



2008 Northwest Patient Safety Conference "Patient Safety in Transition" June 12, 2008 – Seattle Airport Hilton & Conference Center

Agenda

- 7:00 **Registration opens** -- Continental Breakfast available
- 7:45 **Welcome and Opening Remarks:** Miriam Marcus-Smith, Program Director, and Michael Glenn, MD, Chair of the Washington Patient Safety Coalition Steering Committee
- 8:00 **Keynote presentation** – sponsored by Qualis Health
Lucian Leape, MD (Harvard Medical School, Cambridge): "Are We Safe Yet?" Dr. Leape will challenge us to consider how the patient safety movement has transformed health care, how the movement itself is changing, and what can be accomplished with true transformation.
- 9:00 **Break, Networking and Poster Session**
- 9:30 **Concurrent Sessions A** – *Please choose from the following:*
- ❶ Integrating Cultural Competence in Health Systems to Ensure Patient Safety and Quality of Care - Ira SenGupta (Executive Director of the Cross Cultural Health Care Program) returns to share insights into this critical issue.
 - ❷ TeamSTEPPS - Linda Foss (Washington State Department of Health) and Becky Fuller (Kadlec Medical Center) will present an overview of this evidence-based program aimed at optimizing performance among teams to improve communication and teamwork, reduce chance of error, and provide safer patient care.
 - ❸ Success stories in medication reconciliation in ambulatory and inpatient settings - Carol Vanevenhoven (Yakima Valley Memorial Hospital) and Melinda Muller (Legacy Health System, Portland).

This session will present two approaches on meeting the Joint Commission requirements for medication reconciliation. Yakima Valley Memorial Hospital will focus on the partnership between nursing and pharmacy to complete medication reconciliation in the inpatient setting, and Legacy Health System on how it has implemented its system in the outpatient clinics by utilizing pharmacy technicians to assist with data gathering and redesigning workflow.
 - ❹ Fall prevention across the care continuum - Mihkai Wickline (Puget Sound Fall Prevention Collaborative).

This session will provide an overview of the problem of Patient Falls across the care continuum; the importance of Fall Prevention; the new CMS program for "Never Events" that will no longer provide payment to hospitals for fall injuries sustained during a patient's hospitalization; information about the grassroots organization--the Puget Sound Fall Prevention Collaborative; and information about the SCCA Outpatient Clinic's Fall Prevention Program.

10:45

Concurrent Sessions B – Please choose from the following:

❶ Three models of connecting with the community physician at discharge: processes and successes in diverse setting and systems – Bette Barlund (United General Hospital), Marcia Cheadle (Inland Northwest Health System), and Rob Riddle (Valley Medical Center).

❷ Equipment in the home care setting – Denise Shea (Seattle Veterans Administration).

As more patients bring devices to and from the hospital and other settings, new risks and benefits arise: patients may demonstrate the use of the equipment in the hospital, but become overwhelmed when they are home in a less controlled environment. There are also many unplanned events encountered in the home that challenge the safe and effective use of the equipment.

❸ Can medicine really learn anything from the aviation industry? Or are patients and their disease processes too complex? – Captain Carlyle Rampersad and Sally E. Rampersad

❹ Health Literacy: What does it mean to be *health literate* and how does it affect safety? – Katharine Sanders (Washington Health Foundation).

In 2006 the Institute of Medicine estimated that 90 million adults in the United States “have limited health literacy and cannot fully benefit from much that the health and health care system has to offer.” This session will engage participants in defining “health literacy,” considering the implications for a variety of population groups and identifying promising practices and tools for health providers.

12:00

Lunch



12:45

Awards Ceremony - Qualis Health Awards of Excellence in Healthcare Quality – Jonathan Sugarman, MD, MPH, CEO/President (Qualis Health, Seattle)

Since 2003, Qualis Health has granted the Award of Excellence in Healthcare Quality to outstanding organizations in Washington State. Winners have demonstrated leadership and innovation in improving healthcare practices-reflecting the very best in healthcare quality improvement.

1:30

Plenary Session – sponsored by sanofi-aventis

Eric Coleman, MD (University of Colorado, Aurora): “Listen to Your Patients – They are Telling You How to Improve Their Care Transitions”

This presentation will address current challenges for improving transitional care at multiple levels, including the patient, practitioner, health care institution, information technology, payment, and performance measurement. For each of these multiple levels, promising new innovations will be featured, including a Transition Coach model that has been adopted by leading health care systems within the US and Canada, new tools for detecting medication problems that arise during care transitions, and state-of-the-art performance measurement tools. The presentation will conclude with a discussion of important developments in transitional care policy at the national level.

2:30

Break, Networking and Poster Session

3:00 **Concurrent Sessions C** – Please choose from the following:

- ① Pressure ulcer prevention across the continuum – The experience of two communities of practice in putting patients at the center: Kathy McDonald, Cathy Owens, and Caroline Finn (Island Hospital) and Lynn Tungseth (Providence Senior and Community Services).
- ② Bridging the Gap - Private and Public Sectors Work Together to Reduce Antibiotic Resistance and Improve Infection Control: Marcia Patrick (Multicare Health System)
The Pierce County Antibiotic Resistance Task Force has designed and implemented many community-based projects/interventions that have "bridged gaps" among hospital systems, long-term care facilities, offices and clinics, school health, etc. What they did and how they did it will be discussed in this presentation.
- ③ Studying Transitions in Care: Results of an AHRQ-funded study of medication information transfer across the care continuum - Lucy Savitz (Intermountain Health) and Bruce Bayley (Providence Center for Outcomes Research)
- ④ Congestive Heart Failure management and transitions: Ted Gibbons (Virginia Mason Medical Center) reports on a recent multi-hospital pilot study to identify gaps in transition from hospital to home; Nancy Bartholomew and Kathy Erickson (Evergreen Hospital Medical Center) will present their hospital's award-winning integrated care model.

4:00 **Special Session**

“Checking Safety in the Operating Room” – David Flum, MD (University of Washington) will present how aviation-type OR safety checklists have been developed by the World Health Organization (WHO) and how the UWMC and other Washington Hospitals are building on this approach. WHO’s “Safe Surgery Saves Lives” initiative will be launched at an event in Washington, D.C. on June 25.

4:30 **Adjourn**