

LEADING CHANGE TO IMPROVE QUALITY AND PATIENT SAFETY

A Practical Workshop for
Clinicians and Educators

REGISTER EARLY
ENROLLMENT
IS LIMITED!

Hilton Boston Back Bay

Thursday, November 3 and Friday, November 4, 2011

ACGME/ABMS Competency: Systems-Based Practice | Earn risk management credits

Learn from Experienced Clinicians and Faculty



Jointly Sponsored / Co-Provided By:

Tufts
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School of
Medicine



Tufts
Health
Care
Institute

Patients expect safe, high quality care; and as health care professionals we recognize the need to strive constantly and systematically to improve quality, reduce errors, and enhance patient safety. Changing the culture, structures and processes in care delivery settings to achieve these goals is especially beneficial when practitioners are also teachers.

At this two-day course you will learn from experienced clinical leaders and faculty how they address specific aspects of quality and safety in their institutions and practices. Workshops will consider opportunities for improvement, barriers to change, strategies for action, and the impact on patient care. They will also highlight opportunities to engage trainees to develop competence in quality improvement.

The course is hosted by Tufts University School of Medicine and led by faculty from affiliated hospitals, recognized for their high levels of quality and their outstanding and innovative training programs. We hope that you will join us for this important educational opportunity.

COURSE GOAL: The overall course goal is to provide practical approaches to enhance patient safety, reduce the risk of medical error, and improve health care quality in the clinical setting, and to review methods for teaching these skills to professionals-in-training.

EDUCATIONAL OBJECTIVES: At the conclusion of this course, learners should be able to:

- Describe the challenges and emerging strategies to improve quality and reduce medical errors in the U.S. health care system.
- Identify specific methods and approaches to improve quality and patient safety that hospitals, medical groups and other care delivery settings have adopted.
- Articulate approaches to lead and implement improvement strategies, taking into account barriers to change, such as systems issues, professional resistance, and resource constraints.
- Identify opportunities and practical approaches to teach quality and patient safety in a clinical environment, including inpatient and ambulatory practice settings.

WHO SHOULD ATTEND: This course will be of special interest to: practicing physicians, nurses, pharmacists and other clinical professionals; faculty in these professions; clinical practice leaders; hospital and health system administrators; and patient safety officers.

COURSE DIRECTOR

Evan M. Benjamin, MD, FACP
Senior Vice President, Healthcare Quality, Baystate Health, Inc.
Associate Professor, Tufts University School of Medicine

COURSE CO-DIRECTOR

Doug Salvador, MD, MPH
Associate Chief Medical Officer/Patient Safety Officer, Maine Medical Center
Assistant Professor, Tufts University School of Medicine

COURSE CONVENER

Scott Epstein, MD
Dean for Educational Affairs
Professor of Medicine, Tufts University School of Medicine

COURSE AGENDA

THURSDAY, NOVEMBER 3, 2011

- 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**
- 10:00 a.m. Break
- 10:15 a.m. **Fundamentals of the Patient Safety Culture**
- 12:00 noon Lunch
- 1:00 p.m. **Workshop Session 1**
Group 1: Diagnostic Error
Group 2: Medication Safety
- 2:15 p.m. Break
- 2:30 p.m. **Workshop Session 2**
Group 1: Using Team Training and Communication to Reduce Patient Harm
Group 2: The Aftermath of Adverse Events: Apology and Disclosure
- 3:45 p.m. **Closing Comments and Reflections: Implications for Practice and Teaching**
- 4:15 p.m. Day 1 Adjourns

FRIDAY, NOVEMBER 4, 2011

- 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**
- 10:00 a.m. Break
- 10:15 a.m. **Workshop Session 1**
Group 1: Measures and Tools for Improvement
Group 2: Learning from Error
- 12:00 noon Lunch
- 1:00 p.m. **Workshop Session 2**
Group 1: The Use of Checklists to Improve Quality and Safety
Group 2: Teaching Quality through Modeling Behavior
- 2:15 p.m. Break
- 2:30 p.m. **Workshop Session 3**
Group 1: Transparency and Pay-for-Performance as Strategies to Improve Care
Group 2: Driving Waste out of the System
- 3:45 p.m. **Closing Comments and Reflections: Implications for Practice and Teaching**
- 4:15 p.m. Conference Adjourns

THREE WAYS TO REGISTER:

- 1 ONLINE:** Visit www.thci.org and follow the links to the conference page. Tufts Health Care Institute will confirm registration upon receipt of payment. Online credit card transactions are secure, and credit card information is encrypted.
- 2 BY PHONE:** Call 617-636-1000.
- 3 BY MAIL:** Fill in the attached form, and mail it with your check to:
THCI, 136 Harrison Avenue, Boston, MA 02111
Attn: Quality Improvement and Patient Safety
Make checks payable to: Tufts Health Care Institute

CANCELLATION & REFUND POLICY

Cancellation of conference registration must be requested in writing and postmarked or emailed to thci@thci.org no later than October 7, 2011. Refunds, less a \$75 administrative fee per registrant, will be issued.

Cancellation/refund requests will not be granted after October 7, 2011. Registrants who do not cancel by October 7, 2011 and do not attend are responsible for the full registration fee.

There is no penalty for substituting one attendee for another at any time. Registration substitutions will be accepted with written notification from the original registrant (via mail or email to thci@thci.org). In the unlikely event that THCI cancels the conference, registration fees will be refunded.



REGISTRATION FORM

First Name: _____

Last Name: _____

Degree: _____

Title: _____

Department: _____

Organization: _____

Practice Specialty: _____

Academic Affiliation, if any: _____

Academic Role, if any: _____

Teaching Site: _____

Address: _____

City: _____ State: _____

Country: _____ Zip: _____

Phone: _____

Fax: _____

Email: _____

Accommodations

Attendees are responsible for their own hotel accommodations. For hotel information and reservations, please visit:
www.thci.org/Programs/qualitysafety/2011/hotelinformation.asp

Conference Registration Fee

- \$650 Early registration — until September 23, 2011
- \$750 Standard registration — after September 23, 2011
- \$600 Special rate for THCI Online Learning Campus subscribers
- \$550 Special rate for Tufts University School of Medicine affiliates and trainees, and for Tufts Health Plan providers

Group rates are available. If three or more people from the same organization register for the course at the same time, a special rate of \$600 per person will apply, until September 23. To receive the group rate, participants must register by telephone at 617-636-1000.

Course Faculty

Evan M. Benjamin, MD, FACP
Senior Vice President, Healthcare Quality
Baystate Health, Inc.

Michael Cantor, MD, JD
Quality Medical Director
New England Quality Care Alliance
Staff Physician
Tufts Medical Center

Susan Curtis, RN
Project Manager, Performance Improvement
Maine Medical Center

Julia Dalphin, BA, HACP
Project Manager, Accreditation and Regulatory Affairs
Maine Medical Center

David Fairchild, MD, MPH
Senior Vice President of Clinical Integration
University of Massachusetts Memorial Health Care

Kevin Hinchey, MD, FACP
Director, Internal Medicine Residency Program
Vice Chair of Education in Department of Medicine
Baystate Medical Center

Peter Lindenauer, MD, MSc
Director, Center for Quality of Care Research
Baystate Medical Center

Brian Marden, PharmD
Director of Pharmacy
Maine Medical Center

Doug Salvador, MD, MPH
Associate Chief Medical Officer/Patient Safety Officer
Maine Medical Center

Mary Anna Sullivan, MD
Chief Quality and Safety Officer/Chief Clinical Officer
Lahey Clinic

Robert Trowbridge, MD
Director of Medical Student Education
Director of Faculty Development
Maine Medical Center

Winthrop Whitcomb, MD, MPH
Medical Director of Healthcare Quality
Baystate Medical Center

James Whiting, MD
Surgical Director, Transplant Program
Maine Medical Center

ACCREDITATION

PHYSICIANS: This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of Tufts University School of Medicine (TUSM) and Tufts Health Care Institute (THCI). TUSM is accredited by the ACCME to provide continuing medical education for physicians.

TUSM designates this live activity for a maximum of **13 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This activity meets criteria of the Massachusetts Board of Registration in Medicine for 13 hours of Risk Management Credit.

NURSES: Tufts University School of Medicine Office of Continuing Education is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's COA.

This activity provides a maximum of 13 contact hours for nurses.



PHARMACISTS: Tufts University School of Medicine Office of Continuing Education is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This activity is eligible for ACPE credit; see final CPE activity announcement for specific details. This information will be available at: www.thci.org/Programs/qualitysafety/2011/accreditation.

DISCLAIMERS AND POLICIES

DISCLOSURE: Disclosure information for faculty and other persons in a position to control educational content will be provided to participants prior to the beginning of the educational activity. Any commercial support or exhibitors will be noted to participants prior to the activity.

DISCLAIMER: The content and views presented in this educational activity are those of the faculty and do not necessarily reflect the opinions or recommendations of Tufts University School of Medicine or Tufts Health Care Institute. Inclusion in this activity does not constitute approval or endorsement of any commercial products or services. These materials have been prepared based on the best available information, but are not exhaustive of the subject matter. Participants are advised to critically appraise the information presented and encouraged to consult the available literature for any commercial products mentioned. Accreditation status does not imply endorsement by TUSM OCE, THCI, or ANCC of any commercial products displayed in conjunction with an activity.

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To successfully complete this activity and receive CE credits/contact hours you must:

Sign in for both days of the activity, and complete and submit an activity evaluation. Certificates/statements of credit will be issued by mail within 4-6 weeks.

Educational Inquiries: For further information, please contact:
Tufts University School of Medicine, Office of Continuing Education
email: med-oce@tufts.edu or call: 617-636-6579 or fax: 617-636-0314