PLEASE join us for CHA’s 16th annual Patient Safety Summit, co-sponsored with Qualidigm and the Connecticut Association of Healthcare Executives. This year’s Summit continues our statewide commitment to create and sustain a safe, high quality, transformative health system, with strategies and processes to ensure every Connecticut resident achieves optimal health.

Representatives from Christiana Care Health System, recipient of the John M. Eisenberg Patient Safety and Quality Award for Innovation in Patient Safety and Quality at the Local Level, will provide the keynote presentation—*Connecting our Community to Optimal Health*.

The program, which will be held at CHA in Wallingford, also features sessions on evidence-based practices to drive improvement strategies, a consideration of the principles required to deal compassionately with harm events, and successful implementations of disclosure, apology, and early resolution programs.

**Co-sponsored with:**

[The Connecticut Association of Healthcare Executives](#) [QUALIDIGM](#)

This program is administered through CHA’s education affiliate.
Agenda

8:30 a.m. – 9:00 a.m.   Registration and Continental Breakfast

9:00 a.m. – 9:30 a.m.   Welcome and Opening Remarks

9:30 a.m. – 11:00 a.m.   Keynote Presentation

Christiana Care Carelink CareNow – Connecting our Community to Optimal Health

Sharon Anderson, RN, BSN, MS, FACHE, Chief Population Health Officer and Senior Vice President for Quality and Patient Safety at Christiana Care Health System, and President of Christiana Care Carelink.

Patricia Resnik, MJ, MBA, FACHE, CHC, CPHQ, RRT, Vice President of Quality and Care Management for Christiana Care Health System

As a leading care provider in Delaware, Christiana Care Health System has been deeply committed to addressing the health of its community in cutting-edge and expanded ways. Delaware’s focus on improved healthcare outcomes within a sustainable cost framework is the same challenge facing the rest of the nation. The impact of unattended complex chronic conditions manifests into excess emergency department visits for acute conditions, that could have been managed more effectively at home or in the doctor’s office. In response to these challenges, Christiana Care developed Carelink CareNow, a patient-centered and clinician-led information technology-enhanced care coordination service to get people the right care at the right time, in the right place, and with the right community resources.

Learning Objectives:

• Describe Christiana Care Health System’s journey to developing the infrastructure for population health management, and integrating population health and quality strategies.
• Explain the key principles in effectively managing risk based populations.

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

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

Improving Microsystems Within Your Facility to Drive Large Scale Change in Healthcare

Charisse Coulombe, MS, MBA, CPHQ, Independent Healthcare Consultant

Ms. Coulombe will discuss the current focus of CMS and ways to influence the implementation of evidence-based practices to produce sustainable change within your unit and facility. She will also share information on how changes within each hospital/facility have impacted large, national scale change.

Learning Objectives:

• Describe how unit-level change within your facility can impact large scale change.
• Outline the steps needed to improve microsystems within your facility centered on evidence-based practices.

12:15 p.m. – 1:00 p.m.   Lunch
1:00 p.m. - 3:00 p.m. Plenary Session  
When Words and Actions Matter Most: Responding to Patient Harm  
Timothy B. McDonald, MD, JD, Director at the Center for Open and Honest Communication, MedStar Institute for Quality and Safety, and Professor at Loyola University Chicago Beazley Institute for Health Law and Policy

This presentation will focus on a principled approach to patient harm that challenges what too often involves a *wall of silence* after unexpected events in healthcare. The principled approach focuses on the normalization of compassionate honesty, and a paradigm shift that depends upon rapid event reporting, open and honest communication with patients and families, supporting the care team, learning from harms, and rapid and fair resolution.

**Learning Objectives:**
- Describe the details of a principled approach to patient harm.
- List the benefits of the paradigm shift in responding to patient harm.

3:00 p.m. – 4:00 p.m.  Closing Workshop  
Communication, Apology, and Resolution (CARe): The Massachusetts Experience  
Melinda B. Van Niel, MBA, CPHRM, Project Manager, Massachusetts Alliance for Communication and Resolution Following Medical Injury (MACRMI), Department of Health Care Quality, Beth Israel Deaconess Medical Center

This session will describe implementation of Communication, Apology, and Resolution (CARe) programs in Massachusetts, discuss results and lessons learned from a three-year Pilot Study completed in six Massachusetts hospitals, and describe the value of a multi-stakeholder alliance in supporting and spreading these CARe programs and creating resources to build and sustain programs at low cost.

**Learning Objectives:**
- Develop an understanding of the merits of a CARe program and the data that supports its implementation.
- Identify the elements necessary for sustaining a successful CARe program, and the challenges to address over time.

4:00 p.m. – 4:15 p.m.  Evaluations

**Speaker Profiles**

Sharon L. Anderson, RN, BSN, MS, FACHE, is the Chief Population Health Officer and Senior Vice President for Quality & Patient Safety at Christiana Care Health System and the President of Christiana Care Carelink. Under her leadership, Christiana Care has achieved national recognition related to several patient safety and quality initiatives, including winning the prestigious *2017 John M. Eisenberg Award* and the *Stand Up for Patient Safety Management Award* for outcomes achieved through Christiana Care’s Care Link Services, the Truven Health Analytics Everest and 100 Top Hospitals Awards, The Joint Commission’s prestigious *Ernest A. Codman Award*, *Becker’s 100 Great Hospitals in America* and Top rankings in Leapfrog’s Hospital Safety Score.
Ms. Anderson has helped develop several new programs to address the full continuum of cancer care, including prevention, screening, surveillance, diagnosis and treatment, management of complications, and end-of-life issues. She won the WHYY Community Caring Award for her innovative work in cancer care.

Patricia Resnik, MJ, MBA, FACHE, CHC, CPHQ, RRT, is vice president of Quality and Care Management for Christiana Care Health System, where she leads a number of programs to enhance the delivery of healthcare services, including programs in utilization management, quality, care management, clinical documentation improvement, and population health management.

Ms. Resnik is certified in healthcare quality by the National Association of Healthcare Quality (NAHQ), and co-led the development of the NAHQ Essential Competencies: Regulatory and Accreditation publication released in the spring of 2016. She is currently the vice-chair of the Delaware Local Program Committee for the Healthcare Leadership Network of the Delaware Valley (HLNDV).

Ms. Resnik has career experience as both an administrator and a respiratory care practitioner. She has served on the board of the Delaware Society for Respiratory Care, and is licensed to practice Respiratory Care in the states of Delaware and Maryland.

Charisse Coulombe, MS, MBA, CPHQ, is an independent healthcare consultant. She recently served as Vice President, Clinical Quality, with the Health Research & Educational Trust (HRET) at the American Hospital Association, providing oversight of all areas of the nation-wide HIIN 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.

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

Timothy McDonald, MD, JD, is the Director for the Center for Open and Honest Communication at the MedStar Institute for Quality and Safety and a Professor of Law at Loyola University in Chicago. Dr. McDonald is a physician-attorney whose research has focused on a principled approach to patient harm with an emphasis on reporting patient safety events, using simulation and human factors analysis, providing emotional first aid to affected healthcare team members, and facilitating open and honest communication following harm events. This approach to patient harm also includes a commitment to communicate and provide peer support within the healthcare team and to communicate with patients and families throughout the therapeutic relationship, especially after harm occurs. His federally funded research and educational work includes the co-production of a series of award winning Patient Safety Videos entitled From Tears to Transparency: The Faces of Medical Error.

Melinda B. Van Niel, MBA, CPHRM, manages the Massachusetts Alliance for Communication and Resolution following Medical Injury (MACRMI). She previously worked as the Manager of Patient Safety at Beth Israel Deaconess Medical Center in the department Healthcare Quality, where she implemented one of the first Communication, Apology, and Resolution (CARE) programs in the state. Ms. Van Niel received her Bachelor of Arts degree from Harvard University and her Master’s in Business Administration from Villanova University, with a concentration in healthcare management.
Registration Form: 2018 CHA Patient Safety Summit

Tuesday, April 10, 2018

Organization: _____________________________________________________________

Registrant #1:
Name: _____________________________________________________
Title: _______________________________________________________
Phone: ___________________________________
E-Mail: ___________________________________

Registrant #2:
Name: _____________________________________________________
Title: _______________________________________________________
Phone: ___________________________________
E-Mail: ___________________________________

Registrant #3:
Name: _____________________________________________________
Title: _______________________________________________________
Phone: ___________________________________
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.

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
Account Number: ___________________________________________ Expiration Date: _________________
Billing Street Address: ___________________________________________ Zip Code: ______________
Signature: _____________________________________________________________________________________

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

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

This program is pending approval of Qualified continuing education credit through the American College of Healthcare Executives (ACHE).

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.