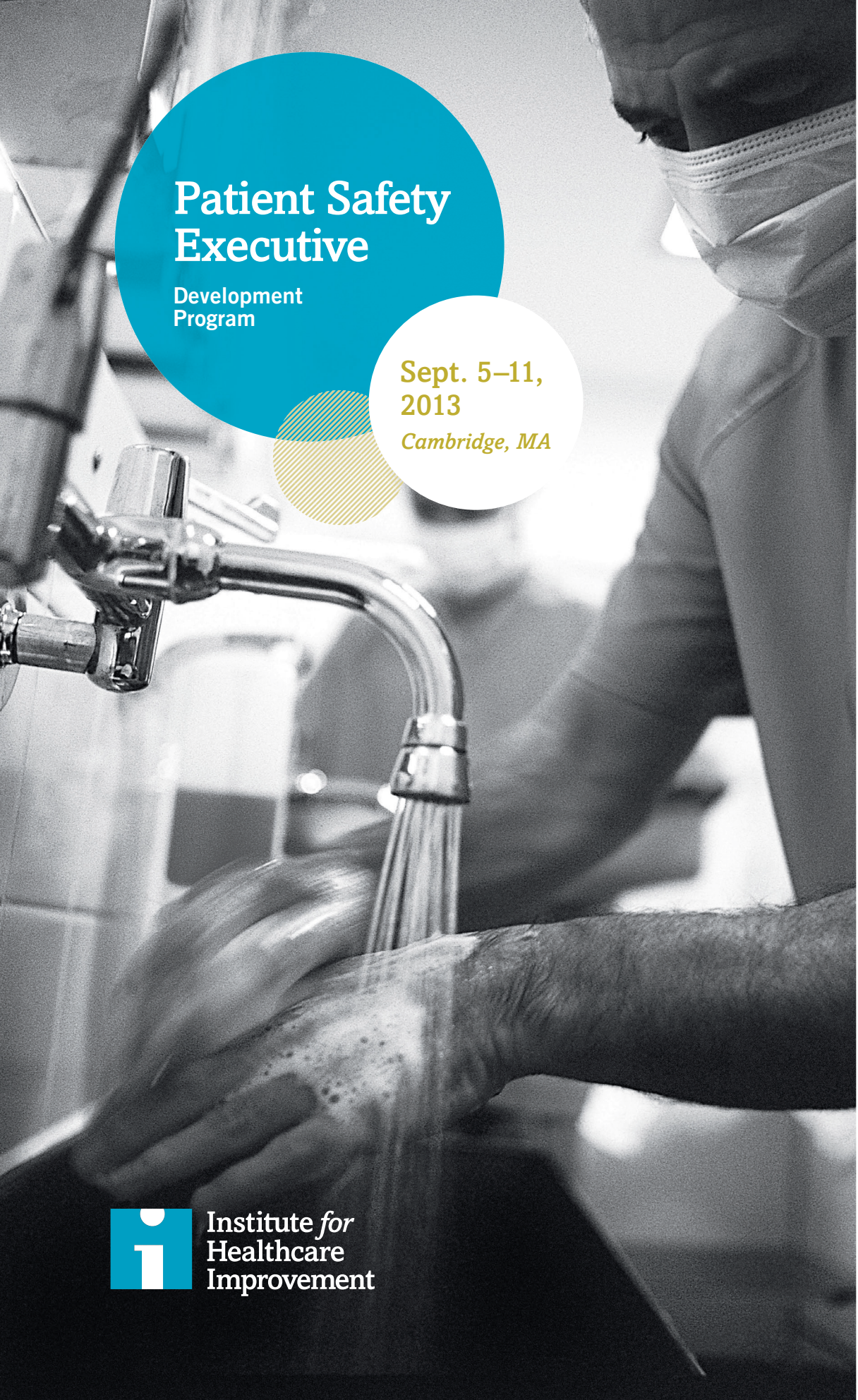




Patient Safety Executive

Development
Program

Sept. 5–11,
2013

Cambridge, MA

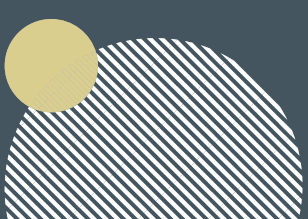


Institute for
Healthcare
Improvement



“[This program] helps people understand their full responsibilities as patient safety leaders. Attendees consider it a transformational experience. They bring the inspiration back to the organization and continue to live it. If organizations understood how patient safety ties to their overall performance, they would pursue a culture of safety in a heartbeat.”

Barbara Crawford, RN, MS,
Kaiser Foundation Health Plan & Hospitals



Patient Safety Executive

Development Program

It is now well known that medical errors in the United States result in an estimated 44,000 to 98,000 unnecessary deaths and more than 1,000,000 instances of harm each year. More specifically, a 13.5 percent level of harm was identified within the US Medicare population by the Office of Inspector General using the IHI Global Trigger Tool, while a study conducted in North Carolina and published in the *New England Journal of Medicine* found similar results.

The cost of these medical errors?

According to the Institute of Medicine, \$17 to \$29 billion per year. Furthermore, recent changes in reimbursement will cause a reduction in revenue when a patient suffers harm as a result of the care we deliver.

Your organization cannot afford the consequences of a lax patient safety program. Now more than ever, maintaining a powerful safety program is essential to the long-term health of your department, organization, or health care system — and to ensuring that your patients receive the safe and reliable care they deserve.

Join us for the Institute for Healthcare Improvement's (IHI's) Patient Safety Executive Development Program, an intensive, seven-day program designed to prepare those responsible for safety to be leaders of strong, effective patient safety programs. Participants work with expert faculty to develop or refine detailed, customized strategies and implementation plans, and learn how to effectively advise and coordinate the plans with senior leadership.

Now in its 19th offering, the program's curriculum is continually refined to incorporate the most up-to-date lessons learned and growing understanding of safety, as well as the changing needs of participants as identified by program alumni.

The concepts taught in this program are a result of the experience IHI has gained through years of guiding organizations in their patient safety improvement efforts. We will share successful examples from the 1,800+ alumni of the program to serve as models. Examples will also be drawn from initiatives in a variety of countries and those that have been proven effective in the US and abroad.

What You'll Learn

Upon completion of this program, participants will be able to:

- Describe the skills, theory, and practical tools critical to developing a successful patient safety program
- Together with their senior leaders, develop a strategic plan for patient safety for their organizations
- Participate in an ongoing patient safety community of practice

Schedule

Agenda

The Patient Safety Executive Development Program will be held in Cambridge, Massachusetts. During weekdays and Saturdays, this program typically runs from 8:30 AM to 5:30 PM, and on Sundays from 11:00 AM to 5:30 PM.

This program will cover topics critical to successful patient safety programs, including:

- A framework for safety
- The cost/quality connection
- Resilience: Enduring and managing the unexpected
- Diagnostic tools: Using tested tools to understand harm and mortality
- Reliability science: Using proven principles that pick up where vigilance leaves off
- Human factors: Creating systems that compensate for the limits of human ability
- Building a just culture
- Interpersonal communication and teamwork
- Influencing others
- Improvement: Using tested safety improvement techniques
- Safety measures: Knowing what to measure and how to measure it
- Critical analysis: Using investigative tools such as root cause analysis
- Patient engagement in safety: Improving the way we listen to patient concerns
- Spreading successful improvements across your organization
- Technology
- Leadership
- Strategy and implementation

Who Should Attend

This intensive, week-long program is intended for those responsible for implementing and maintaining a patient safety program in an organization, hospital, department, or inpatient or outpatient facility — in the US or internationally. Past participants have included:

- Patient Safety Officers
- Individuals in a safety oversight role
- Quality Leaders
- Quality Staff
- Risk Managers
- Nurse Executives
- Nurses
- Managers/Directors
- Department Heads
- Administrators
- Pharmacists
- Physicians

Fees

Regular rate: \$10,500 per person

Groups of 3 or more: \$8,925 per person

This fee includes:

- Seven-day program for the primary participant
- Two-day participation by the CEO of the organization
- All program materials, tools, and literature
- Continental breakfasts, lunches, and three dinner receptions
- An active community of safety colleagues whose continued collaboration will be facilitated by IHI

Scholarships & discounts available —for details visit: ihi.org/patientsafety

Enroll now at ihi.org/patientsafety

Faculty

This program is led by international experts in patient safety who have experience working across the continuum of care. Many of these experts have established benchmark patient safety programs in their own organizations.

Doug Bonacum, MBA, CSP, CPHRM

Vice President, Safety Management, Kaiser Permanente, is responsible for patient safety and risk management, and environmental health and safety. Prior to joining Kaiser Permanente, he was Environmental, Health, and Safety Manager for two large manufacturing facilities of Tyco/North American Printed Circuits in Connecticut. His previous experience also includes eight years of active duty in the US Submarine Force, where he was responsible for weapons and ship safety as well as nuclear power plant operations. Mr. Bonacum has a BS in Chemical Engineering from the University of New Hampshire, an MBA from Rensselaer Polytechnic Institute, and a Certificate in Healthcare Management from the University of San Francisco.

Frank A. Federico, RPh

Executive Director, Strategic Partners, Institute for Healthcare Improvement (IHI), works in the areas of patient safety, application of reliability principles in health care, preventing surgical complications, and improving perinatal care. Prior to joining IHI, Mr. Federico was the Program Director of the Office Practice Evaluation Program and a Loss Prevention/Patient Safety Specialist at Risk Management Foundation of the Harvard Affiliated Institutions, and Director of Pharmacy at Children's Hospital, Boston. He has authored numerous patient safety articles, co-authored a book chapter in *Achieving Safe and Reliable Healthcare: Strategies and Solutions*, and is an Executive Producer of "First, Do No Harm, Part 2: Taking the Lead." Mr. Federico serves as Vice Chair of the National Coordinating Council for Medication Error Reporting and Prevention (NCC-MERP). He coaches teams and lectures extensively, nationally and internationally, on patient safety.

Allan S. Frankel, MD

is a Principal in Lotus Forum, Inc., a company dedicated to improving health care safety using evidence-based metrics and tools to enhance teamwork, facilitate improvement, and support and train health care leaders. He is on the faculty of the Institute for Healthcare Improvement (IHI), where he co-chaired many IHI Collaboratives and co-developed and teaches in the IHI Patient Safety Executive Development Program. Dr. Frankel is a lead faculty for IHI patient safety programs across the UK, including a five-year program to improve safety in all Scottish hospitals. He is on the Brigham and Women's Patient Safety Center of Excellence faculty. Dr. Frankel is creator of Leadership Walkrounds and author of several books and articles on various safety topics. His research includes continued refinement of the Walkrounds tool to engage leaders in safety management, as well as team behavior techniques that create safe operations and care delivery.

Carol Haraden, PhD

Vice President, Institute for Healthcare Improvement (IHI), is a member of the IHI team responsible for developing innovative designs in patient care. She currently leads IHI's work with Health Improvement Scotland aimed at transforming the safety of every Scottish hospital over five years. She also leads work in Denmark, the South of England, and the USA to improve the safety of health care systems in these countries. She has been a dean in higher education, a clinician, consultant, and researcher. She served on the Institute of Medicine Committee on Engineering Approaches to Improve Health Care, is a judge for several national quality awards, and is an associate editor for the journal, BMJ Quality and Safety.

Michael Leonard, MD

Physician Leader for Patient Safety, Kaiser Permanente, leads the national Kaiser Human Factors Patient Safety effort. Dr. Leonard is a cardiac anesthesiologist by training and continues to actively practice medicine. He has also worked with the University of Texas Human Factors Research Project to incorporate the human factors lessons learned in other high-risk industries into medical patient safety.

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Eugene Litvak, PhD

President and CEO, Institute for Healthcare Optimization, is also an Adjunct Professor in Operations Management in the Department of Health Policy and Management at the Harvard School of Public Health." He was a co-founder and previously Director of the Program for the Management of Variability in Health Care Delivery at the Boston University Health Policy Institute. Since 1995 he has led the development and practical application of the innovative Variability Methodology, which has resulted in significant cost reduction and quality improvement in health care delivery systems.

Helen L. Macfie, PharmD, FABC

Senior Vice President, Performance Improvement, MemorialCare Medical Centers, has primary responsibility for facilitation of system-level performance improvement for quality, patient safety, clinical risk, and patient and family experience. She is also responsible for the deployment of MemorialCare's Management System (lean principles), and coordination of system-wide strategic planning activities for the five-hospital system.

Doug Salvador, MD

Associate Chief Medical Officer/Patient Safety Officer, Maine Medical Center, leads the Center for Performance Improvement at Maine Medical Center. In addition, he oversees the risk management, infection prevention, accreditation and regulatory affairs, and patient relations functions. Using his training in medicine, engineering, and epidemiology, Dr. Salvador is focused on the redesign of health care delivery systems, strategic planning and implementation of quality and safety, and fostering a culture of patient safety.

Additional Guest Faculty

- **Tejal Gandhi, MD**, Executive Director of Quality and Safety, Brigham and Women's Hospital and Director of Patient Safety at Partners HealthCare
- **Martha Hayward**, Lead, Public and Patient Engagement, Institute for Healthcare Improvement

Please visit ihi.org/patientsafety for complete faculty bios.

About IHI

IHI is a leading innovator in health and health care improvement worldwide. For more than 25 years, we have partnered with an ever-growing community of visionaries, leaders, and front-line practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations. Together, we build the will for change, seek out innovative models of care, and spread proven best practices. When it comes to raising the quality of health for all, IHI sees boundless possibilities, and while we see the walls in front of us, we will not rest until we reach the other side.

Learn more at ihi.org.

Continuing Education

In support of improving patient care, the Institute for Healthcare Improvement is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the health care team.

Please visit ihi.org/patientsafety for the number of credit hours that IHI designates for this continuing education activity.

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Questions?

Contact us at 617 301-4800 or info@ihi.org.

For more information or to enroll,
visit ihi.org/patientsafety



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“IHI’s Patient Safety Executive Development Training was infused with practical tools and information. I highly recommend it – two thumbs up!”

Jeannette Landucci, Director of Inpatient Care Nursing, *Contra Costa Regional Medical Center*

