhancing the patient experience.

#### **Objectives**

- Design care strategies that sustain health and safety through collaboration across care settings
- Enhance the patient experience by providing more effectively for post-acute needs

### TRACK 2

#### **Wellness for You and Your Organization Practicing What We Preach**

Topics include stress management (live and interactive), a Just Culture for patient safety and risk management, effective teamwork in the everyday work environment, and keys to balanced living.

#### **Objectives**

- Create a positive and profitable environment with teamwork and a just culture
- Practice wellness strategies that will support balance, strength and joy in the workday

### TRACK 3

#### **The Right Stuff Saving Lives**

Topics include preventing sepsis mortality, excellence in stroke intervention/unit certification, hemorrhagic event management and cardiac surgery/interventional cardiology excellence. All presentations will include data to demonstrate numbers of lives saved.

#### **Objectives**

- Discuss interventions that have saved lives in patients with sepsis, stroke or cardiac events
- Implement data collection and reporting techniques that tell the right story

### TRACK 4

#### **Error Prevention in Clinical Specialty Areas Chasing Zero**

Topics include interventions to make surgery safer (preventing RSI and/or other surgical complications); making radiology and imaging safer (preventing radiation overexposure and harm that can result from misreads); and perinatal safety issues including preventing EED, managing obstetrical emergencies, and/or prevention of newborn trauma/injury.

#### **Objectives**

- Outline the necessary steps for preventing medical errors in specific clinical specialty areas
- Describe new practices and/or technologies that are helping us get closer to zero

### TRACK 5

#### **Lean and Clean Working as a Team**

Topics include new strategies for the environment of care that minimize microbial contamination and control C. Difficile and MRSA, achieving success with hand hygiene expectations, Getting to Zero in device-related HAI, and the Lean approach—identifying and eliminating “muda.”

#### **Objectives**

- Learn new strategies for the environment of care to minimize MRSA and C. Difficile
- Apply Lean methodology in refining HAI prevention practices

### TRACK 6

#### **Is There a Doctor in the House? Leadership Strategies Engaging Physicians**

Topics include new collaboration strategies with ACOs on the horizon, successful TeamSTEPPS® interventions involving physicians, the proven value of multidisciplinary rounding, physicians' experiences on CUSP teams, and pursuing the triple aim.

#### **Objectives**

- Facilitate collaboration between executives and physicians in planning future care models
- Foster physician leadership in comprehensive unit-based safety programs (CUSP) and in transforming the culture of communication with the patient care team

## Breakout Sessions

Session Time / Track	10 – 11 a.m.	11:15 a.m. – 12:15 p.m.	1:30 – 2:30 p.m.
<b>Track #1</b> Embracing the Continuum: It Takes a Village <i>Grand Ballroom B</i>	<b>Palliative Care Conversations: Advocating for the Patient and Involving Your Physicians</b> Michael J. Demoratz, PhD, LCSW, CCM Palliative Medical Associates of California	<b>Caring for Homeless Patients After Discharge Really Does "Take a Village"</b> Kelly Bruno, MSW National Health Foundation Jessica Grimes, MSW, MA St. Jude Medical Center	<b>Across the Great Divide: Care Transitions Between Health Care Settings</b> Jennifer Wieckoski, MSG Health Services Advisory Group Omar P. Kulkarni, MPH Cedars-Sinai Health System
<b>Track #2</b> Wellness for You and Your Organization: Practicing What We Preach <i>Grand Ballroom C</i>	<b>Turn Down the Noise, Create a Healing Environment, and Improve Patient Safety</b> Susan Mazer, PhD Healing HealthCare Systems	<b>Creating a Culture of Reflection and Discovery</b> Michael Waldman Insigniam	<b>Living and Leading the Good Life: Wellness in the Workplace</b> Melanie Cumbee Memorial Health System
<b>Track #3</b> The Right Stuff: Saving Lives <i>Grand Ballroom D</i>	<b>The Journey to Comprehensive Stroke Certification</b> J.J. Baumann, RN, MS, CNS Stanford Hospital and Clinics	<b>Sepsis: From Last to First</b> Steve Perry, RN and Lisa Pisani, RN Providence Tarzana Regional Medical Center	<b>Code R.B.C. – Run, Bleeding Crisis! A Non-Trauma Center's Approach to Acute Hemorrhage in Critical and Perinatal Care</b> Randy German, MT (ASCP), SBB; Sherry Lemasters, RN; Arell Shapiro, MD Hoag Memorial Hospital
<b>Track #4</b> Error Prevention in Clinical Specialty Areas: Chasing Zero <i>Grand Ballroom E</i>	<b>Error Prevention and Risk Management in Radiology</b> Teri Yates, MD Radisphere National Radiology Group	<b>Preventing Retained Surgical Items</b> Verna Gibbs, MD No Thing Left Behind®	<b>Chasing Zero: The CDPH Perspective</b> Debby Rogers, RN, MS California Department of Public Health
<b>Track #5</b> Lean and Clean Working as a Team <i>Grand Ballroom F</i>	<b>Using Lean Methodology to Reduce C. Difficile Transmission &amp; Surgical Site Infections</b> Jennifer Wortham, DrPH, Institute for Performance Excellence Paige Heaphy, MSPH Cedars-Sinai Health System	<b>A Lean-Centered Surveillance and Prevention Program</b> Alfonso Torress-Cook, DrPH Pacific Hospital of Long Beach	<b>Improving the Clinical Conversation: A Team-Based Initiative to Improve Patient Safety Using the Tools in TeamSteps®</b> Lauren Spilsbury, RN, MSN, Carolyn Arnold, RN, MSN, Bonita Landeros, RN, BSN, Leif Erickson Redlands Community Hospital
<b>Track #6</b> Is There a Doctor in the House? Leadership Strategies Engaging Physicians <i>Grand Ballroom G</i>	<b>Partnering for the Future: Three Essentials</b> Michael Hunn, Sr. VP/ Regional Chief Executive Providence Health & Services – Southern California	<b>Maximizing ER Throughput: Tackling it Together</b> Matthew Gerlach, VP/COO Michelle Adzhemyan Glendale Memorial Hospital and Health Center	<b>Pursuing the Triple Aim: Physicians and Executives in Collaboration</b> Joseph Jordan, MD Intercede Health