

**May 14–16, 2014**  
**Renaissance Orlando at SeaWorld**

*Register by March 30 and save \$150*

The 16th Annual

**1FOCUS.**

NPSF Patient Safety Congress

3 Days + 1 Focus =  
Comprehensive Patient Safety Solutions

**Who Should Attend?**

Patient safety, quality, and  
risk professionals

PSOs, CQOs, CROs, CMOs, and CNOs

Health care 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

 **NPSF**  
National Patient Safety Foundation®  
[npsfcongress.org](http://npsfcongress.org)



**1 FOCUS.** In a time when there are so many competing priorities in health care, the NPSF Patient Safety Congress is the only global conference where patient safety is the center of attention for every session, presenter, and networking opportunity. Planned by innovative leaders in the field, the Congress has a strong tradition of providing real-world tools, robust resources, and evidence-based solutions for a full spectrum of patient safety issues. If you are focused on and committed to advancing patient safety across the continuum of care, this is a can't-miss educational experience.

## Registration Fees\*

| Pre-Congress* (Wednesday)    |             |
|------------------------------|-------------|
| Full- and Half-Day Workshops | \$200–\$450 |

| Congress** (Thursday and Friday) | EARLY BIRD<br>(by March 30) | After March 30 |
|----------------------------------|-----------------------------|----------------|
|                                  | Two Days of Sessions        | \$1,000        |

\* 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 the Wednesday Welcome Reception, Thursday and Friday educational sessions and keynotes, breakfast and lunch, all Learning & Simulation Center activities, and access to continuing education credits.

## Hotel Information

### Renaissance Orlando at SeaWorld

6677 Sea Harbor Drive | Orlando, FL

The NPSF group rate is \$179 per night (excluding local taxes). Reservations can be made by calling the hotel directly at 407.351.5555 or by going online to <https://aws.passkey.com/event/10732882/owner/210/home>.

*Rooms are available at the group rate on a first-come, first-served basis until the room block is sold out. It has come to our attention that an unaffiliated third-party vendor has been soliciting our attendees for hotel accommodations for the Patient Safety Congress in Orlando. We suggest you book your reservation directly with the conference hotel or other nearby hotels.*

## **PRE-CONGRESS | WEDNESDAY, MAY 14** **Full- and Half-Day Workshops**

These workshops enable you to explore specific patient safety topics and walk away with in-depth knowledge and insights of a key safety issue, as well as practical tools.

7:30AM–4:00PM

### **FOR THE FIRST TIME | 1 FOCUS ON CERTIFICATION**

#### **Certified Professional in Patient Safety (CPPS) Review Course**

New for 2014 due to widespread demand, this one-day course is being offered to experienced patient safety professionals who plan to take the Certified Professional in Patient Safety (CPPS) examination. The course can help participants prepare for the exam by reviewing domain content areas and test-taking strategies, and creating a shared learning environment with fellow exam candidates and expert faculty.

#### **Planning Committee:**

**Dan Degnan, PharmD, MS, CPPS**, Senior Project Manager, Center for Medication Safety Advancement, Purdue University College of Pharmacy

**Karen Frush, MD**, Chief Patient Safety Officer, Duke University Health System

**Erin Graydon-Baker, MS, RRT, CPPS**, Director of Risk Management and Patient Safety, Maine Medical Center

**Regina Hoffman, RN, BSN, CPHRM, CPPS**, Patient Safety Liaison, Pennsylvania Patient Safety Authority

**Donna Jenkins, RN, MS, CPPS**, Patient Safety Staff Specialist, Edward P. Lawrence Center for Quality and Safety, Massachusetts General Hospital

**Karen Liptak, RN, BSN, MPA/HCA, CPHRM**, Senior Director of Risk Management and Patient Safety, Cleveland Clinic

**Judy Milne, MSN, RN, CPHQ, CPPS**, Patient Safety Officer  
Duke University Hospital

**Dot Snow, MPH, CPPS, CPHM**, Program Lead, National Resource Stewardship and Patient Safety, Kaiser Permanente

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8:00AM–4:00PM

#### **Exploring New Pathways for Health Care Simulation**

This interactive, multidisciplinary session will push the boundaries of traditional health care simulation programs. During the first part of the program, participants will look closely at the spectrum of simulation, experience live demonstrations, help write patient safety simulation scenarios, and participate in hands-on opportunities with simulation equipment. During the second part of the program, simulation experts will work together with patient and family representatives to give attendees different opportunities



to examine ways in which patients and families, who are integral parts of the health care team, can provide perspective and knowledge not always gained through the use of traditional health care simulation programs.

During the afternoon, the patients and families session participants will join the group for a joint learning opportunity.

**Co-Chairs:**

**Jared Kutzin, DNP, MS, MPH, RN, CPPS**, Director, Simulation Center, Winthrop University Hospital

**Connie M. Lopez, MSN, CNS, RNC-OB, CPHRM**, National Leader, Simulation-Based Education and Training, National Risk Management and Patient Safety, Kaiser Permanente Program Offices

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8:00AM–4:00PM

**Just Culture and Safety Science: Optimizing the Root Cause Analysis Process**

This full-day, two-part course is designed for health care professionals who want to develop their knowledge base of Just Culture concepts for application throughout their health care organization, and gain an introductory knowledge of human factors. Attendees will learn how this knowledge can be used to impact safety in health care and how to apply it to a sample case study focused on systematic review of a serious safety event. There will be interactive, experiential activities involving table discussions and practice using event review tools and interview techniques in a simulated event review.

**Co-Chairs:**

**Jason Adelman, MD, MS**, Patient Safety Officer, Montefiore Medical Center

**Rollin J. (Terry) Fairbanks, MD, MS**, Director, National Center for Human Factors in Healthcare, and Simulation Training & Education Lab (SiTEL), MedStar Institute for Innovation, MedStar Health; Associate Professor of Emergency Medicine, Georgetown University School of Medicine

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8:30AM–4:00PM

**Leadership Day: Keeping Quality and Safety Front and Center**

A dynamic and highly interactive program created specifically for safety, risk, and quality executives; CNOs; and CMOs, this full-day session will examine the importance of reducing costs while improving safety in a dramatically changing environment. During this session faculty and participants will address the burning question of how leaders can keep quality and safety on the table in the midst of the drastic cost-reduction requirements that are being faced.

**Co-Chairs:**

**Susan A. Abookire, MD, MPH, FACP**, Senior Vice President, System Chief Quality and Patient Safety Officer, Houston Methodist Health Care, President, Society for Physician Quality Officers

**Jennifer Daley, MD, FACP**, Physician Executive

**Pamela A. Thompson, MS, RN, FAAN**, Chief Executive Officer, American Organization of Nurse Executives

8:30AM–4:00PM

### **Patients and Families: The Essential Partners for Safer Care**

This unique program has been developed to provide perspective and ideas in support of engaging patients and families in patient safety work. Patient and family representatives will serve as faculty, providing a perspective from this important stakeholder group. For health care professionals, this workshop will provide an opportunity to learn directly from patient and family representatives who will teach sections of the course using the techniques of simulation. Other faculty will share community-based initiatives that have successfully created positive engagement and improved partnering opportunities in order to enhance patient safety.

During the afternoon, participants will join the simulation session for a joint learning opportunity.

#### **Co-Chairs:**

**Linda K. Kenney**, President and Executive Director, Medically Induced Trauma Support Services

**Patricia J. Skolnik**, Founder and Executive Director, Citizens for Patient Safety

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1:00PM–4:00PM

### **Using Patient Safety Organizations to Improve Quality, Safety, and Efficiency in Health Care**

The Patient Safety and Quality Improvement Act (PSQIA) was passed to allow hospitals to communicate safety issues across state lines with protection from liability and reputational harm in order to systemize the quality of patient care. Health systems, post-acute care settings, and long-term care facilities across the country are using the National PSQIA Privilege and Confidentiality protections to make transformational advances in the quality of patient care via Patient Safety Organizations. In this session attendees will learn how to create a learning system from the best practices of health systems and other providers who are operating PSOs.

#### **Chair:**

**Peggy Binzer**, Executive Director, Alliance for Quality Improvement and Patient Safety

For detailed agendas and a list of faculty,  
please go to [npsfcongress.org](http://npsfcongress.org).



## Keynote Speakers

### Patient Safety Is Not Elective

**Robert M. Wachter, MD**, Professor and Associate Chair of the Department of Medicine, University of California, San Francisco, Division of Hospital Medicine

**Gregg S. Meyer, MD, MSc**, Chief Clinical Officer, Partners HealthCare

This session will debate the merits and challenges of accountability with respect to key issues in patient safety. The dynamic duo of Dr. Wachter and Dr. Meyer will go head-to-head in a lively debate that will include a point-counterpoint discussion on accountability and just culture and why there are some things that *all* health providers must do to ensure safety for *all* patients.

**Dr. Wachter** has been selected as one of the 50 most influential physician-executives in the U.S. by *Modern Healthcare* magazine for the past six years, the only academic physician to achieve this distinction. In 2004, he received the John M. Eisenberg Award, the nation's top honor in patient safety.

**Dr. Meyer** is chief clinical officer at Partner HealthCare. Previously, he was executive vice president for Population Health, Dartmouth-Hitchcock Medical Center, and the first senior vice president for Quality and Safety at the Massachusetts General Hospital/Massachusetts General Physicians Organization. A national leader in quality and safety, Dr. Meyer has authored over 100 articles, editorials, chapters, and monographs.



Robert M. Wachter, MD



Gregg S. Meyer, MD, MSc

### Just As I Am

**Regina Holliday**, Patient Advocate and Mural Artist

Regina Holliday is known for painting a series of murals depicting the need for clarity and transparency in medical records that was inspired by her husband's struggle to get appropriate care during 11 weeks of continuous hospitalization in five facilities. During this talk attendees will attain greater understanding of the effectiveness of timely patient and caregiver access to the electronic medical record in preventing harm.



## Walking Gallery

Be a part of the advocacy movement *The Walking Gallery of Healthcare*. This living gallery consists of medical providers and advocates who wear patient story paintings on the backs of business suits and jackets. To learn more about how to be a part of this movement, and to receive a painted piece by Regina Holliday, please contact Sara Reardon, Senior Director, Event Management, at [sreardon@npsf.org](mailto:sreardon@npsf.org).

## Hot Topics in Patient Safety: Selected Papers Advancing the Field in the Past Year

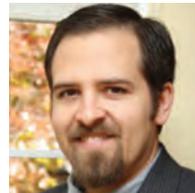
**Kaveh G. Shojania, MD**, Director, Centre for Quality Improvement and Patient Safety, University of Toronto, Hospital-based General Internist, Editor-in-Chief, *BMJ Quality and Safety*



Dr. Shojania will discuss the top research papers of 2013 and address how the evidence-based patient safety interventions and effective strategies identified in these papers can be translated into practice. His work has appeared in leading journals, including the *New England Journal of Medicine*, the *Journal of the American Medical Association*, the *British Medical Journal*, and the *Canadian Medical Association Journal*. Dr. Shojania received a John M. Eisenberg Patient Safety Award for work in patient safety that has had an impact at a national level.

## Thriving vs. Surviving During Times of Change

**J. Bryan Sexton, PhD**, Associate Professor, Director of Patient Safety Research and Training, Duke University Health System



One third to one half of all health care workers are burned out. Burnout predicts clinical and quality outcomes better than any other variable. Dr. Sexton will present an enlightening, refreshing, interactive, and entertaining talk that will review the prevalence and severity of burnout, describe fatigue management, and provide participants with evidence-based resilience tools that they can use immediately. Dr. Sexton has captured the wisdom of frontline caregivers through rigorous assessments of safety culture and teamwork. His research instruments have been used around the world in over 2,500 hospitals in 20 countries.

**Congress Registration Discounts: Stand Up for Patient Safety (SUPS)** members receive a 20% discount. Members of the American Society of Professionals in Patient Safety (ASPPS) receive a 10% discount. Check the member pages of [npsf.org](http://npsf.org) for details.

## Congress Co-Chairs

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

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



## Educational Sessions

Choose from 30 informative sessions in the following six educational tracks. Session objectives and faculty details are listed on [npsfcongress.org](http://npsfcongress.org).

### Track 1: Safety Event Identification, Analysis, and Feedback

- The Health Care Safety Hotline: Creating a Pilot Patient and Family Reporting System for Medical Errors
- Learning from Safety Events: Lessons from Two Regional Health Care Systems
- Closing the Loop: Providing Feedback to Reporters of Safety Events
- Diving into Laboratory Events
- Development of an Event Analysis Model: Shared Learnings

### Track 2: Teamwork and Communication

- The Art and Science of Disclosure
- Reducing Readmissions for the Elderly
- SIM: Seriously In Motion—United in Patient Safety!
- Moving the Needle: Codifying and Hardwiring Culture Change
- An Assertive Communication Algorithm: Resolving Conflict

### Track 3: Operationalizing Joy and Meaning

- Building Second Victim Support Programs: What We've Learned
- Enhancing Joy and Meaning in the Workplace by Reducing Challenging Patient Situations
- The High Reliability Chassis: Improving Patient and Employee Safety
- Here's How Now: Every Employee's Wellness Works for Patient Safety
- Building a Culture of Respect for People

### Track 4: Patient Engagement

- Engaging Patients and Families in the Reviewable Adverse Event Process
- Engaging Patients in Redesigning Care Delivery: Shadowing to View Care through the Eyes of Patients and Families
- Beyond Duty: Driving Change with Patient Partners
- Moving from Engagement to Action with Patients and Families as Partners in Preventing Harm
- The Other Side of the Bedrail: Learning from Patient Stories

### Track 5: Safety across the Continuum of Care

- Improving Patient Safety in Small Primary Care Practices
- Safety Event Reporting in the Ambulatory Setting: A Story of Success
- Improving Patient Safety through Electronic Clinical Surveillance
- Team Training in Adult Outpatient Oncology
- Improving Transitions in Care after an ED Visit with an Enhanced Follow-Up Program

### Track 6: Safety Best Practices

- Design and Implementation of a Strategic Approach to High-Reliability Health Care
- Fifteen Minutes That Transformed an Organization
- Learning from Every Death: Actionable System Failures
- Finding and Mitigating Hypoglycemia
- Updates from the CERT Research Grant Program

## Program of Events

Wednesday, May 14 (separate registration)

7:30AM–4:00PM

Certified Professional in Patient Safety (CPPS) Review Course

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8:00AM–4:00PM

Exploring New Pathways for Health Care Simulation

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8:00AM–4:00PM

Just Culture and Safety Science: Optimizing the Root Cause Analysis Process

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8:30AM–4:00PM

Leadership Day: Keeping Quality and Safety Front and Center

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8:30AM–4:00PM

Patients and Families: The Essential Partners for Safer Care

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1:00PM–4:00PM

Using Patient Safety Organizations to Improve Quality, Safety, and Efficiency in Health Care

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4:00PM–6:00PM

**Learning & Simulation Center | Simulations, Exhibits, Posters, Welcome Reception**

ASPPS Member Networking Event will take place in the member lounge in Booth 229 from 4:00PM to 5:00PM

CPPS Member Networking Event will take place in the member lounge in Booth 229 from 5:00PM to 6:00PM

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Don't forget to visit our one-of-a-kind Learning & Simulation Center, including solutions provider exhibits offering innovative resources.

The NPSF Patient Safety Congress presents interactive simulations where attendees engage with faculty in live simulations that demonstrate real-life patient safety scenarios.



## Thursday, May 15

8:00AM–9:30AM

Opening Keynote Session: Lucian Leape Institute Plenary, Robert M. Wachter, MD, Professor and Associate Chair of the Department of Medicine, University of California, San Francisco, Division of Hospital Medicine | Gregg S. Meyer, MD, MSc, Chief Clinical Officer, Partners HealthCare

9:45AM–10:45AM | 11:00AM–12:00PM

Concurrent Breakout Sessions

12:00PM–1:30PM

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

1:45PM–2:45PM

Concurrent Breakout Sessions

3:00PM–4:00PM

Afternoon Keynote Session: Regina Holliday, Patient Advocate, Mural Artist

4:00PM–6:00PM

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

The Stand Up for Patient Safety Member Networking Event will take place in the member lounge in Booth 229 from 4:30PM to 5:30PM

## Friday, May 16

8:00AM–9:15AM

Morning Keynote Session: Kaveh Shojania, MD, Director, Centre for Quality Improvement and Patient Safety, University of Toronto, Hospital-based General Internist, Editor-in-Chief, *BMJ Quality and Safety*

9:45AM–10:45AM | 11:00AM–12:00PM

Concurrent Breakout Sessions

12:00PM–1:30PM

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

1:45PM–3:15PM

Closing Keynote Session: J. Bryan Sexton, PhD, Associate Professor, Director of Patient Safety Research and Training, Duke University Health System

Continuing education credits are available for nurses, risk managers, quality managers, health care executives, and pharmacists. Continuing medical education credits are available for physicians. Inquisit and The Doctors Company are CE providers of this conference.

# NPSF Patient Safety Congress Supporters

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*NPSF gratefully acknowledges the generous support of these organizations, standing in partnership with our mission-driven nonprofit to advance health care safety.*

## 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.