

2016

Hospital Quality Institute Conference

California's Preeminent Quality and Patient Safety Conference

respect
reliability
resilience



November 2-4, 2016 • Hilton San Diego Resort and Spa

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Join us for the 2016 Hospital Quality Institute Conference. Learn strategies and take home tools for achieving reliable care and delivering value to each patient, each time, and in each community. The content, interactive learning and networking opportunities are not to be missed.



Who should attend?

All who want to achieve the Triple Aim in healthcare.

What will you gain by participating?

- **Join the call to action** to achieve reliability and make California the national quality leader.
- **Leverage the experience** of others to solve shared problems and create a culture of excellence.
- **Engage in innovative thinking and actionable strategies** while freed from the demands of your workday schedule.
- **Hear from nationally recognized experts** about best practices and meaningful solutions.
- **Demonstrate your leadership** to create a culture of respect, reliability and resilience.
- **Become inspired and engaged** by connecting and learning with like-minded colleagues.

2016 conference agenda

WEDNESDAY, NOVEMBER 2

1:00 – 3:00 p.m.

Welcome & Opening Remarks



Julie Morath, RN, MS, CPPS
*President & CEO,
Hospital Quality Institute*



Leading and Conducting Transformative Change

Maestro Roger Nierenberg,
*American Conductor & Creator of
The Music Paradigm*

Experience building communities of engagement and bringing joy to the workplace through the metaphor of music. Observe leadership and the creative process as conductor and musicians solve problems together.

3:15 – 5:00 p.m.

Opening Keynotes



Vision 2020

Joe Kiani, Founder, Patient Safety Movement Foundation (PSMF)

Zero Preventable Deaths by year 2020, the bold goal of the Patient Safety Movement Foundation:

Is it attainable? Hear about new progress from the founder of Patient Safety Movement Foundation.



The Future of Healthcare: Orchestrating the Journey

Ian Morrison, PhD, internationally known Author, Consultant, & Futurist

Gain insights into how healthcare stakeholders must learn to play together in a reformed health care system. See how leaders must understand, communicate, and conduct the overall themes and changing political, economic, and strategy notes in healthcare to create the symphony of change.

5:00 – 6:00 p.m.

Attendee, Faculty & Exhibitor Reception



THURSDAY, NOVEMBER 3

7:30 – 8:30 a.m.

Exhibitor Show, Poster Presentation & Continental Breakfast

8:30 – 8:45 a.m.

Welcome & Opening Remarks

Dimitrios Alexiou

8:45 – 11:45 a.m.

Opening Keynotes



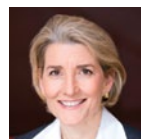
The Sharp HealthCare Journey Towards High Reliability

Daniel L. Gross, RN, DNSc, Executive VP, Sharp HealthCare (left); Amy A. Adome, MD, MPH, Senior VP, Clinical Effectiveness, Sharp HealthCare (lower left)



Learn about the Sharp Experience Journey to achieve greater safety and better outcomes for patients/families, the workforce, and their communities.

Discover what they have learned in their multi-year journey...and what is ahead in pursuing perfection in respect, reliability, and resilience in the work of healthcare.



Learning From Failure

Amy C. Edmondson, PhD, Novartis Professor of Leadership & Management, Harvard Business School

The simple conversion of team (noun) to teaming (verb) provides insight about how we work and when we work at our best. Understand the power of teams to tackle complexity and create value, and why embracing failure is a step in the process of learning fast.



Sabermetrics and Medicine

Introduction – **Jim Barber**

Paul DePodesta, Chief Strategy Officer, Cleveland Browns of the National Football League; affiliate faculty, Scripps Translational Science Institute

Learn what baseball, sabermetrics, and population health management have in common and what is in the works to jumpstart the "Moneyball of Medicine." Discover how the use of big data can provide greater precision and predictive power in healthcare by fielding vast amounts of individualized and genetic data.

11:45 a.m. – 1:00 p.m.

Buffet-style Lunch

1:00 – 2:15 p.m.

Concurrent Sessions (choose one):

From the Front Lines: Transforming Maternity Care

Moderator – **Elliott Main, MD, Clinical Professor of Obstetrics & Gynecology, UCSF & Stanford Universities; Medical Director, California Maternal Quality Care Collaborative (CMQCC).**

Celebrate California's leadership in improving maternity care by reducing NTSV cesarean births, reducing perinatal mortality and morbidity, and getting babies off to a great start by encouraging breastfeeding. Find out what works.



Humanizing ICU Care

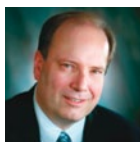
Patricia H. Folcarelli, RN, MA, PhD, Senior Director for Patient Safety, Beth Israel Deaconess Medical Center; **Hildy Schell-Chaple, PhD, RN, CCRN, CCNS, FAAN**, Clinical Nurse Specialist & Associate Clinical Professor, UCSF Medical Center; **Kathleen Turner, RN, CHPN, CCRN-CMC**, Clinical Nurse, Medical-Surgical Intensive Care Unit, UCSF Medical Center

Explore grass-roots involvement of patients, families and ICU staff for designing models to humanize care. Learn gateway practices to improve person-centered care and eliminate patterns and behaviors that can erode respect, dignity, and ultimately produce emotional harm.

Sepsis: Protocol, Practice, and a Practicum to Save Lives

Tara Crockett, BN, RN, CHSE, CCRN (alumnus), Director of Clinical Delivery, Medical Simulation Corporation (MSC); **Rebecca Sell, MD**, Assistant Clinical Professor of Medicine & Medical Director, Resuscitation, UC San Diego Health Systems

Learn from the medical team at UCSD how a revised approach to sepsis management can streamline the initial care process and improve outcomes. Participate in an interactive case study discussion, simulating an episode of care that can save the life of a septic patient.



Physicians: Leading, Partnering and Aligning
Facilitator – **David H. Perrott, MD, DDS, MBA, FACS**, Senior VP & Chief Medical Officer, California Hospital Association

Panel – **William T. Choctaw, MD, JD**, VP of Clinical Transformation, Citrus Valley Medical Center; **Greg Maynard, MD, MS, MHM**, Chief Quality Officer, UC Davis Medical Center; **Marcia F. Nelson, MD, MMM, CPE, FAAFP, FAAPL**, VP of Medical Affairs, Enloe Medical Center; **Neil E. Romanoff, MD, MPH, FACP**, VP for Medical Affairs, Associate Chief Medical Officer, Cedars-Sinai Health System; **Donald Kearns, MD**, President & CEO, Rady Children's Hospital San Diego

Explore the question “What makes an effective physician leader?” with those who have moved from clinical to administrative practice. If you are an experienced physician leader, aspire to become a more effective leader, or if you partner/work with physician leaders, this session will offer insights about who they are, what they know, and what they do.

Over-diagnosis, Overtreatment and Population Health

Helen Macfie, PharmD, FABC, Chief Transformation Officer, MemorialCare Health System; **James Leo, MD**, Medical Director of Best Practice & Clinical Outcomes, MemorialCare Health System

Consider the “new math” needed to reduce the potential for over-diagnosis, overtreatment, harm and billion\$ in wasted resources. Key learnings from MemorialCare will be leveraged for participants to formulate a strategic initiative to advance the “new math” in support of the Triple Aim and responsible stewardship for our future.

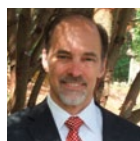
2:30 – 3:45 p.m.

Concurrent Sessions (choose one):



HealthCare Reliability Organizing™ (HCRO): California Leading the Way

K.Scott Griffith, Founding Partner & Principal Collaborator, SG Collaborative Solutions, LLC (left); **Allan Frankel, MD**, Senior VP, Safe & Reliable Healthcare LLC (lower left)



Learn how the HealthCare Reliability Organizing™ (HCRO) model is a distinctive approach to achieve reliability in healthcare. Recognized experts will join together to describe key features of HCRO for

California hospitals, through a unique partnership with actionable tools and methods.

Reliable Design of Infection Prevention Programs

Moderator – **Philip Robinson, MD**, Medical Director of Infection Prevention & Hospital Epidemiology, Chair of the Antimicrobial Stewardship programs at Hoag Memorial Hospital Presbyterian & Hoag Orthopedic Institute

Sue Barnes, RN, BSN, CIC, National Program Leader for Infection Prevention, Kaiser Permanente; current President of California APIC Coordinating Council & San Francisco Bay Area APIC Chapter; **Arjun Srinivasan, MD**, Associate Director for Healthcare Associated Infection Prevention Programs, CDC National Center for Emerging & Zoonotic Infectious Diseases; **James A. McKinnell, MD**, Clinician-Scientist, Los Angeles Biomedical Research at UCLA Medical Center; **Frank Myers, III, MA, CIC**, Infection Preventionist, UC San Diego Health Systems

Learn how a highly reliable infection prevention program can improve patient outcomes across the entire healthcare continuum, improve your bottom line and keep your organization out of the regulatory and media spotlights.



Making Data Sing

Facilitator – **David H. Perrott, MD, DDS, MBA, FACS**



John Birkmeyer, MD, Executive VP, Integrated Delivery Systems; Chief Academic Officer at Dartmouth-Hitchcock; Founder & Chief Scientific Officer, ArborMetrix, Inc. (upper left); **Paul Goldfarb, MD, FACS**, Medical Director, OncoSec Medical Incorporated; **Cifford Ko, MD, MS MSHS, FACS**, Director of the National Surgical Quality Improvement Program & Division of Research & Optimal Patient Care, American College of Surgeons (ACS) (lower left)

Find ideas to provide motivating and intellectually stimulating data in the pursuit of improvement by selecting clinically relevant and actionable performance measures. What data can and cannot provide will offer a provocative perspective of point and counterpoint.



Advancing the Palliative Care Discussion
Tarek Mahdi, MD, CMD, FAAFP, Medical Director, Palliative Service at Parkview Community Hospital; Chair of the Ethics Committee at Riverside Community Hospital & Chair of the Inland Empire Palliative Care Coalition

Discuss palliative care practices and protocols that facilitate person-centered conversations about preferences for continued care and interventions. Learn what program characteristics need to be in place to achieve specialty certification in palliative care.



Building Resilience: Care of the Caregiver
Susan D. Scott, PhD, RN, CPPS, Patient Safety Manager, Office of Clinical Effectiveness, University of Missouri HealthCare (MHC)

Expand understanding of the long-term effects on clinicians impacted by an unanticipated clinical event, medical error, or patient injury. Recognize the need for interventions to protect and support them, as well as tips for developing a support network and rapid response within your healthcare facility.



4:00 – 4:45 p.m.

Vanguard Award Presentation

Celebrate the winner and finalists of the inaugural Vanguard Award with a video showcase of their achievements and presentation of awards.

4:45 – 6:00 p.m.

Reception with Exhibitors & Raffle



FRIDAY, NOVEMBER 4

7:30 – 8:30 a.m.

Continental Breakfast, Exhibitors

8:30 – 8:35 a.m.

Welcome & Overview of Day 3

Julie Morath, RN, MS, CPPS

8:35 a.m. – 12:25 p.m.

Closing Keynotes



Moving Forward

C. Duane Dauner, President & CEO, California Hospital Association (CHA)

Gain insights about healthcare and leadership for the future. Become better prepared for the journey of transformation toward achieving the triple (quadruple) aim.



High-Reliability Health Care: Getting There from Here

Introduction – **David H. Perrott, MD, DDS, MBA, FACS**

Mark R. Chassin, MD, FACP, MPP, MPH,

President & CEO, The Joint Commission (left)

Learn how hospitals can make substantial progress toward high reliability by undertaking several specific organizational change initiatives: the leadership commitment to achieving zero patient harm, a fully functional organizational culture of safety and the widespread deployment of highly effective process improvement tools.



Safer Care Through Patient & Family Engagement

David Mayer, MD, VP of Quality & Safety, MedStar Health

See how MedStar Health strengthened organizational change by integrating high reliability, human factors and process design with systemic patient and family engagement. A panel of engagement leaders will complement the presentation to underscore how to best partner with patients and families.



Attacked and Survived: A Story of Resilience

Johan Otter, DPT, FACHE, Corporate Senior Director of Occupational Health & Wellness, Scripps Health

Hear the personal story of a Grizzly bear attack victim and subsequent experience as a critically injured recipient of the American health care system. Become inspired and even more committed to ZERO HARM through lessons of resilience, learning and innovation.

12:25 – 12:30 p.m.

Closing Remarks

Julie Morath, RN, MS, CPPS

For complete conference highlights and speaker bios, please visit the HQI website: www.hqiinstitute.org



Location

Hilton San Diego Resort & Spa
1775 East Mission Bay Drive
San Diego, CA 92109

The Hilton San Diego Resort & Spa is approximately 15 minutes from the San Diego International Airport.

Accommodations

Room reservation deadline is October 12

The Hilton San Diego Resort & Spa is the host hotel for the conference. Located on the shores of Mission Bay, a scenic haven for leisurely strolls along the waterfront.

Single and double rooms are available at a special, discounted rate of \$224 per night. For reservations, call (877) 313-6645 and mention the "2016 Hospital Quality Institute Conference." The discounted sleeping room deadline is October 12, but don't delay — discounted rooms could sell out prior to the deadline.

Continuing Education

Full attendance at each day's educational sessions is a prerequisite for receiving continuing education (CE) credit. Attendees must sign in each day and include professional license number, if required. CE applications have been made for ASHRM, NAHQ and NHAP.

Healthcare Executives — The Hospital Association of Southern California is authorized to award 10 conference hours of ACHE Qualified Education credit (non-ACHE) for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting an application to the American College of Healthcare Executives for advancement or recertification.

Nursing — Provider approved by the California Board of Registered Nursing, CEP #970 for 10 contact hours. (Nursing CEs sponsored by Hospital Association of Southern California)

CME — This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council on Continuing Medical Education (ACCME) through the joint providership of California Medical Association/Institute for Medical Quality (CMA/IMQ) and Hospital Quality Institute. The California Medical Association/Institute for Medical Quality is accredited by the ACCME to provide continuing medical education for physicians.

The California Medical Association/Institute for Medical Quality (CMA/IMQ) designates this live activity for a maximum of 12 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Tuition

Register by September 30 and save

Conference registration by September 30: \$685

Conference registration Oct 1–Nov 2: \$785

Group discounts: Group of 10 receives 2 free registrations, (non-refundable, single source payment).

50% discount pricing for students, medical residents and patient family advisors. Limited number of discounts available. For application contact HQI at (916) 552-7600.

Cancellation Policy/Late Payment

A \$75 non-refundable processing fee will be retained for each cancellation received in writing by October 7, 2016. No refunds will be made after this date. Substitutions are encouraged. Cancellation and substitution notifications may be emailed to info@hqinstitute.org. Payments not received by the conference date may be subject to a 10% late fee. In the unlikely event the program is cancelled, HQI will fully refund paid registrants within 30 days.

Americans with Disabilities Act

If you require special accommodations pursuant to the Americans with Disabilities Act, contact HQI at (916) 552-7600.

Questions

Go to www.hqinstitute.org/hqi2016 or call (916) 552-7600.



1215 K Street, Suite 800, Sacramento, CA 95814
www.hqinstitute.org

Hospital Quality Institute is a collaboration of:

California Hospital Association
 Hospital Council of Northern and Central California
 Hospital Association of Southern California
 Hospital Association of San Diego and Imperial Counties

HQI thanks our current corporate exhibitors for their support of the conference.