Please join us for CHA’s twelfth annual Patient Safety Summit, co-sponsored with Qualidigm. The Summit will mark the second anniversary of CHA’s successful statewide initiative to eliminate all-cause preventable harm using high reliability science to create a culture of safety. Nationally recognized experts will present strategies and tools for predicting and preventing technology-associated errors and the Summit will include two sessions on the importance of patient engagement, one from a patient’s perspective. The program will be held at CHA in Wallingford.

Registration and Breakfast: 8:00 a.m. - 8:30 a.m.
Program: 8:30 a.m. - 3:30 p.m.

Keynote Speaker—Tejal Gandhi, MD, MPH, CPPS
President of the National Patient Safety Foundation
The Changing Landscape of Patient Safety

Dr. Gandhi is President of the National Patient Safety Foundation and the Lucian Leape Institute. In this role, she is advocating for patient safety at the national level, driving educational and certification efforts, and helping create and spread innovative new safety ideas. Dr. Gandhi was formerly the Executive Director of Quality and Safety at Brigham and Women’s Hospital, and Chief Quality and Safety Officer at Partners Healthcare. In these roles, she has led the efforts to standardize and implement patient safety best practices across hospitals and health systems.

Dr. Gandhi’s research interests focus on patient safety and reducing error using information systems. She won the 2009 John Eisenberg award for her contributions to understanding the epidemiology and possible prevention strategies for medical errors in the outpatient setting.
Agenda

8:00 a.m. – 8:30 a.m. Registration and Continental Breakfast

8:30 a.m. – 8:45 a.m. Welcome and Opening Remarks

8:45 a.m. – 9:45 a.m. Keynote Presentation

*The Changing Landscape of Patient Safety*

Tejal Gandhi, MD, MPH, CPPS
President of the National Patient Safety Foundation

Dr. Gandhi will describe new directions in patient safety that are critical to ensure that hospitals, health systems, and providers in the ambulatory care center are providing the safest care. Based on extensive experience in patient safety research and operations, Dr. Gandhi will describe these new areas (such as patient engagement, safety across the care continuum, and health information technology) where significant work needs to be done to continue to move the safety agenda forward as rapidly as possible to prevent harm to patients.

At the conclusion of this session, participants will be able to:
- Discuss new emerging areas in patient safety including health information technology
- Identify key new areas of focus for your healthcare institution

9:45 a.m. – 10:00 a.m. Networking Break

10:00 a.m. – 11:00 a.m. Plenary Session

*Learning from Health Technology-Associated Errors, Anticipating the Unexpected*

Christina Michalek, RPh
Medication Safety Specialist at the Institute for Safe Medication Practices

This session will discuss some of the unanticipated consequences that can result from use of various healthcare technologies. The presentation will address reported errors, as well as risk reduction strategies for mitigating harm that may result when these errors occur. Considerations for safe implementation and use of various healthcare technologies will be highlighted.

At the conclusion of this session, participants will be able to:
- Describe unintended consequences that may result when using healthcare-related technologies
- Recognize reported medication errors related to the use of healthcare technologies
- List ways to maximize the safety benefits of healthcare technologies

11:00 a.m. – 11:15 a.m. Networking Break

11:15 a.m. – 12:15 p.m. Plenary Session

*Patient-Centered Care Using Technology*

Rosemary Kennedy, PhD, RN, MBA, FAAN
President and CEO of eCare Informatics and former Vice President of National Quality Forum

Engaging patients through meaningful use of technology is fundamental to transforming healthcare through better quality outcomes. This presentation explores the impact of health information technology on patient-centered care. Advances in technology and approaches to meaningful quality measurement will be explored.

At the conclusion of this session, participants will be able to:
- Articulate the role technology plays in patient-centered care
- Describe methods for quality measurement when using technology to support patient-centered care
12:15 p.m. – 1:00 p.m.  Lunch

1:00 p.m. – 2:00 p.m.  A Patient’s Story
Assessing Benefits and Risks: Technology in Healthcare
Rebecca Arnold LeBuhn, MA
Co-founder and Chair of the Board of the Citizen Advocacy Center (CAC)
Member, American Board of Radiology Foundation

Ms. LeBuhn will describe her personal experience with a false positive diagnosis and subsequent technology-related error that led to two unnecessary surgeries. She will also discuss experiences of her own and of family members and friends related to overuse or unnecessary use of medical imaging and other diagnostic technologies. Ms. LeBuhn will also discuss the National Strategy for Safe, Appropriate and Patient-centered Imaging being developed by the American Board of Radiology Foundation and the 100k Children initiative, which is an effort to track the adoption of child-sized imaging dose levels by hospitals and imaging centers across the country. These and other examples will focus on patient engagement.

At the conclusion of this session, participants will be able to:
• Discuss how patients and their caregivers perceive diagnostic and treatment technologies
• Describe patient engagement and ways to communicate to patients and their caregivers about the risks and benefits of diagnostic and treatment technologies

2:00 p.m. – 2:15 p.m.  Networking Break

2:15 p.m. – 3:15 p.m.  Closing Presentation
Wrong-Patient Errors
Jason Adelman, MD, MS
Patient Safety Officer at Montefiore Medical Center

CPOE systems have been associated with a reduction in medical errors, but certain types of errors can occur frequently in these systems, including placing orders on the wrong patient. This presentation will review the current literature on methods for efficiently measuring wrong-patient orders, as well as interventions for preventing these errors. The value of a Just Culture in reviewing medical errors will also be discussed.

At the conclusion of this session, participants will be able to:
• Explain what is known about the prevalence of wrong-patient errors
• Describe factors that contribute to wrong-patient errors
• Identify strategies for preventing wrong-patient errors

3:15 p.m. – 3:30 p.m.  Evaluations

Additional Speaker Profiles

Jason Adelman, MD, MS, is the Patient Safety Officer at Montefiore Medical Center, a large integrated healthcare delivery system in Bronx, NY, and the University Hospital for the Albert Einstein College of Medicine. After completing the AHA-NPSF Patient Safety Leadership Fellowship in 2011, he was selected to be a member of the National Quality Forum (NQF) Committee on Patient Safety Complications, which reviews patient safety measures that underlie national public reporting and value-based purchasing programs used to evaluate the performance of healthcare institutions. Dr. Adelman is also on the editorial board of the Journal for Healthcare Quality, as well as the National Patient Safety Foundation’s Insight Magazine.

Dr. Adelman has a master of science from Albert Einstein College of Medicine’s NIH Funded Clinical Research Training Program, and focuses his research on the use of information technology to prevent medical errors. He is a Senior Fellow of the Health Research & Educational Trust (HRET), the research arm of the American Hospital Association,
and is currently the Principal Investigator of a single-site randomized controlled trial evaluating the effectiveness of decision support to prevent Cather Associated Urinary Tract Infections (CAUTIs) funded by a $100,000 competitive grant from Medline Industries. He also has a $3 million dollar grant proposal to study preventing wrong-patient errors in the NICU under review at the NIH, and a $1 million dollar grant proposal to study the use of patient photographs to prevent wrong-patient errors under review at AHRQ.

**Rosemary Kennedy, PhD, RN, MBA, FAAN,** is President and CEO of eCare Informatics, as well as Associate Professor and Associate Dean of Strategic Initiatives at Thomas Jefferson University School of Nursing. In addition to being an informatics domain expert, she serves in leadership roles through her work with the American Medical Informatics Association (AMIA), and Technology Informatics Guiding Educational Reform Board (TIGER). Most recently, Dr. Kennedy was Vice President of Health Information Technology at the National Quality Forum. She is widely published and has presented on the field of nursing informatics, clinical documentation, and terminology standards. Dr. Kennedy is a fellow in the American Academy of Nursing and received the HIMSS 2009 Nursing Informatics Award as well as the Top 25 Women in Healthcare Award. She is currently on the TIGER board and sits on the safety council for the American Association of Medical Instrumentation. Her prior experience includes serving as the Chief Nursing Informatics Officer for Siemens Healthcare Solutions where she provided professional practice leadership in the development and deployment of solutions to ensure nursing practice and interdisciplinary requirements were met.

**Rebecca Arnold LeBuhn** is a Co-founder and Chair of the Board of the Citizen Advocacy Center (CAC), and is responsible for research, policy development, and publications for the CAC. Ms. LeBuhn has coordinated public participation in government regulatory proceedings, private sector decision-making, and technical standards development in such diverse fields as medical devices, solar energy conversion, and indoor air quality.

A professional writer, Ms. LeBuhn is the author of numerous publications and newsletters on various subjects including consumer-business relations, regulatory issues, health policy, and financial services. She has written the proceedings for technical conferences, a Paralegal Home Study Course, a guide for businesses on the use of Plain English, and several publications on regulatory law for laypersons.

Active in the public interest community, she served as the public member on the National Commission for Certifying Agencies (NCCA), and is currently the public member of the board of directors of the Institute for Credentialing Excellence (ICE) and a public member of the Board of the American Board of Radiology Foundation. She has advised numerous government, business, and public interest organizations and served on the board of directors of the American Society for Testing and Materials.

Ms. LeBuhn earned her BA in Economics and Government at Wells College and her MA in Soviet Studies at the Johns Hopkins School of Advanced International Studies.

**Christina Michalek** is a Medication Safety Specialist at the Institute for Safe Medication Practices, with more than 20 years of acute care hospital pharmacy experience involving clinical practice and management. Most recently she served as Director of Pharmacy at Lehigh Valley Health Network in Allentown and Bethlehem, PA, where she advanced pharmaceutical care in a well-seasoned environment of computerized physician order entry, bar code medication verification, and robotic automation. During this period she served as a Consultant with the Institute for Safe Medication Practices. Prior to that time she was Pharmacy Operations Manager and then Director of Pharmacy at Doylestown Hospital, Doylestown, PA. Ms. Michalek has served on the Board of Directors of the Pennsylvania Society of Health-System Pharmacists, volunteered on several advisory boards, and educated a variety of community groups as a medication safety representative. She has presented at national, local, and state meetings, as well as local radio on advancing hospital pharmacy practice and the use of technology for safe medication use. She is a graduate of the University of the Sciences' Philadelphia College of Pharmacy, completed an ASHP accredited residency program at Suburban General Hospital in Norristown, PA, and is designated as a fellow of the American Society of Health-System Pharmacists.
Registration Form: 2014 CHA Patient Safety Summit
Friday, March 7, 2014

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: _____________

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 (5.25 Contact Hours).

This activity is approved by the National Association for Healthcare Quality for 5.25 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 speakers and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation.

This activity is approved for 6.0 Category A credits by the American Society of Radiologic Technologies (ASRT).

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.