Please join us for the eleventh annual Patient Safety Summit, co-sponsored with Qualidigm. The Summit will mark the first anniversary of the start of CHA’s statewide initiative to eliminate all-cause preventable harm using high reliability science to create a culture of safety. The Summit will feature nationally recognized experts who will continue the focus on strategies and tools that drive high reliability organizations and identify them as benchmark performers in quality and patient safety.

**Keynote Speaker—Mark R. Chassin, MD, FACP, MPP, MPH**

*President of The Joint Commission*

*Healthcare Quality Improvement: There Must Be a Better Way*

Mark R. Chassin, MD, FACP, MPP, MPH, is president of The Joint Commission. In this role, he oversees the activities of the nation's predominant standards-setting and accrediting body in healthcare. Joint Commission accreditation and certification is recognized worldwide as a symbol of quality that reflects an organization's commitment to quality improvement and to meeting state-of-the-art performance standards.

Dr. Chassin is also president of the Joint Commission Center for Transforming Healthcare. Established in 2009 under Dr. Chassin's leadership, the Center works with the nation's leading hospitals and health systems to address healthcare's most critical safety and quality problems including healthcare-associated infection (HAI), hand-off communications, wrong site surgery, and preventing avoidable heart failure hospitalizations. In keeping with its objective to transform healthcare into a high reliability industry, The Joint Commission is sharing proven effective solutions with the more than 20,000 healthcare organizations and programs it accredits and certifies.
Agenda

8:15 a.m. – 8:45 a.m.  Registration and Continental Breakfast

8:45 a.m. – 9:00 a.m.  Welcome and Opening Remarks

9:00 a.m. – 10:30 a.m.  Keynote Presentation

*Healthcare Quality Improvement: There Must Be a Better Way*

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

Dr. Chassin will present his perspective on the major patient safety and quality challenges healthcare providers face and discuss how The Joint Commission is fostering the development of high reliability as an ultimate goal for hospitals and health systems. He will describe specific examples of how the Joint Commission’s Center for Transforming Healthcare is producing and disseminating solutions that support high reliability healthcare.

**At the conclusion of this session, participants will be able to:**
- Describe why achieving high reliability should be a vital goal for healthcare organizations.
- List three major changes healthcare organizations must undertake to make progress towards high reliability.
- Identify two new Joint Commission initiatives to help hospitals and other healthcare organizations improve safety and quality as they strive for high reliability.

10:30 a.m. – 10:45 a.m.  Break

10:45 a.m. – 12:30 p.m.  Memorial Hermann Panel Discussion

*The Journey to High Reliability Healthcare*

Moderated by: Douglas Monroe, MD, MBA
System Director of Quality and Patient Safety, Memorial Hermann Healthcare System

Dr. Monroe will be joined in this presentation by two colleagues—William Parks, MD, Chief Medical Officer at Memorial Hermann The Woodlands Hospital, and Debbi Garbade, MSN, RN, CPHQ, CPHRM, CPSO, Clinical Effectiveness Director in Memorial Hermann Healthcare System’s Patient Safety and Infection Control department. They will share Memorial Hermann Healthcare System’s journey to high reliability healthcare, describing how high reliability practices can be incorporated into clinical practice to ensure patient safety and quality.

**At the conclusion of this session, participants will be able to:**
- Describe how high reliability industries mitigate risk and harm.
- Discuss how high reliability practices can be incorporated into clinical practice to minimize injury and error and ensure patient safety and quality.
12:30 p.m. – 1:00 p.m.  Lunch

1:00 p.m. – 2:30 p.m.  The Emily Jerry Story
* A Tragedy, A Trial, and a Triumph
Christopher Jerry and Eric Cropp
The Emily Jerry Foundation

Christopher Jerry will share his daughter’s story, the events surrounding a medical mistake that resulted in her death, the criminal prosecution of a caregiver, the proposed five rights of the caregiver when a patient is harmed during the process of care, and the qualities of safety culture that enhance harm prevention. Mr. Jerry will be joined by Eric Cropp, a pharmacist at an Ohio Hospital when a pharmacy technician under his supervision made an error resulting in Emily’s death and Mr. Cropp’s criminal prosecution.

At the conclusion of this session, participants will be able to:
• Discuss the events and lessons learned from the medical error that resulted in patient death and criminal prosecution of a caregiver.
• Identify and discuss the qualities of a safety culture that enhance harm prevention.
• Identify and discuss the “five rights of the second victim.”

2:30 p.m. – 2:45 p.m.  Break

2:45 p.m. – 3:45 p.m.  Closing Presentation
* Partnership for Patients: the Progress and the Possibilities
Charisse Coulombe, MBA, MS, BS
Senior Director, Hospital Engagement Network Project at the American Hospital Association

Ms. Coulombe is leading the largest, national quality improvement initiative ever funded by the government—Partnership for Patients’ AHA/HRET Hospital Engagement Network project! As the project director leading over 30 state hospital associations representing over 1,600 hospitals engaged in improving quality and patient safety, Ms. Coulombe will share key insights and strategies hospitals can use to accelerate change in their organization. To-date, projected cost savings of nearly $75-million will be achieved. She will also share some of the key lessons learned as well as project goals for the coming year.

At the conclusion of this session, participants will be able to:
• Describe the goals and aims of the Partnership for Patients initiative.
• Describe the outcomes to-date, and discuss the next steps for your organization.

3:45 p.m. – 4:00 p.m.  Evaluations

Additional Speaker Profiles

Douglas Monroe, MD, MBA, is the System Director for Quality and Patient Safety for the Memorial Hermann Health System (MHHS). His work focuses on strategic priorities and goals, physician and executive engagement, oversight of the quality programs at MHHS’s 11 acute care facilities and its growing physician incentive initiatives. Prior to joining MHHS, Dr. Monroe was with Huron Healthcare, where he was a national consultant for strategy, physician-hospital engagement, clinical integration and establishing a new practice focusing on care variation and resource consumption. In addition to various academic publications, he authored the 2009 National Quality Forum Award and 2013 Eisenberg Award applications for MHHS. Dr. Monroe will be joined by two colleagues:
Debbi Garbade, MSN, RN, CPHQ, CPHRM, CPSO, Clinical Effectiveness Director in the Memorial Hermann Health System's quality, patient safety and infection control department. Ms. Garbade has worked in patient safety and risk management for 12 years and has extensive experience with Event Analysis including Root Cause Analysis, examining system and individual failures with a focus on avoidance of hindsight bias and punitive actions, reviewing causative factors to determine high reliability methods of harm prevention, and designing processes to eliminate failures.

William Parks, MD, FAAP, is the Chief Medical Officer at Memorial Hermann The Woodlands Hospital. Dr. Parks received his bachelor of arts and medical degree from the University of South Florida and completed his residency in pediatrics at the University of Texas Affiliated Hospitals.

Christopher Jerry lost his beautiful two-year-old daughter, Emily, after a fatal medication error in March of 2006. After the tragic loss, he created The Emily Jerry Foundation to increase public awareness of the systemic aspects of medicine, and address key patient safety related issues using technology and best practices that are proven to minimize human error. Mr. Jerry is a relentless patient safety advocate who spreads a message of hope, change, forgiveness, compassion, collaboration, and how to turn a tragedy into honoring his daughter by inspiring positive change in our nation's medical facilities.

When Mr. Jerry joined the patient safety movement, he was simply advocating for the patient. Over time he has discovered that most issues relating to patient safety are systemic, requiring a change in the underlying culture of medicine in the United States. He now finds himself advocating just as passionately for the caregiver. Mr. Jerry will be joined by Eric Cropp for his presentation.

Eric Cropp has 16 years of experience working in the field of pharmacy, the majority of that time in the oncology field. For several years he managed a compounding pharmacy that specialized in the treatment of cancer patients, where he managed patients' care from treatment to pain management support. Shortly before the incident that is the subject of this presentation, he had begun work on his PharmD degree, with a goal of specializing in pediatric oncology.

Mr. Cropp was a pharmacist at an Ohio Hospital on February 26, 2006, when a pharmacy technician under his supervision made an error in mixing a saline/chemotherapy solution intended for two-year-old Emily Jerry. Emily, who was receiving final treatment after a large tumor in her abdomen had completely disappeared, died three days after the toxic solution was intravenously administered. Mr. Cropp was ultimately convicted of involuntary manslaughter, serving six months in jail and six months of home arrest.

Since then, Mr. Cropp has been working with several organizations (ISMP, PharmCon, etc.) telling his and Emily's stories, and has lectured to several large companies about the importance of patient safety and safe conditions in the workplace. He has recently begun to work with Christopher Jerry to teach families and medical professionals the importance of creating the safest environment for both the patient and the caregiver.

Charisse Coulombe, MBA, MS, BS, is the Data Director with the Health Research & Educational Trust (HRET) at the American Hospital Association, providing oversight of all areas of the HEN project including data collection and analysis, state relations, meeting content, and operation logistics.

Previously, Ms. Coulombe was with Resurrection Health Care (RHC) for 16 years. As System Director, Informatics at RHC, she oversaw system-wide quality scorecard development, CMS core measure data submission and managed several large measurement databases. Reporting to the Chief Medical Officer, she played an active role in the integration of the quality data and measurement systems when RHC merged with Provena Health.

Ms. Coulombe has a master's in business administration from University of Phoenix, a master's in zoology from Western Illinois University and a bachelor's of science in biology from Northeastern Illinois University. She also holds a Six Sigma Black Belt, and is a Certified Professional in Healthcare Quality.
Organization: _____________________________________________________________________

Registrant #1:
Name: __________________________________________ Phone: ___________________________
Title: __________________________________________ E-Mail: __________________________

Registrant #2:
Name: __________________________________________ Phone: ___________________________
Title: __________________________________________ E-Mail: __________________________

Registrant #3:
Name: __________________________________________ Phone: ___________________________
Title: __________________________________________ E-Mail: __________________________

**Registration Fees:**
$275 each for the first, second, and third registrant from a CHA Acute Care Member Hospital; $225 each for person four and additional participants from the same Acute Care Member Hospital. CHA PSO member hospitals are provided with two complimentary admissions. Please complete the complimentary registration form (sent under separate cover) when using these complimentary registration slots. All others are to complete this form.

$325 each for the first, second, and third registrant from a CHA Other member organization; $295 each for person four and additional participants from the same CHA Other member organization.

$550 for each Non-Member attendees.

**Payment:**
- o Please bill my institution (CHA Members Only).
- o Check enclosed: $_______________

P.O.# (if required by institution): __________________

- o American Express      o Visa      o MasterCard      o Discover

Account Number: __________________________________________ Expiration Date: _________________

Billing Street Address: ___________________________________________________ Zip Code: __________

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Mail or Fax Registration Form and Payment to:
Education Services, CHA, 110 Barnes Road, Wallingford, CT 06492-0090 or Fax to (203) 284-9318.

Cancellations received 10 business days prior to the program date will receive a full refund minus a $25 per person administrative fee. After that time you may send a substitute but there is no refund. CHA members may only substitute with another CHA member to qualify for the member rate. In the event of inclement weather, call (203) 265-7611 after 6:30 a.m. and select option #4 for a cancellation update.

*Accessibility Note: If you require auxiliary aids or services to attend this program, please contact us in advance at educationservices@chime.org or (203) 294-7263.*

For additional information, please contact CHA Education Services at 203-294-7263 or educationservices@chime.org.
Accreditation

Connecticut Hospital Association-CHA is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses’ Association, an Accredited Approver by the American Nurses Credentialing Center’s Commission on Accreditation.

This activity is pending approval by the National Association for Healthcare Quality for CPHQ CE credits.

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 John D. Thompson Hospice Institute for Education, Training and Research, Inc. and The Connecticut Hospital Association. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is pending designation of this educational activity for AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

DISCLOSURE: The speaker and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation.

Driving Directions

Traveling from New Haven on I-91 North:
Take Exit 15. At the end of the exit ramp, turn left onto Route 68 West. Proceed 0.9 miles to the 5th traffic light (not counting light at end of ramp); turn right onto Barnes Road. Proceed on Barnes Road through one traffic light. A CHA sign will be on the right. Turn right into driveway just before the sign.

Traveling from Hartford on I-91 South:
Take Exit 15. At the end of the exit ramp, turn right onto Route 68 West. Proceed approximately 0.8 miles on Route 68 to the 4th traffic light (not counting light at end of ramp); turn right onto Barnes Road. Proceed on Barnes Road through one traffic light. A CHA sign will be on the right. Turn right into driveway just before the sign.

From Wilbur Cross Parkway North (Route 15):
Take Exit 66. At the end of the Exit ramp, turn left onto Route 5 South. Proceed approximately 0.25 mile to 3rd traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on the left.

From Wilbur Cross Parkway South (Route 15):
Take Exit 66. At the end of the exit ramp, turn left onto Route 5 South. Proceed approximately 0.25 mile to 4th traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on the left.

From Interstate 84:
Take Exit 27 and proceed on Route 691 East to Wilbur Cross Parkway Southbound. Take Exit 66. At the end of the exit ramp, turn left onto Route 5 South. Proceed approximately 0.25 mile to 4th traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on the left.