fifth annual patient safety symposium

together let’s bring home the gold

Pre-conference April 24, 2012
Conference April 25 – 26, 2012

Marriott Columbia • Columbia, South Carolina
the 2012 south carolina patient safety symposium is brought to you in partnership with

EVERY PATIENT COUNTS
The SC Partnership to Advance Patient Safety and Quality Healthcare

PHITS
RISK MANAGEMENT SERVICES

HEALTH SCIENCES SOUTH CAROLINA
A Collaborative To Advance Health Sciences

mame
mothers against medical error

South Carolina
BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association

University of South Carolina School of Medicine - Palmetto Health Richland
Continuing Medical Education Organization
target audience

- Compliance & Risk Management
- Health Policy Makers
- Hospital & Medical Leadership
- Patient Advocates
- Financial Officers
- Physicians
- Nurses
- Hospital Board Members
- Quality Improvement & Patient Safety Staff
- Executive Leadership

symposium purpose

To create a dynamic forum for active learning and knowledge sharing among the individuals and organizations who are working collaboratively to transform health and health care in South Carolina.

learning objectives

As a result of participating in this symposium, the attendee will be able to:

- Engage leadership in creating and sustaining a just culture
- Involve patients and families in the coordination of care and the creation of a safe environment of care
- Identify Just Culture concepts, educational opportunities and next steps for implementation
pre-conference workshops

tuesday, april 24

10 a.m. – 3 p.m. .................OR Team Training

Registration is limited. Please visit the SCHA calendar here to register.
Bill Berry, MD, MPH | Program Director, Safe Surgery 2015 | Harvard School of Public Health
Lizzie Edmonson | Project Manager, Safe Surgery 2015 | Harvard School of Public Health

conference sessions

wednesday, april 25

8:30 – 9:30 a.m. .................Registration & Continental Breakfast

9:30 – 9:40 a.m. .................Welcome & Opening Comments
Chuck Beaman | Chairman | SCHA Board of Trustees | CEO | Palmetto Health

9:40 – 10 a.m. .................Opening Remarks
Maureen Bisognano | President & CEO | Institute for Healthcare Improvement

10 – 10:15 a.m. .................Introduction of Regina Holliday, Artist
Rick Foster, MD | Senior Vice President, Quality & Patient Safety | SCHA

10:15 – 11:30 a.m. .................The Future of Safe Surgery
Atul Gawande, MD, MPH | Surgeon | Div of General & GI Surgery, Brigham & Women’s Hospital | Associate Professor | Harvard Medical School | Associate Professor | Harvard School of Public Health | Lead | WHO Safe Surgery Saves Lives initiative | Executive Director | Safe Surgery 2015

11:30 – 11:45 a.m. .................Break

11:45 a.m. – 1 p.m. .................Infusing True Person-Centered Care into Improving Transitional Care
Eric Coleman, MD, MPH | Director Care Transitions Program | University of Colorado

1 – 2:15 p.m. .................Awards Luncheon
Artistic Performance | SC Philharmonic Orchestra
5th annual SC patient safety symposium
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**schedule**

2:15 – 3:30 p.m. ................. Learning Sessions*: Please Choose One

**Session 1: Transitions of Care – Partnership for Health Panel Discussion**
Pat Cawley, MD  | Executive Medical Director  | MUSC
Cheryl Dye  | Associate Professor  | Clemson University
Windsor Sherrill, PhD, MHA, MBA  | Professor  | Clemson University
Judy Baskins  | Vice President, Clinical Integration  | Palmetto Health
Neal Axon, MD  | Associate Professor  | MUSC
Moderator: Eric Coleman, MD, MPH  | Director Care Transitions Program  | University of Colorado

**Session 2: Safe Surgery 2015: South Carolina Sharing and Learning Together: Where We Have Been, Where We Are Going, and Your Part in It, PART I**
Bill Berry, MD, MPH  | Program Director, Safe Surgery 2015  | Harvard School of Public Health
Lizzie Edmonson  | Project Manager, Safe Surgery 2015  | Harvard School of Public Health
Sara Singer, MBA, PhD  | Assistant Professor  | Harvard School of Public Health

**Session 3: How to Make a Safe Apology**
Grena Porto  | Principal  | Healthcare Consulting, LLC
Moderator: Michael Frisina, PhD  | President  | The Frisina Group

3:30 – 3:45 p.m. ................. Break

3:45 – 5 p.m. ................. Learning Sessions*: Please Choose One

**Session 1: Transitions of Care – Partnership for Health Panel Discussion**
Pat Cawley, MD  | Executive Medical Director  | MUSC
Cheryl Dye  | Associate Professor  | Clemson University
Windsor Sherrill, PhD, MHA, MBA  | Professor  | Clemson University
Judy Baskins  | Vice President, Clinical Integration  | Palmetto Health
Neal Axon, MD  | Associate Professor  | MUSC
Moderator: Angel McCrea  | Program Manager, AccessHealth SC  | SCHA

**Session 2: Safe Surgery 2015: South Carolina Sharing and Learning Together: Where We Have Been, Where We Are Going, and Your Part in It, PART II**
Bill Berry, MD, MPH  | Program Director, Safe Surgery 2015  | Harvard School of Public Health
Lizzie Edmonson  | Project Manager, Safe Surgery 2015  | Harvard School of Public Health
Sara Singer, MBA, PhD  | Assistant Professor  | Harvard School of Public Health

**Session 3: How to Make a Safe Apology**
Grena Porto  | Principal  | Healthcare Consulting, LLC
Moderator: Michael Frisina, PhD  | President  | The Frisina Group

5 p.m. .......................... Adjourn

*Both Sets of Learning Sessions Have the Same Options*
thursday, april 26

8 – 8:30 a.m. ..................Registration & Continental Breakfast

8:30 – 9:45 a.m. ...............Just Culture Overview and Social-Technical Probabilistic Risk Assessment
David Marx | Chief Executive Officer | Outcome Engenuity

9:45 – 10 a.m. .................Break

10 – 11:15 a.m. .................Learning Sessions

    Session 1: The Final Check
    David Marx | Chief Executive Officer | Outcome Engenuity

    Session 2: Coalition for Care of the Seriously Ill
    Scott Lake, MD | Director of Palliative Medicine | Roper St. Francis Healthcare
    John Ropp, MD | South Carolina Medical Association
    Mark O’Rourke, MD | Physician | Cancer Centers of the Carolinas
    Moderator: Jimmy Walker | Senior Vice President, Regulatory & Workforce | SCHA

    Session 3: The Power of Long Stories
    Regina Holliday | Patient Advocate
    Moderator: Helen Haskell | Patient Advocate | Mothers Against Medical Error

11:15 – 11:30 a.m. ..........Painting Unveiling
Rick Foster, MD | Senior Vice President, Quality & Patient Safety | SCHA

11:30 a.m. – 12 noon ........Lessons from Yesterday/Plans for Tomorrow
Maureen Bisognano | President & CEO | Institute for Healthcare Improvement
maureen bisognano

Maureen Bisognano, President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI’s executive vice president and COO for 15 years. She is a prominent authority on improving health care systems, whose expertise has been recognized by her elected membership to the Institute of Medicine and by her appointment to The Commonwealth Fund’s Commission on a High Performance Health System, among other distinctions. Ms. Bisognano advises health care leaders around the world, is a frequent speaker at major health care conferences on quality improvement, and is a tireless advocate for change. She is also an Instructor of Medicine at Harvard Medical School and a Research Associate in the Brigham and Women’s Hospital Division of Social Medicine and Health Inequalities. Prior to joining IHI, she served as CEO of the Massachusetts Respiratory Hospital and Senior Vice President of The Juran Institute.

eric coleman, md, mph

Eric A. Coleman, MD, MPH, is Professor of Medicine and Head of Division of Health Care Policy and Research at the University of Colorado at Denver. He is the Director of the Care Transitions Program, aimed at improving quality and safety during times of care “hand-offs”. As a board-certified geriatrician, he maintains direct patient care responsibility for older adults in ambulatory, acute, and subacute care settings.

Dr. Coleman bridges innovation and practice through: (1) enhancing the role of patients and caregivers in improving the quality of their care transitions across acute and post-acute settings; (2) measuring quality of care transitions from the perspective of patients and caregivers; (3) implementing system-level practice improvement interventions and (4) using health information technology to promote safe and effective care transitions.

atul gawande, md, mph

A surgeon and a writer, Atul Gawande is a staff member of Brigham and Women’s Hospital, the Dana Farber Cancer Institute and the New Yorker. He received his BAS from Stanford University, MA (in politics, philosophy and economics) from Oxford University, MD from Harvard Medical School, and MPH from the Harvard School of Public Health. He served as a senior health policy advisor in the Clinton presidential campaign and in The White House from 1992 to 1993. Since 1998, he has been a staff writer for the New Yorker. In 2003, he completed his surgical residency at Brigham and Women's Hospital, Boston, and joined the faculty as a general and endocrine surgeon.

He is also Associate Professor of Surgery at Harvard Medical School and Associate Professor in the Department of Health Policy and Management at the Harvard School of Public Health. He has published research studies in areas ranging from surgical technique, to US military care for the wounded, to error and performance in medicine. He is the director of the World Health Organization’s Global Challenge for Safer Surgical Care.

david marx

David Marx is President of Outcome Engenuity, a Dallas-based risk management firm. He has a BS in Mechanical Systems Engineering and Juris Doctor in Law. David’s firm currently spends the majority of its effort on helping high-risk organizations develop safety supportive practices and culture.

He began his career as a Boeing aircraft design engineer. In his final years at Boeing, he organized a human factors and safety group where his team won the International Whittle Award for the development of a human error investigation process now used by air carriers around the world.

In 1997, he launched a research and consulting practice focusing on the management of human error through the integration of systems engineering, human factors, and the law. He has served as an advisor to the Federal Aviation Administration’s Human Factors Research Program and to the NASA Space Shuttle Program.

In the healthcare sector, he was the principal consultant to guide the State of Oregon and the Oregon Health Care Association to build the first state-wide, quantitative model of medication safety risk. In the area of safety culture, Mr. Marx authored for the National Institutes of Health the document “Patient Safety and the ‘Just Culture’: A Primer for Healthcare Executives.” Mr. Marx’s Just Culture tools have now been implemented at a statewide level in both Minnesota and North Carolina. In November of 2005, his firm launched the Just Culture Community, a web-based resource for organizations on the journey to more open learning cultures. In December 2005, the Institute for Safe Medication Practices awarded Mr. Marx the Cheers Award for his work in developing the “Just Culture.”
new for 2012 – register online!

SCHA will now offer online registration for certain meetings throughout the year. To register for the Patient Safety Symposium online, visit the SCHA web calendar, www.scha.org/calendar, select the Patient Safety Symposium, and click “Register Online” to sign up today! A registration and payment confirmation will be emailed directly to you once you complete the registration process. To complete the online registration, you will need to use the username/password that you should have recently received via email. If you experience problems or did not receive a username/password, contact Sue Alvarez at 803.796.3080 or via email at salvarez@scha.org.

The registration fee for the full conference is $250. The deadline for registration is April 16, 2012.

All registration received after this date are subject to a late registration fee as noted on the registration form. All walk-up registrations will be required to pay the late registration fee and payment MUST be collected onsite.

Due to SCHA’s new healthy food policy, any meeting sponsored by SCHA will follow the Healthy People 2012 Nutrition Guidelines. For more information of questions regarding this policy, please contact Kendyl Schultz at kschultz@scha.org or 803.744.3531.

location & hotel reservations

Marriott Columbia, 1200 Hampton St., Columbia, SC 29201

www.marriott.com/hotels/travel/caemh-columbia-marriott

The SC Hospital Association room block rate for the Patient Safety Symposium is $135 a night single/double. To book your room, call either 1.800.593.6465 or 803.771.7000 and ask for the SC Hospital Association room block for April 24 – 26. The room block cut-off date is March 31, 2012. Free parking in the Marriott garage (entrance off Hampton Street) is available for hotel guests. Passes will be given at check-in.

continuing medical education (cme) accreditation and credit

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of the University of South Carolina School of Medicine – Palmetto Health Richland CME Organization and the South Carolina Hospital Association. The University of South Carolina School of Medicine – Palmetto Health Richland CME Organization is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of South Carolina School of Medicine – Palmetto Health Richland CME Organization designates the live activity, 5th Annual SC Patient Safety Symposium, for a maximum of 8.25 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

continuing nursing education (cne)

The South Carolina Hospital Association is an approved provider of continuing nursing education by the South Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Participants who attend the conference and complete an evaluation will earn 8.0 contact hours.
attire
Business attire for meetings and social functions is encouraged.

substitution/refund/cancellation
Any registrant who cannot attend may send a substitute from the same organization by resubmitting an updated registration form to SCHA with the name of the substitute. Notify SCHA of the substitution via fax to 803.772.7477. The registration fee (less $25 processing fee) is refundable if SCHA is notified of cancellation no later than April 16. No refunds issued past this date. No refunds issued for no-shows.

special dietary needs
If you have any special dietary needs please contact Educational Services at 803.744.3529.

special note for the disabled
The South Carolina Hospital Association wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the American With Disabilities Act, please write or call Educational Services at 803.744.3529.

speaker presentations/handouts available online only
As a part of SCHA’s “Going Green” effort, all speaker presentations and handouts for this event will be posted on the SCHA website. You can view the handouts before or after the event. Please Note: paper copies of these handouts will NOT be available on-site at this education event. You will be notified via e-mail when the handouts are available online, with a direct link to access the files. The files will be posted when available and remain for 14 days after the event.

for more information
For questions about registration, please contact Mary Stargel at mstargel@scha.org. For questions about the conference please contact Kimberly Hubbard at khubbard@scha.org.
5th annual SC patient safety symposium  
Marriott Columbia, Columbia | April 24 – 26, 2012
registration form

Please register early as space is limited! Registration deadline is April 16, 2012.

Name_______________________________________Title____________________________________________

Credentials________________________________Hospital/Organization______________________________

Address_____________________________________________________________________________________

City____________________________________ State______________ Zip______________________________

Phone____________________________________ Email___________________________________________

registration fee ~ Registration includes cost of seminar, materials, lunch, and breaks
☐ $250... Early registration fee    ☐ $350... Late registration fee (if received after April 16)

learning sessions

April 25, 2012

Learning Session I ~ please choose one
☐ Transitions of Care
☐ Safe Surgery 2015: SC Sharing and Learning Together, Part I*  
  *will need to attend both learning sessions
☐ How to Make a Safe Apology

Learning Session II ~ please choose one
☐ Transitions of Care
☐ Safe Surgery 2015: SC Sharing and Learning Together, Part II*  
  *will need to attend both learning sessions
☐ How to Make a Safe Apology

April 26, 2012 ~ please choose one
☐ The Final Check
☐ Coalition for Care of the Seriously Ill
☐ The Power of Long Stories

payment options

Please check one form of payment and fax registration form to (803) 772-7477.

☐ CREDIT CARD
Please charge my: ☐ Visa ☐ MasterCard ☐ American Express
Card no. ________________________________ 
Security code ___________________________ Expiration________________
Signature _______________________________
Name as it appears on card ____________________________
Billing address and zip code of card ____________________________

Deadline for registration: The early bird deadline for registration is April 16, 2012. Any registrations received after this date will NOT receive a confirmation prior to the meeting and will be subject to the late registration fee as stated above.

Substitution/refund/cancellation policy:
Any registrant who cannot attend may send a substitute from the same organization by resubmitting an updated registration form to SCHA with the name of the substitute. Notify SCHA of the substitution via fax to (803) 772-7477. The registration fee (less a $25 processing fee) is refundable if SCHA is notified of cancellation no later than April 16 2012. No refunds issued past this date. No refunds issued for no-shows.