

16TH ANNUAL NORTHWEST PATIENT SAFETY CONFERENCE

“PROPELLING PATIENT SAFETY INTO THE FUTURE”

AGENDA*

MORNING

7:00	F	Registration Opens Registration, Continental Breakfast & Poster Session
7:45		Chair Welcome Jackie Valentine; Chair, WPSC Steering Committee
8:00-9:00		Morning Keynote Michelle Mello, PhD, JD <i>Insights from Patients: The Future of Communication Resolution</i>
9:00-9:30	F	Break for viewing posters, art by Talia Goldenberg, networking

ROOM KEY

	Summit Ballroom
A	Columbia
B	Elliott
C	Peninsula
F	Foyer

MORNING CONCURRENT SESSIONS

	A	B	C
	<p>SCIENCE</p> <p>ENHANCING YOUR RCA</p>	<p>COMMUNICATIONS</p> <p>EXPANDING THE CONVERSATION</p>	<p>SOCIAL STUDIES</p> <p>EMPLOYING JUST CULTURE</p>
9:30-10:30	<p>How To:</p> <p>Executive Leaders' Role in Root Cause Analysis</p> <p>Learn practical skills to understand the importance of an RCA and how to use your role to remove roadblocks, facilitate lessons learned, and ultimately improve quality and safety in the clinical setting. Key takeaways include a better informed appreciation for the patient perspective, management accountability, and what it means to actively promote a culture of safety.</p> <p>Karen Markwith & Denise Dubuque</p>	<p>Panel:</p> <p>Redirecting the Conversation from Family Directed Care to Family Centered Care</p> <p>Hear and discuss ways to distinguish between the "highly involved patient" and "patient driven care" and learn strategies that promote partnership and collaboration towards "Family Centered Care," valuing patient's voices while avoiding conflict within care teams, and ultimately creating a safe collaborative partnership between patients, their health care providers, and their families.</p> <p>Jennifer Faultner & Sheryl Kalbach</p>	<p>Interactive Workshop:</p> <p>Just Culture: What is it and Why is it Vital in Promoting a Culture of Safety</p> <p>Participate in a workshop on applying Just Culture principles and algorithms to system design and behavioral choices among teams, and come away with a deeper understanding of how to build a <i>true</i> Just Culture environment, where all team members are empowered and unafraid to voice concerns about threats to patient and workforce safety.</p> <p>Christopher Kim, Jessica Yanny-Moody & Christine Cottingham</p>
10:35-11:35	<p>How To:</p> <p>Improving the Quality of RCA Action Plans: An Application of the Haddon Matrix</p> <p>Learn to take advantage of opportunities to improve the resilience of safety-critical systems by employing the useful framework of the Haddon Matrix to evaluate RCA action plans, develop more comprehensive plans, and apply these learnings to recognizing interventions that can make unfolding adverse events more detectable or survivable.</p> <p>Jonathan Stewart</p>	<p>Lessons Learned:</p> <p>OB STAT! Team Collaboration to Bring Patient Safety to "Perfect Storm" Events</p> <p>With the presenters' exciting real-world scenarios, gain insight into effectively managing event clusters by implementing immediate measures to prevent patient harm with coordinated response approaches that include communication to increase situational awareness, environment review, EHR review, rapid in-depth investigation, and staff interviews.</p> <p>Jeanne Rhynsburger & Toni McKay</p>	<p>Lessons Learned:</p> <p>Building a Peer Review System on Just Culture Foundations</p> <p>Learn about a new Just Culture-inspired model integrating incident management with peer review, which in test cases resulted in increased peer reviews, broader learning, and a positive shift in accountabilities, built on avoiding the traditional peer review approach which can discourage self-reporting of adverse events and limit lessons learned.</p> <p>Randal Moseley</p>

AFTERNOON

- 11:45**  **Plated lunch served**
- 12:30**  **Qualis Awards Ceremony**
- 1:00-2:00**  **Afternoon Plenary** | Room Circus | *Laughter as Medicine: The Patient Benefit of Therapeutic Medical Clowning*

AFTERNOON CONCURRENT SESSIONS

	A	B	C
	SCIENCE OPIOIDS	COMMUNICATIONS CARE FOR THE COLLEAGUE	SOCIAL STUDIES HEALTH ADVOCACY
2:15-3:15	Panel: Update on the Pain Rules, the PMP, and Resources for Opioid Epidemic Hear how the DOH's Prescription Monitoring Program and the health commissions have been busy implementing ESHB 1427 rules, which impact the frequency of PMP use, the prescribing of opioids for acute, chronic, and post-op pain, and consultation requirements for pain patients. Learn about new features of the PMP and resources for facilities and quality assurance programs to reduce prescribing variations which can reduce falls, deaths, overdoses, and opioid dependence. Blake Maresh, Chris Baumgartner & Mary Catlin	How To: Bringing Encouragement and Support in Difficult Events Learn how to design, implement, and monitor successful care for the colleague programs and cultures that foster automatic, non-punitive support that reduces psychological, physical, and professional distress for healthcare professionals and equips them to deliver safe, compassionate care. Hear research identifying key elements of care for the colleague programs with practical steps for implementation and responsible evaluation, plus a unique approach using a mental health professional as the program lead. Kit Hoffman	Interactive Session: Health Advocacy on the Edge of Innovation: Creating Change Through Different Thinking Health Advocacy as a field is still in its infancy. Independent advocates work to help give patients' control in the system by providing unique insight, skills, translation and support. Changing patient safety outcomes will not happen with the same thinking or actions that led us to where we are today. How can we learn to think differently? In this session, you will participate in interactive activities to help you gain insight into barriers and inequities patients face, and how to use your personal knowledge to empower and engage ordinary people in becoming full participants in their care. Robin Shapiro

CLOSING

- 3:30-4:15**  **Closing Session** | Mindfulness Northwest | *Mindfulness and Patient Safety: Stress Resilience and Burnout Prevention for Healthcare Professionals*
- 4:15-4:30**  **Best Poster Award and Closing Comments**
- 4:30**  **Adjourn** | *Open invitation to happy hour at Spencer's*

* Subject to change