South Carolina Safe Care
High Reliability Commitment
Inaugural Meeting

February 15-16, 2013
William L. Yates Conference Center
1000 Center Point Road | Columbia, SC 29210

Name_________________________________________ Title ______________________________

Organization ________________________________________________

Work Email ____________________________________________________________

Work Phone ___________________________ Work Fax ________________________________

Organization Address __________________________________________________________

City_____________________________________ State__________ Zip Code_____________

program description
The South Carolina Safe Care Commitment provides an excellent opportunity to combine the collaborative platform for quality and patient safety improvement in South Carolina with the knowledge and expertise of The Joint Commission in guiding health systems toward high reliability. Through an ongoing multi-year engagement, participating hospitals and health systems will learn about and apply high reliability practices with a goal of establishing a culture of safety and reliability that will ensure every patient receives safe, high-quality care every time.

The meeting will begin at 10:00 am on Friday and adjourn at 12 noon on Saturday.

Questions? Please contact Dr. Rick Foster at (803) 744-3538.

registration submission
Register online at [this link](#), or complete this form and send via email to Mary Stargel.

no registration fee required
Please note: registration cut off is Thursday, February 7.

Any registrations received after this date will NOT receive a confirmation prior to the meeting.
substitution/refund/cancellation
Any registrant who cannot attend may send a representative from the same organization by resubmitting an updated registration to SCHA with the name of the attendee. Please notify SCHA of the change via fax at (803) 796-2938.

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 South Carolina Safe Care – High Reliability Commitment Inaugural Meeting and complete an evaluation will earn (number of credits pending) contact hours.

work to be fit
SCHA is committed to providing a safe and healthy work environment for its employees and guests, compliant with our “Work to be Fit” wellness program. Therefore, policies and standards for tobacco, nutrition, and physical activity have been implemented to support such a culture. Tobacco- SCHA encourages tobacco-free people and places so tobacco use is prohibited at SCHA events and on SCHA grounds. Nutrition- SCHA provides a healthy food environment where the healthy choice is the easy choice. Healthy menu items that comply with the healthy food nutrition criteria will be available at each meal service. Please note, sugar sweetened beverages do not comply with the nutrition criteria and will not be readily available. Physical Activity- SCHA encourages the use of scheduled breaks for physical activity (stretching, walking, etc.) to help maintain optimal health. A paved community walking trail is available adjacent to SCHA grounds.

special dietary needs
Lunch is included. If you have any special dietary needs, please contact Educational Services at (803) 744-3529.

special note for the disabled
SCHA and CCME wish 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 Americans with Disabilities Act, please write or call Educational Services at (803) 744-3529.
South Carolina Safe Care
High Reliability Commitment
Inaugural Meeting

AGENDA

Friday, February 15

9:30 am  Registration

10:00 am  Welcome and Introductions

Rick Foster, M.D.
Senior Vice President, Quality and Patient Safety
South Carolina Hospital Association
Thornton Kirby
President, South Carolina Hospital Association

10:30 am  Achieving High Reliability in Healthcare
The promise and potential of applying high reliability practices to eliminate preventable patient harm

Mark R. Chassin, M.D., FACP, MPP, MPH
President, The Joint Commission

11:30 am  Review of the Commitment “Game Plan”, expected benefits and participation requirements

Rick Foster, M.D.
Chuck Mowll, FACHE, CSSBB
Executive Vice President, Business Development, Government and External Relations, The Joint Commission

12:15 pm  LUNCH

1:00 pm   The Key Characteristics of High Reliability Organizations

Tom Diller, M.D.
VP Quality and Patient Safety
Greenville Health System

1:45 pm   Review of the High Reliability: Stages of Organizational Maturity framework and related High Reliability Self-assessment Tool™ (HRST)

Chuck Mowll
- Etymology of the high reliability framework and HRST
- The intended use and benefit
- How to interpret the results – management reports

2:15 pm   Break

2:30 pm   Demonstration of the High Reliability Self-assessment Tool™

Coleen Smith
High Reliability Initiatives Director
Joint Commission Center for Transforming Healthcare

3:10 pm  Participant polling on selected HRST questions

Jan Kendrick
Master Change Agent, Robust Process Improvement
The Joint Commission

3:30 pm  Break

3:45 pm  A panel discussion of the High Reliability Self-assessment Tool™ experience

Coleen Smith-facilitator
Tom Diller, VP, Quality and Patient Safety Greenville Hospital System
John Mansure, President of Greer Memorial Hospital
Bruce Bailey, Georgetown

4:30 pm  “Case Study” Centennial Contractors Enterprises, Inc. Discussion

Anne-Claire France, PhD, CPHQ, MBB, FACHE
Process Improvement Specialist, Memorial Hermann

5:00 pm  Reception and Dinner
Recognition of Initial Commitment Hospitals
(Signing the Commitment Poster)

Saturday, February 16

7:30 am  Continental Breakfast

8:00 am  Open forum – review of Day 1 discussions

Mark Crafton
Executive Director, Communications and External Relations
The Joint Commission

8:30 am  Measuring Progress: Using the Safety Event Classification System Effectively

Gary Yates, M.D.
President, HPI

9:30 am  BREAK

9:45 am  The Journey to High Reliability Healthcare
Case Study and interactive discussion about Leadership, Safety Culture and Robust Process Improvement – Memorial Hermann Healthcare System, Houston, TX

Anne-Claire France, PhD, CPHQ, MBB, FACHE
Process Improvement Specialist, Memorial Hermann
Juan Inurria, FACHE, FABC, CPHQ
System Executive, Enterprise Quality, Patient Safety and Infection Control
Memorial Hermann
11:15 am  Completing the 1-page hospital-specific “What to do before the next meeting” Plan

Alex Vandiver, Executive Director Center for Transforming Healthcare
Rick Foster, M.D.

11:45 am  Wrap-Up
Rick Foster, M.D.

12:00 pm  Adjourn