

## Leading Change to Improve Quality and Patient Safety: A Practical Workshop for Clinicians and Educators

November 3, 2011

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### Agenda

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| 7:30 a.m.  | Registration and Continental Breakfast  |
| 8:00 a.m.  | Welcome, Introductions and Course Overview  |
| 8:15 a.m.  | Leading Change to Improve Quality and Safety<br><i>Evan Benjamin, MD</i>  |
| 10:00 a.m. | Break   |
| 10:15 a.m. | Fundamentals of the Patient Safety Culture<br><i>Doug Salvador, MD</i>  |
| 12:00 noon | Lunch   |
| 1:00 p.m.  | Workshop Session 1  |
|            | Group 1: Diagnostic Error<br><i>Robert Trowbridge, MD</i>   |
|            | Group 2: Medication Safety<br><i>Brian Marden, PharmD</i><br><i>Susan Curtis, RN</i>  |
| 2:15 p.m.  | Break   |
| 2:30 p.m.  | Workshop Session 2  |
|            | Group 1: Using Team Training and Communication<br>to Reduce Patient Harm<br><i>James Whiting, MD</i><br><i>Susan Curtis, RN</i> |
|            | Group 2: Teaching Quality through Modeling Behavior<br><i>Kevin Hinchey, MD</i>   |
| 3:45 p.m.  | Closing Comments and Reflections:<br>Implications for Practice and Teaching   |
| 4:15 p.m.  | Day 1 Adjourns  |

## Leading Change to Improve Quality and Patient Safety: A Practical Workshop for Clinicians and Educators

November 4, 2011

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### Agenda

- 7:30 a.m. Registration and Continental Breakfast
- 8:00 a.m. Overview of Day 2
- 8:15 a.m. Succeeding at High Risk Quality Improvement  
*Michael Cantor, MD, JD*
- 10:00 a.m. Break
- 10:15 a.m. Workshop Session 1  
Group 1: Measures and Tools for Improvement  
*Julia Dalphin, HACP*  
Group 2: Learning from Error  
*Doug Salvador, MD*
- 12:00 noon Lunch
- 1:00 p.m. Workshop Session 2  
Group 1: The Use of Checklists to Improve Quality and Safety  
*David Fairchild, MD*  
Group 2: The Aftermath of Adverse Events:  
Apology and Disclosure  
*Mary Anna Sullivan, MD*
- 2:15 p.m. Break
- 2:30 p.m. Workshop Session 3  
Group 1: Transparency and Pay-for-Performance as Strategies to  
Improve Care  
*Peter Lindenauer, MD*  
Group 2: Driving Waste out of the System  
*Winthrop Whitcomb, MD*
- 3:45 p.m. Closing Comments and Reflections:  
Implications for Practice and Teaching
- 4:15 p.m. Conference Adjourns