

MPSC 2024 Annual Patient Safety Conference

Patient Safety Play Book: Strategies to strengthen your safety culture and build a team of champions

Baltimore Hilton • April 26, 2024

This educational activity is jointly provided by:



Overview:

In its 20th year, the conference will focus on improving the culture of safety in healthcare organizations. Best practices and strategies will be presented to assist organizations in their focus and commitment to improving patient safety and making it a priority for every team member. Culture is seen in the behaviors of the team, and it is behaviors that exhibit concern for patient safety by every team member that will be emphasized.

Target Audience:

This activity will most likely appeal to those with interest in and/or the activity's content and would best apply to the following fields: Nursing, Pharmacy, Physician, Social Work, Respiratory Therapy, Quality, Patient Safety, Risk Management, and other healthcare providers

7:00am

Registration, Light Breakfast, Visit Exhibitors and Patient Safety Poster Presentations

8:00am – 8:30am

Key Ballroom

Welcome, Introductions, Recognition of the 2023 Minogue Awards for Patient Safety and the Turning the Tide Award, **Stephanie Peditto**, President and CEO, Maryland Patient Safety Center

8:30am – 9:30am

Opening Keynote Address: *Inspiring a Culture of Safety Excellence*, **Harry Paul**, Author and Speaker

9:30a – 9:45a	Break, Visit Exhibitors and Patient Safety Poster Presentations		
9:45a – 10:45a	Track 1	Track 2	Track 3
	<p>Your Utility Infielder: Strengthening patient safety culture with IT on the team Joel Klein, MD Sr. Vice President, Chief Information Officer University of Maryland Medical System</p>	<p>Teams Practice: Utilization of simulation to improve patient safety culture Nicholas Morris, MD Associate Professor & Fellowship Director Associate Director of Shock Trauma Simulation Center University of Maryland School of Medicine</p>	<p><i>Recipient 2024 Distinguished Achievement in Patient Safety Innovation</i> Preventing hospital-acquired venous thrombosis embolism in acute care hospitals Jennifer Evans Goodwin Director of Quality and Safety Improvement Malaz Alissa, MD Program Director of Hospital Medicine Medstar Health</p>
10:45a – 11:00a	Break, Visit Exhibitors and Patient Safety Poster Presentations		
11:00a – 12:00p	Team Handoffs: Standardizing communication across organizations Christopher Landrigan, MD Chief of Pediatrics Boston Children's Hospital Theresa Murray, RN Director of Clinical Program Management I-PASS Patient Safety Institute	Patient Safety is a Team Sport – Lessons From a Head Coach Victoria "Tori" Bayless Chief Executive Officer Luminis Health	<i>Recipient 2024 Minogue Award for Patient Safety Innovation</i> Impact of breastmilk and donor breastmilk exclusivity on improved quality measures and outcomes in the neonatal intensive care unit Laura Speer, RN Clinical Nurse Manager, NICU Adventist Shady Grove Medical Center
	12:00p – 1:00p	Lunch, Visit Exhibitors and Patient Safety Poster Presentations	
1:00p – 2:00p	Safety Culture's MVP: Engaging patients and families in our quality and safety strategies Laura Lee, RN Asst. Vice President Patient Safety Rachael Kurek Director of Patient Experience Christine Neas, RN Patient and Family Advisor Medstar Health	Partnerships with feeder teams: Collaborating with community-based organizations Heather Kirby, SW VP, Integrated Care Delivery & Chief Population Health Officer Jackie Dinterman, LBSW Director, Care Management Frederick Health	FY 23 Office of Healthcare Quality Patient Safety Update Tennile Ramsay RN Patient Safety Nurse Office of Health Care Quality
	2:00p – 2:15p	Break, Visit Exhibitors and Patient Safety Poster Presentations	

2:15p – 3:15p

Closing Keynote Address: *The Power of Perseverance: Triumph Beyond Challenges*, **Adam Taliaferro**

3:15p – 3:30p

Closing Remarks and Adjournment: **Stephanie Peditto**, President, and CEO, MPSC

Opening Keynote: Harry Paul Inspiring a Culture of Safety Excellence



8:30a-9:30a

This presentation is an easy-to-follow roadmap showing you the necessary beginning steps to achieve success to create a patient safety culture where people can come to work and be their best. Knowing the importance of having passion and understanding for what we are doing and continuously building the skills necessary to make a difference for patients and their families, strategies to promote a strong culture of safety excellence will be presented. Steps to create and sustain a culture that nurtures flawless execution of work, promotes teamwork and is fulfilling and fun will be discussed.

Learning Objectives

Following this presentation, the participant will be better able to:

1. Examine your organization's mission, vision, and values as it relates to patient safety culture.
2. Describe strategies to create a culture that is fun, fulfilling, and productive.
3. List the five pillars of excellence.

Presenter

Harry Paul, is the co-author of eight internationally best-selling business books including *FISH! A Proven Way to Boost Morale and Improve Results*, which is one of the best-selling business books of all time with over six-million copies sold in 35 languages. He just released his eighth book.

Concurrent Sessions

Track 1

9:45a-10:45a

Your Utility Infielder: Strengthening patient safety culture with IT on the team

You probably know how connected your IT shop is to improving quality and safety. But what's the best way to engage your IT team? Come learn a few secrets about how IT really works, hear a few examples of outstanding (and ill-fated) IT quality projects, and get suggestions and workshop your biggest quality challenges with someone who has led in IT and the provider space.

Learning objectives

By the end of the presentation the participant will be better able to:

1. State and reframe quality challenges in a way that facilitates an IT-centric solution where possible
2. Identify characteristics of successful and problematic IT approaches to quality projects

Presenter

Joel Klein, MD, Sr. Vice President, Chief Information Officer, *University of Maryland Medical System*

11:00am – 12:00pm

Team Handoffs: Standardizing communication across organizations

This session will focus on the impact of communication errors on organizations and patient safety. Benefits of standardizing care transition communication on patient safety culture will be described along with key research findings and proven strategies for large scale implementation.

Learning Objectives

By the end of the presentation the participant will be better able to:

1. Describe the prevalence of variation in communication processes in healthcare
2. State the degree to which communication errors are a primary or contributing factor in patient safety events and malpractice cases on a national level
3. Identify how structured handoff programs can mitigate the risk of communication errors

Presenters

Christopher Landrigan, MD, Chief of Pediatrics, *Boston Children's Hospital*; **Theresa Murray, RN**, Director of Clinical Program Management, *I-PASS Patient Safety Institute*

1:00p-2:00p

Safety Culture's MVP: Engaging patients and families in our quality and safety strategies

This session will focus on the impact of communication errors on organizations and patient safety. Benefits of standardizing care transition communication on patient safety culture will be described along with key research findings and proven strategies for large scale implementation.

Learning Objectives

By the end of the presentation the participant will be better able to:

1. Discuss the critical role that patients and families play in improving quality and safety
2. Identify barriers and drivers to fully engage patients and families in quality and safety work
3. Identify strategies for fostering an inclusive environment for engaging patients and families

Presenters

Laura Lee, RN, Asst. Vice President Patient Safety, Medstar Health, **Rachael Kurek**, Director of Patient Experience, Medstar Franklin Square Medical Center, **Christine Neas, RN- Retired**, Patient and Family Advisory Quality Council, Medstar Franklin Square Medical Center

Track 2

9:45a-10:45a

Teams Practice: Utilization of simulation to improve patient safety culture

Utilization of guided facilitation in high-risk clinical activities provides an opportunity for teams to role play and have experiential learning opportunities in a safe space without risk to patients. Providing practice of coping and communication strategies improves and reinforces safety culture. Dr. Morris will discuss how simulation-based education can assist in diagnosing and improving healthcare delivery deficiencies.

Learning Objectives

By the end of the presentation the participant will:

1. Describe conceptual framework that supports simulation-based education
2. Design simulated cases that focus on interprofessional education

Presenter

Nicholas Morris, MD, Associate Professor and Fellowship Director, Associate Director of Shock Trauma Simulation Center, *University of Maryland School of Medicine*

11:00a- 12:00p

Patient Safety is a Team Sport – Lessons From a Head Coach

This presentation will provide participants with strategies for system development of an organizational safety culture, that includes planning, goal setting and measures of success. Leader recognition of individual and team member behaviors that should be celebrated, rewarded and supported will be presented to set expectations.

Learning Objectives

By the end of the presentation the participant will be better able to:

1. Develop a system wide organizational safety culture through focused strategic planning processes
2. Set goals and measure success through a *fair and just culture* lens
3. Identify individual and team member behaviors to celebrate, reward, support – and expect.

Presenter

Tori Bayless, CEO Luminis Health

1:00p-2:00p

Partnerships with feed teams: Collaborating with community-based organizations

This session focuses on the power of partnerships and collaboration with community-based organizations in driving patient and health system outcomes. Attendees will learn best practices to address low-hanging fruit as well as more complex system issues impacting both front line staff and leadership.

Learning Objectives

By the end of the presentation the participant will be better able to:

1. Identify strategies to establish and nurture critical partnerships.
2. Articulate 1 or 2 best practices in developing high functioning cross sector teams.
3. Identify key performance indicators to monitor performance.

Presenters

Heather Kirby, SW, VP, Integrated Care Delivery & Chief Population Health Officer and **Jackie Dinterman, LBSW**, Director, Care Management, Frederick Health

Track 3

9:45a-10:45a

Recipient 2024 Distinguished Achievement in Patient Safety Innovation

Preventing Hospital-Acquired Venous Thrombosis Embolism in Acute Care Hospitals

In this presentation, we will discuss some of the multidisciplinary tactics we developed and implemented across our nine acute-care hospitals to help reduce the number of hospital-acquired VTEs in our patients. We will highlight efforts around prophylaxis monitoring and compliance, the importance of active engagement from leadership and each hospital, and our innovative approach to redesigning decision support tools within our electronic health record (EHR).

Learning Objectives

1. Outline approaches to VTE prevention with various tactics and with an outside-of-the-box innovative lens.
2. Apply the five High Reliability Principles to quality improvement work.
3. Identify key focus areas to review potential areas of opportunity within their organizations to help reduce hospital acquired VTEs within patients.

Presenters

Jennifer Goodwin Evans, System Director of Quality and Safety Improvement, MedStar Health Institute for Quality & Safety and **Malaz Alissa, MD**, Vice-Chairman, Department of Medicine & Program Director, Hospital Medicine, MedStar Good Samaritan Hospital.

11:00a – 12:00p

Recipient 2024 Minogue Award for Patient Safety Innovation

Impact of Breastmilk and Donor Breastmilk Exclusivity on Improved Quality Measures and Outcomes in the Neonatal Intensive Care Unit

This presentation will discuss the improved quality measures and outcomes in the NICU after the initiation of the neonatal hypoglycemia protocol with utilization and availability of donor breastmilk for all at risk neonates. Further improved quality outcomes and VON data is reviewed with the implementation of exclusive administration of maternal breastmilk and donor breastmilk in NICU patients.

Learning Objectives

By the end of the presentation the participant will be better able to:

1. List baseline NICU admission data prior to implementation of study interventions
2. Describe evidence-based practice changes incorporated in a neonatal hypoglycemia protocol
3. Discuss improvements in neonatal outcomes related to breastmilk/donor breastmilk exclusivity and glucose gel

Presenter

Laura Speer, Manager, NICU, Adventist Healthcare Shady Grove Medical Center

1:00a-2:00p

FY 23 Office of Health Care Quality Patient Safety Update

This session presents adverse event cases reported through the Office of Health Care Quality's mandatory hospital reporting system. Trends in reported events, root causes, and corrective actions will be discussed, as well as findings from submitted RCAs and individual case studies. In addition, an in-depth look at the preventable deaths from FY 23 will be presented.

Learning Objectives

By the end of the presentation the participant will be better able to:

1. Discuss the data regarding reported events for FY23
2. Explain the context of trends and meaningful single events
3. Identify some commonalities among the preventable deaths from FY23

Presenter

Tenille Ramsay, Patient Safety Nurse, Office of Health Care Quality

Closing Keynote: Adam Taliaferro

The Power of Perseverance: Triumph Beyond Challenges

2:15p-3:15p *The Power of Perseverance: Triumph Beyond Challenges*

The Adam Taliaferro presentation is a gripping narrative of resilience and triumph in the face of adversity. Through personal anecdotes and powerful insights, Adam shares his journey of overcoming life-altering challenges, which will inspire the participants to embrace resilience to overcome challenges with unwavering determination. Attendees will leave inspired and ready to conquer obstacles with newfound strength and resilience.

Learning Objectives

By the end of the presentation the participant will be better able to:

1. Describe how adversity and challenges can serve as a catalyst for growth and success.
2. List three practical tools that can be utilized to overcome setbacks.

Presenter

Adam Taliaferro was an American politician who served in the New Jersey General Assembly from the 3rd district from 2015 to 2022. He is a former football player whose recovery from a paralyzing spinal cord injury sustained while playing cornerback for the Penn State Nittany Lions gained national media attention.



ACCREDITED CONTINUING EDUCATION

Accreditation Statement



In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and Maryland Patient Safety Center. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



This activity was planned by and for the healthcare team, and learners will receive 5.0 Interprofessional Continuing Education (IPCE) credit for learning and change.

Credit Designation for Physicians

AXIS Medical Education designates this live activity for a maximum of 5.0 *AMA PRA Category 1 Credit(s)*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Credit Designation for Pharmacists

This application-based activity is approved for 5.0 contact hours of continuing pharmacy education credit JA4008106-9999-24-018-L05-P.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 5.0 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

Respiratory Therapists

This program has been approved for 5.0 contact hours Continuing Respiratory Care Education (CRCE) credit by the American Association for Respiratory Care, 9425, N. MacArthur Blvd, Suite 100, Irving TX 75063.

Quality Professionals

This activity is approved by NAHQ® for 5.0 CPHQ CE credits.

Risk Management

This meeting has been approved for a total of 5.0 contact hours of Continuing Education Credit toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and towards CPHRM renewal.

AXIS Contact Information

For information about the accreditation of this program please contact AXIS at info@axismeded.org.

Disclosure of Relevant Financial Relationships

AXIS Medical Education requires faculty, instructors, authors, planners, directors, managers, peer reviewers, and other individuals who are in a position to control the content of this activity to disclose all personal financial relationships they may have in the past 24 months with ineligible companies. An ineligible entity is any organization whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. All relevant financial relationships are identified and mitigated prior to initiation of the planning phase for an activity.

AXIS has mitigated and disclosed to learners all relevant financial relationships disclosed by staff, planners, faculty/authors, peer reviewers, or others in control of content for this activity. Disclosure of a relationship is not intended to suggest or condone bias in any presentation but is made to provide participants with information that might be of potential importance to their evaluation of a presentation or activity. Disclosure information for faculty, authors, course directors, planners, peer reviewers, and/or relevant staff is provided with this activity.

The following **faculty** reported no financial relationships and no relationships they have with ineligible companies of any amount during the past 24 months:

Harry Paul	Victoria Bayless
Joel Klein, MD	Jennifer Evans Goodwin
Nicholas Morris, MD	Malaz Alissa, MD
Laura Lee, RN	Laura Speer, RN
Christopher Landrigan, MD	Tenille Ramsay, RN
Theresa Murray, RN	Heather Kirby, SW
Rachael Kurek	Jackie Dinterman, LBSW
Christine Neas, RN-Retired	

Adam Taliaferro has disclosed that he is an employee of Johnson & Johnson. The content of his session is not related to the business lines or products of his employer/company. This educational content is an undertaking of Adam's personal capacity and not as a representative of his employer/company. The Standards for Integrity and Independence (Standard 3.2) do allow for an employee of an ineligible company to participate as faculty in accredited continuing education (CE), under the following circumstance: When the content of the activity is not related to the business lines or products of their employer/company.

The following **directors, planners, managers, peer reviewers, and relevant staff** reported no financial relationships and no relationships they have with any ineligible company of any amount during the past 24 months:

Name of Directors, Planners, Managers, Reviewers, Staff
Bonnie DiPietro, MS, RN
Adriane Burgess, PhD, RN
Martin Koehnlein, RT
Ronald Viggiani, MD
Dee Morgillo, MEd., MT(ASCP), CHCP

Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

Disclosure of Unlabeled Use

This educational activity may contain discussion of published and/or investigational uses of agents that are not indicated by the FDA. The planners of this activity do not recommend the use of any agent outside of the labeled indications. The opinions expressed in the educational activity are those of the faculty and do not necessarily represent the views of the planners. Please refer to the official prescribing information for each product for discussion of approved indications, contraindications, and warnings.

Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by **11:59 pm ET May 28, 2024**. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print. For pharmacists, your record will be automatically uploaded to CPE Monitor.