

[npsfcongress.org](http://npsfcongress.org)

Register by March 15 and save \$145.

Patient Safety

Solution

Evolution

THE 15TH ANNUAL NPSF PATIENT SAFETY CONGRESS

May 8–10, 2013  
New Orleans

Hyatt Regency

Join us for the best of patient safety practice: inspiration, science, and business for health care executives, providers, and patient advocates.

 **NPSF**  
National Patient Safety Foundation®

## Patient Safety Solution Evolution

**Patient Safety Solution Evolution** is about the remarkable growth of the patient safety field and the dynamic nature of the work you are doing today. This year's NPSF Congress focuses on solutions and the evolution of this essential work. You are invited to join leading experts to share emerging patient safety evidence and best practices, experience interactive presentations, enhance your expertise, network with the best and brightest in the industry, and transform your organization's patient safety efforts. You'll also be inspired and entertained by this year's new location in New Orleans, a city known for its history, charm, food, and music—and its own powerful transformation.

- 3 days of nonstop networking opportunities
- 4 Pre-Congress workshops
- 5 targeted patient safety tracks
- 25 educational sessions
- 4 keynote sessions
- 120 research and solutions posters
- 4 live and interactive simulations
- 2 relationship-building receptions

### Who Should Attend?

Patient safety, quality, and risk professionals  
 Hospital executives and board members  
 Frontline clinicians, including nurses, physicians, and pharmacists  
 Patient advocates, payors, researchers, and policy setters  
 All those committed to safer patient care

Kick-start your learning and dive deep into topics that are critical for advancing your patient safety agenda

## Full-Day Workshops

WEDNESDAY

8:30 AM – 4:30 PM

### The Leader's Role in Making Meaningful Use ... MEANINGFUL! Ensuring Safer, Higher-Quality, and More Efficient Care Through Meaningful Deployment of HIT

The HiTech Act and Meaningful Use incentives were designed to support the Triple Aim and National Quality Strategy, but as the incentive programs wind down, leadership is left to decide how to maximize the HIT infrastructure that organizations have invested in while facing increasing scrutiny about attestation and the ever-changing requirements. This program will be facilitated by Jonathan Perlin, MD, PhD, MSHA, FACP, FACMI, President, Clinical Services, and Chief Medical Officer, HCA, Inc., and will include perspectives and lessons on how leaders can move their organizations through the current and future critical phases of HIT deployment with best-practice examples of improving patient safety and reducing technology-associated risk.

9:30 AM – 4:30 PM

### Patiently Waiting for Engagement? The Keys to Patient and Family Engagement in a Changing Landscape

This full-day course is designed for patient advocates, leaders, and providers who seek to learn about new methods to effectively communicate and partner with patients. Faculty will present practical, foundational information on critical patient safety commitments and share proven strategies and approaches for improving patient centeredness and effective engagement. Attendees will explore the latest strategies and tools to advance and improve patient engagement, strengthen the patient-provider relationship, and convey the importance of the delivery of safe care.

## Half-Day or Full-Day Workshops

### Principles of Patient Safety: Culture and Measurement

Attend either one or both of these half-day sessions.

8:30 AM – 12:00 PM

#### Patient Safety Basics: Building a Just Culture for Change

Participants will gain familiarity with patient safety principles and real-world techniques through case study methodology. Discussion will focus on Just Culture and address the basic concepts of transparency, the right response to an event, and the importance of collecting data from close calls and events by removing fear of reprisal for reporting events. An introduction to the value of patient and family reporting systems will be provided.

1:00 PM – 4:30 PM

#### Measurement Basics: How Data Drives Patient Safety Progress and Engagement

This session explores different measurement techniques designed to evaluate the effectiveness of patient safety efforts. The workshop will provide attendees with the critical training, skills, and tools for measuring success and targeting areas for improvement.

### Advancing Your Patient Safety Mission Through the Use of Simulation

Attend either one or both of these half-day sessions.

8:30 AM – 11:00 AM

#### The Nuts and Bolts of Simulation: Getting Started

This session will provide an introduction to using the spectrum of simulation innovations for learning in a health care organization. This learning focus will address the use of simulation solutions for improving clinical and technical skills, leadership, teamwork, and communication.

12:30 PM – 4:30 PM

#### Integration into the Patient Safety Portfolio: Digging Deeper into Simulation

*Attendance for this afternoon session is limited to 60 participants.*

This immersive workshop will explore innovative learning approaches for integrating simulation into your patient safety program. The session is appropriate for patient safety officers, risk managers, and clinical staff. Participants will work as teams to identify and solve the root causes of patient safety problems.

## Get Inspired

### Bedside Manners

**Suzanne Gordon** is a well-known and influential writer on the history of improving the culture and safety of health care. Through a long and distinguished career, she has contributed as an author, co-author, and editor on titles focused on improving health care provider communications across multidisciplinary fields. Her most recent work, *Beyond the Checklist*, looks at what the health care system can learn from outside industries in terms of improving job training and information sharing. You'll play a starring role in this unique, interactive program, designed to illustrate the importance and experience of team intelligence.

### Through the Eyes of the Workforce: Creating Joy, Meaning, and Safer Health Care An LLI Open Dialogue

Attend the inaugural presentation of this Lucian Leape Institute roundtable effort and white paper by experts on the cultural transformation needed within organizations to advance patient safety. As evidence mounts suggesting a link between workforce safety, employee satisfaction and patient safety, this open dialogue will explore the key issues of respect, workload, recognition, and leadership.

### Experience Matters: Executing on Quality and Safety Through the Eyes of the Patient

**Bridget Duffy, MD**, is a physician, speaker, and thought leader on the customer experience in health care. Dr. Duffy created one of the nation's first hospitalist programs and served as the chief experience officer (CXO) of Cleveland Clinic, the first senior position of its kind in a health care system. She is currently the chief executive officer of ExperiaHealth, a leading resource for hospitals seeking to humanize and improve the patient experience by harnessing the power of actively engaged physicians, nurses, and employees. Her work has earned her the Quantum Leap Award for taking the risk to spur internal change in her field. She has been featured in HealthLeaders magazine as one of "20 People Who Make Healthcare Better."

### Why We Make Mistakes: How We Look Without Seeing, Forget Things in Seconds, and Are All Pretty Sure We Are Way Above Average

**Joe Hallinan** is a Pulitzer Prize-winning journalist whose book *Why We Make Mistakes* is a powerful and intriguing exploration of our imperfections and how to overcome them. Hallinan will explore the captivating science of human error—how we think, see, remember, and forget. This highly engaging and entertaining presentation features tips you can use immediately and will show how some of the same qualities that make us efficient also make us error-prone.

## Share, Learn, and Take Home

Choose from over 25 informative sessions in the following five concurrent educational tracks. [View session and faculty details](#) at [npsfcongress.org](#).

### Health Information Technology: Building Solutions for Patient Safety

Innovations in health information technology are often intended to improve patient safety outcomes, but is this always the case? Learn the latest on early notification systems, telemedicine, simulation, health information exchange, and clinical decision support and how these are advancing patient safety, decision making, and communication between providers and patients.

### Risk Prevention: A Patient Safety Imperative

How do we effectively align our thinking and resources to create the right blend of reacting to risk with preventing risk? How do we successfully partner in this process? Reinvent your organization's approaches and best practices in sessions that address architecture, culture, reporting, and functional flow of safety issues and opportunities.

### Employee Engagement: Joie de Vivre

What does joy and meaning in work look like, and is this a core commitment to your workforce culture? How do you restore and ensure joy and meaning for yourself, your staff, and your organization? These diverse sessions address a range of approaches, such as the creative use of theater to increase teamwork and communication, the use of simulation and brain-based learning to improve TeamSTEPPS® programs, and top-down and bottom-up adoption of specific goals to measurably improve culture.

### Transformational Models for Safe Health Care Delivery

How do you sustainably impact safe health care delivery? A range of transformational models—from Gemba walks to discharged medication reconciliation to effectively engaging your clinical and financial teams to create the business case for safety—will provide you with real-world pathways to success.

### Patient and Family Engagement: The Heart of Patient Safety

How do we actualize authentic patient and family engagement? Learn how the inclusion of patients and families in rounds, the value of patient and family reporting systems, The Expert Patient, and measures of patient experience are being implemented to fundamentally embed patient leadership into patient safety leadership.

## Continuing Education

Continuing education credits are available for nurses, risk managers, quality managers, health care executives, and pharmacists. [Continuing medical education credits are available for physicians.](#)

## Program of Events

Wednesday, May 8, 2013

8:30 AM – 4:30 PM

The Leader's Role in Making Meaningful Use ... MEANINGFUL!

Advancing Your Patient Safety Mission Through the Use of Simulation

8:30 AM – 11:00 AM

Part I: The Nuts and Bolts of Simulation

12:30 PM – 4:30 PM

Part II: Integration into the Patient Safety Portfolio

Principles of Patient Safety: Culture and Measurement

8:30 AM – 12:00 PM

Part I: Patient Safety Basics

1:00 PM – 4:30 PM

Part II: Measurement Basics

9:30 AM – 4:30 PM

Patiently Waiting for Engagement? The Keys to Patient and Family

Engagement in a Changing Landscape

Jazz Up Your Connections

4:30 PM – 6:30 PM

Learning & Simulation Center | Simulations, Exhibits, Posters, [Welcome Reception](#)

Information in this brochure is subject to change.  
Visit [npsfcongress.org](#) for the most current information.

## Thursday, May 9, 2013

8:00 AM – 9:30 AM

Opening Keynote Session  
*Suzanne Gordon, Bedside Manners*

9:45 AM – 10:45 AM

11:00 AM – 12:00 PM

Concurrent Breakout Sessions

12:00 PM – 1:30 PM

Learning & Simulation Center | Simulations, Exhibits, Posters, and Lunch

1:45 PM – 3:15 PM

Concurrent Breakout Sessions

3:30 PM – 4:45 PM

Afternoon Keynote Session  
*Through the Eyes of the Workforce: Creating Joy, Meaning, and Safer Health Care An LLI Open Dialogue*

Jazz Up Your Connections

4:45 PM – 6:45 PM

Learning & Simulation Center |  
 Simulations, Exhibits, Posters, Evening Networking Reception

## Friday, May 10, 2013

8:00 AM – 9:15 AM

Morning Keynote Session  
*Bridget Duffy, Experience Matters: Executing on Quality and Safety Through the Eyes of the Patient*

9:30 AM – 10:30 AM

10:45 AM – 11:45 AM

Concurrent Breakout Sessions

11:45 AM – 1:15 PM

Learning & Simulation Center | Simulations, Exhibits, Posters, Lunch

1:30 PM – 2:45 PM

Closing Keynote Session  
*Joe Hallinan, Why We Make Mistakes: How We Look Without Seeing, Forget Things in Seconds, and Are All Pretty Sure We Are Way Above Average*

### Co-Chairs

**Jane Englebright, PhD, RN**  
 Chief Nursing Officer, Patient Safety Officer & Vice President  
 Clinical Services Group  
 Hospital Corporation of America

**Mary Beth Navarra-Sirio, RN, MBA**  
 Vice President & Patient Safety Officer  
 McKesson

**Lillee Smith Gelinis, MSN, RN, FAAN**  
 Vice President & Chief Nursing Officer  
 VHA Inc.

### Registration Fees\*

Register Today at [npsfcongress.org](http://npsfcongress.org)

Pre-Congress* (Wednesday)	
Full Day	\$550
Half Day	\$250-\$350

Congress** (Thursday & Friday)	EARLY BIRD (by March 15)	After March 15
Congress** (Thursday & Friday)	\$1,000	\$1,145
Congress One Day (Thursday OR Friday)	\$600	\$645

\* Registration fee includes selected Wednesday educational session, the Wednesday evening Welcome Reception in the Learning & Simulation Center, and access to continuing education credits.

\*\* Registration fee includes Thursday and Friday educational sessions and keynotes, breakfast and lunch, all Learning & Simulation Center activities and receptions, and access to continuing education credits.

Stand Up for Patient Safety members receive a 20% discount on Congress registration. Members of the [American Society of Professionals in Patient Safety \(ASPPS\)](http://www.aspps.org) receive a 10% discount on Congress registration. [Check the member pages of www.npsf.org](http://www.npsf.org) for details.

## Jazz Up Your Connections

Whether at our receptions, over a casual breakfast conversation or in a Pre-Congress or Congress session, you'll have unlimited opportunities to enrich your patient safety network in New Orleans.

Join us in the **Learning & Simulation Center Welcome Reception\***

Wednesday, May 8, 2013  
4:30 PM – 6:30 PM

\* Attendees who register for Congress but not Pre-Congress are also encouraged to attend the Welcome Reception on Wednesday evening.

**Evening Reception**

Thursday, May 9, 2013  
4:45 PM – 6:45 PM

## Hotel Information

**Hyatt Regency New Orleans**  
601 Loyola Avenue  
New Orleans, LA 70113

The NPSF group rate is \$215 per night (excluding local taxes). Reservations can be made by calling the hotel directly at 504.561.1234 or by going online to <https://resweb.passkey.com/go/natlpatientsafetyfdtn>.

*Rooms are available at the group rate on a first-come, first-served basis until the room block is sold out.*

## NPSF Patient Safety Congress Supporters at the time of production of this brochure



## Sponsorship Opportunities

To learn more about sponsorship opportunities, please contact David Coletta, Senior Vice President, Strategic Alliances, at [dcoletta@npsf.org](mailto:dcoletta@npsf.org) or 617.391.9908.