



HARVARD
MEDICAL SCHOOL

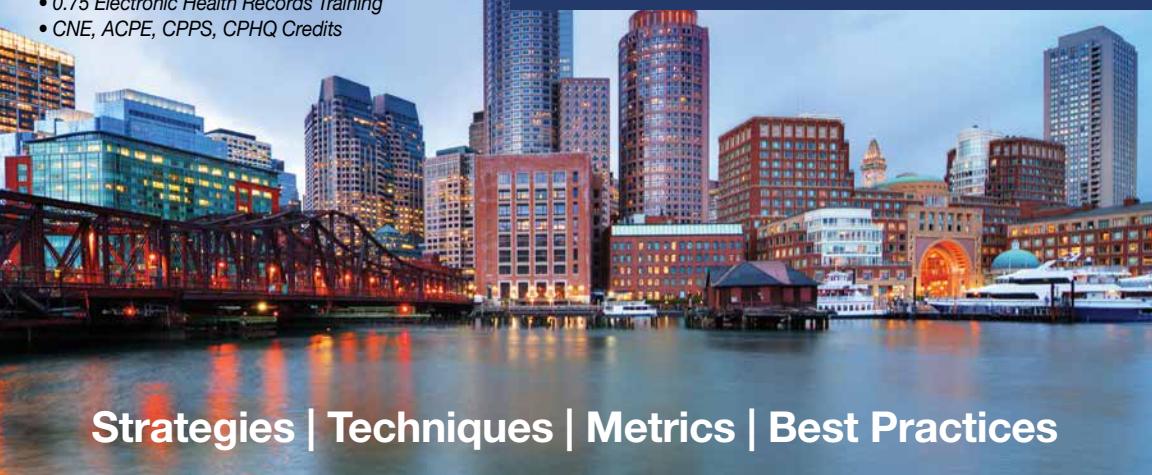
HEALTHCARE QUALITY and SAFETY 2017

October 16-17 • Boston, MA

Earn up to

- 10.75 AMA PRA Category 1 Credits™
- 9.75 Risk Management Credits
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*Process Optimization for Ambulatory,
Inpatient, and Perioperative Settings*



Strategies | Techniques | Metrics | Best Practices

An Educational and Networking Conference for:

Quality Professionals
Physicians
Administrators
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Safety Professionals
Nurse Executives
Healthcare Leaders
Risk Managers
Compliance Professionals

Pharmacists
Policymakers
Nurse Practitioners
Physician Assistants
Nurses

Under the direction of David W. Bates, MD, MSc and Allen Kachalia, MD, JD



Register at Quality.HMSCME.com



HARVARD MEDICAL SCHOOL

Dear Colleagues,

In today's healthcare environment, we are all facing mounting pressure to improve quality, safety, and efficiency. The key question becomes, "How do we accomplish this?" There are abundant challenges for clinical, administrative, and regulatory professionals, but evidence-based guidance to address these challenges in actual practice can be scant.

This immersive, two-day course focuses on the "how-to" elements of improvement work, including how to effectively translate successful quality and safety strategies, standards, and mandates into sustainable daily practice and operations. It is an opportunity to learn from and pose your questions directly to the leading experts in patient safety and healthcare quality improvement, and we encourage you to bring questions.

With increasing attention on how to deliver better healthcare, the need to bring successful strategies, evidence-based approaches, and tools for implementing change in both ambulatory and inpatient settings has never been greater.

We invite you to join us for this exciting and timely course. We look forward to meeting you soon.



David W. Bates, MD, MSc

Course Director

Chief, Division of General Internal
Medicine and Primary Care,
Brigham and Women's Hospital
Professor of Medicine,
Harvard Medical School



Allen B. Kachalia, MD, JD

Course Director

Chief Quality Officer and
Vice President for Quality and
Safety, Brigham Health
Associate Professor of Medicine,
Harvard Medical School



Strategies, Updates, and Best Practices for:

- Care redesign
- Managing assets with analytics
- Just Culture training and sustainment
- Transitions in care
- Post-acute care
- Opioid management
- Population health management
- Risk mitigation
- Enhanced recovery after surgery
- Using Lean in everyday work
- Inpatient and ambulatory safety
- Optimizing value
- Disclosure programs
- Rapid cycle testing
- Standardizing care
- Patient-centered medical homes
- Perioperative quality and safety
- Leveraging the EHR

Register at Quality.HMSCME.com

Keynote Speakers

James B. Conway, MS, Former Senior Vice President, Institute for Healthcare Improvement
Former Chief Operating Officer and Executive Vice President of Dana-Farber Cancer Institute

Thomas H. Lee, MD, MSc, Chief Medical Officer, Press Ganey Associates, Inc.
Professor of Medicine, Part-time, Harvard Medical School
Professor of Health Policy and Management, Harvard T.H. Chan School of Public Health

Patricia McGaffigan, RN, MS, CPPS, Chief Operating Officer and Senior Vice President of Programs,
National Patient Safety Foundation

Ellen M. Zane, MA, Former President and Chief Executive Officer, Tufts Medical Center and Floating
Hospital for Children
Assistant Professor in the Department of Medicine, Division of Clinical Care Research, and Assistant
Professor of Public Health and Community Medicine, Tufts University School of Medicine

Course Faculty

Shelly Anderson, MPM, Senior Vice President,
Strategy and Operations, Brigham Health

Christi Barney, RN, MSN, Director of Patient
Safety, Quality, Infection Control and Accredita-
tion, Brigham and Women's Faulkner Hospital

Jonathan Baum, MBA, Lead Process
Improvement Consultant, Brigham and
Women's Hospital

Jennifer Beloff, RN, MSN, APN,
Executive Director of Quality,
Brigham and Women's Hospital

Asaf Bitton, MD, MPH, Director of Primary
Health Care, Ariadne Labs; Harvard Medical
School Faculty

Ronald Bleday, MD, Chief of Colon and Rectal
Surgery, Brigham and Women's Hospital;
Harvard Medical School Faculty

Kathryn Britton, MD, MPH, Associate
Chief Medical Officer; Associate Physician,
Cardiology Division, Brigham and Women's
Hospital; Harvard Medical School Faculty

Laura Salomone Carr, PharmD, Senior
Attending Pharmacist, Transitional Care,
Massachusetts General Hospital

Amrita Chabria, PharmD, MS, Manager of
Ambulatory Pharmacies, Brigham and Women's
Hospital

Sree Chaguturu, MD, Vice President, Center
for Population Health, Partners HealthCare;
Harvard Medical School Faculty

Brian Cummings, MD, Associate Chief
Quality Officer, Massachusetts General
Hospital; Intensivist, Pediatric Medical
Services, MassGeneral Hospital for Children;
Harvard Medical School Faculty

Christian Dankers, MD, MBA, Associate Chief
Quality Officer, Brigham and Women's Hospital;
Harvard Medical School Faculty

Akshay Desai, MD, MPH, Heart Failure
Disease Management Program Director,
Cardiovascular Division, Brigham and Women's
Hospital; Harvard Medical School Faculty

Sonali Desai, MD, MPH, Rheumatologist,
Medical Director of Ambulatory Patient
Safety, and Medical Director of Quality in the
Department of Medicine, Brigham and Women's
Hospital; Harvard Medical School Faculty

John Fanikos, MBA, RPh, Executive Director
of Pharmacy, Brigham and Women's Hospital;
Adjunct Professor, MCPHS University

Kelly Fanning, MBA, Executive Director of
Population Health Management and Care
Innovation, Brigham and Women's Physician
Organization

Karen Fiumara, PharmD, BCPS, CPPS,
Executive Director of Patient Safety, Brigham
and Women's Hospital; Adjunct Professor,
MCPHS University

Patricia Folcarelli, RN, MA, PhD, Interim Vice
President for Health Care Quality, Beth Israel
Deaconess Medical Center

Rob Forsberg, MBA, Director of Decision
Support Systems, Brigham and Women's
Hospital

Sarah Gardent, MBA, Director of Patient
Experience, Wentworth-Douglas Hospital

Tayla Hough, Patient Safety Consultant,
Brigham and Women's Faulkner Hospital

McGuire Kelly, Process Improvement
Consultant, Brigham and Women's
Faulkner Hospital

Michael Klompas, MD, MPH, FIDSA, FSHEA,
Associate Hospital Epidemiologist, Brigham
and Women's Hospital; Harvard Medical
School Faculty

Adam Landman, MD, MS, MIS, MHS,
Chief Medical Information Officer for Health
Information Innovation and Integration,
Brigham and Women's Hospital;
Harvard Medical School Faculty

Susan Langill, RD, LDN, Senior Area
General Manager, Sodexo Food Services,
Brigham Health

Karl Laskowski, MD, MBA, Associate Medical
Director, Brigham and Women's Physicians
Organization; Harvard Medical School Faculty

Ed Liston-Kraft, PhD, LICSW, Vice President
of Professional and Clinical Services, Brigham
and Women's Faulkner Hospital

Caitlin Murphy Manca, MPH, Clinical
Pathways Program Manager, Brigham and
Women's Hospital

Claire Massero, MS, Senior Consultant,
Process Improvement, Brigham and Women's
Faulkner Hospital

Casey McGrath, RN, MSN, Lead Quality
Program Manager, Brigham and Women's
Hospital

Mallika Mendu, MD, MBA, Attending
Physician and Director of Quality and Process
Improvement, Renal Division, and Assistant
Medical Director of Quality and Patient Safety,
Brigham and Women's Hospital; Assistant
Medical Director of Partners Population Health
Management - Specialty Care; Harvard Medical
School Faculty



Lisa Morrissey, DNP, MBA, RN, NEA-BC,
Interim Chief Nursing Officer and Senior Vice
President, Patient Care Services, Brigham and
Women's Hospital

Elizabeth Mort, MD, MPH, Senior Vice
President of Quality and Safety, and Chief
Quality Officer, Massachusetts General Hospital
and Mass General Physicians Organization;
Harvard Medical School Faculty

Keith Murphy, Director of Process
Improvement, Brigham and Women's Hospital

Peter Najjar, MD, MBA, Surgical Resident
and Senior Quality Consultant, Brigham and
Women's Hospital

Stuart Pollack, MD, Medical Director, South
Huntington Primary Care, Brigham and Women's
Hospital; Harvard Medical School Faculty

John Rossi, MBA, Lead Process Improvement
Consultant, Brigham and Women's Hospital

Kristen Sampson, MBA, MEd, Senior Process
Improvement Consultant, Brigham and
Women's Hospital

Katherine Santos, Director of Service
Excellence and Performance Improvement,
Brigham and Women's Faulkner Hospital

Jo Shapiro, MD, FACS, Director of the Center
for Professionalism and Peer Support; Surgeon,
Department of Surgery, Brigham and Women's
Hospital; Harvard Medical School Faculty

Katelyn Sylvester, PharmD, CACP, BCPS,
Anticoagulation Services Pharmacy Manager,
PGY1 Pharmacy Residency Coordinator,
Department of Pharmacy, Brigham and
Women's Hospital

Catherine Ulbricht, PharmD, MBA, CPPS,
Director of Clinical and Academic Programs,
Patient Safety, Brigham and Women's Hospital

Neil Wagle, MD, MBA, Associate Chief Quality
Officer, Partners HealthCare; Harvard Medical
School Faculty

Scott Weiner, MD, MPH, FACEP, FAAEM,
Attending Physician and Assistant Clinical
Director, Department of Emergency Medicine;
Program Director, Brigham Comprehensive
Opioid Response and Education (B-CORE),
Brigham and Women's Hospital; Harvard
Medical School Faculty

Adam Wright, PhD, Senior Scientist,
Brigham and Women's Hospital;
Harvard Medical School Faculty

Deborah Yokoe, MD, MPH, Hospital
Epidemiologist and Medical Director of Infection
Control, Brigham and Women's Hospital and
Dana-Farber Cancer Institute; Harvard Medical
School Faculty

Course Description

This special program provides quality, safety, healthcare, regulatory, and policy professionals with state-of-the-art strategies for quality, safety, and process improvement. It combines these strategies with industry updates, trends, and specific recommendations to translate concepts into daily practice in order to:

- Elevate the performance of inpatient and ambulatory activities
- Reduce preventable patient harm
- Improve patient outcomes
- Increase value in healthcare
- Remove waste from the delivery system
- Transform high-level recommendations and goals into everyday practice

The course consists of a mix of lectures, panel discussions, case presentations, and workshops. Small sessions foster a learning environment among presenters and attendees, encouraging best practice sharing and networking. Participants leave with examples of successful approaches and new ideas to implement successful change and improve the value of the care delivered in their own organizations.

Learning Objectives

Upon completion of this course, participants will be able to:

- Identify successful approaches for advancing quality, safety and efficiency and incorporate into practice as appropriate.
- Utilize process improvement tools to improve value and achieve the best clinical outcomes.
- Evolve the framework to support safety and quality improvement culture.
- Develop an infrastructure for population health, including through the use of primary care medical homes.
- Describe symptoms of opioid addiction and dependence and review approaches designed to reduce dependence.
- Mitigate patient safety risks by incorporating best practices around disclosure programs, decision support alerts, and safety reporting culture.

Accreditation

PHYSICIANS

The Harvard Medical School is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The Harvard Medical School designates this live activity for a maximum of 10.75 *AMA PRA Category 1 Credits*[™]. Physicians should claim only credit commensurate with the extent of their participation in the activity.

RISK MANAGEMENT

This activity meets the criteria of the Massachusetts Board of Registration in Medicine for 9.75 credits of Risk Management Study. This includes .75 credits in Opioid Education and Pain Management Training and .75 credits in Electronic Health Records Training. Please check your individual state licensing board requirements before claiming these credits.

NURSES

Successful completion of this program will award 5.6 nursing contact hours for day 1, and 5.5 contact hours for day 2. Brigham and Women's Hospital is an Approved Provider of continuing nursing education by the Northeast Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

PHARMACISTS

American Health Resources, Inc. is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider of continuing pharmacy education. Pharmacists can earn up to 10.50 Contact Hours (1.05 CEUs) of knowledge-based credit.

QUALITY AND SAFETY PROFESSIONALS

This activity meets the criteria of the Certification Board for Professionals in Patient Safety for up to 10.75 CPPS CE hours.

This program has been approved by the National Association for Healthcare Quality for 10.75 CPHQ continuing education hours.

CANADIAN ACCREDITATION

The Royal College of Physicians and Surgeons of Canada recognizes conferences and workshops held outside of Canada that are developed by a university, academy, hospital, specialty society or college as accredited group learning activities.

EUROPEAN ACCREDITATION

Through an agreement between the American Medical Association and the European Union of Medical Specialists, physicians may convert *AMA PRA Category 1 Credit*[™] to an equivalent number of European CME Credits[®] (ECMECs[®]). Information on the process of converting *AMA PRA Category 1 Credits*[™] to ECMECs[®] can be found at: www.eaccme.eu.

Course Directors

David W. Bates, MD, MSc

Chief, Division of General Internal Medicine and Primary Care, Brigham and Women's Hospital
Medical Director, Clinical and Quality Analysis, Partners HealthCare System, Inc.
Professor of Medicine, Harvard Medical School
Professor of Health Policy and Management, Harvard T.H. Chan School of Public Health

Dr. Bates is an internationally renowned expert in patient safety, using information technology to improve care, quality-of-care, cost-effectiveness, and outcomes assessment in medical practice. He is a Professor of Medicine at Harvard Medical School, and a Professor of Health Policy and Management at the Harvard T.H. Chan School of Public Health, where he co-directs the Program in Clinical Effectiveness. He directs the Center for Patient Safety Research and Practice at Brigham and Women's Hospital. He served as external program lead for research in the World Health Organization's Global Alliance for Patient Safety and is the immediate past president of the International Society for Quality in Healthcare (ISQua) and the editor of the *Journal of Patient Safety*. He has been elected to the Institute of Medicine, the American Society for Clinical Investigation, the Association of American Physicians and the American College of Medical Informatics, and was chairman of the Board of the American Medical Informatics Association. He has published over 700 peer-reviewed papers and has an h-index of 115, which ranks him among the 400 most cited biomedical researchers of any type.

Allen B. Kachalia, MD, JD

Chief Quality Officer and Vice President for Quality and Safety, Brigham Health
Associate Professor of Medicine, Harvard Medical School

Dr. Kachalia oversees inpatient and ambulatory quality initiatives at Brigham and Women's Hospital. He is a general internist and practices as an academic hospitalist on the hospital wards with medical students and residents. Dr. Kachalia is also Associate Professor of Medicine at Harvard Medical School. His research focuses on how the law affects medical care—particularly how liability system reform and the disclosure of medical error relate to the quality and safety of healthcare.

Agenda

Monday, October 16

7:30-8:30	Registration and Breakfast		
8:30-8:45	Opening Remarks David W. Bates, MD, MSc		
8:45-9:35	KEYNOTE ADDRESS On Erring and Caring: Accelerating Freedom from Harm Patricia McGaffigan, RN, MS, CPPS, Chief Operating Officer and Senior VP of Programs, National Patient Safety Foundation		
Session 1 9:45-10:30	Session 1A Interactive Workshop: How to Plan and Facilitate a Productive Meeting John Rossi, MBA and Keith Murphy	Session 1B Nursing Engagement and Partnership: Periop Quality and Safety Lisa Morrissey, DNP, MBA, RN, NEA-BC	Session 1C Just Culture Christian Dankers, MD, MBA and Ed Liston-Kraft, PhD, LICSW
COFFEE BREAK (Refreshments provided)			
Session 2 10:45-11:30	Session 2A Ambulatory Patient Reported Outcome Measures (PROMS) Neil Wagle, MD, MBA	Session 2B Improving Patient Outcomes through a Clinical Care Pathways Program Casey McGrath, RN, MSN, and Caitlin Murphy Manca, MPH	Session 2C Optimizing a Disclosure Program Pat Folcarelli, RN, MA, PhD
Session 3 11:40-12:25	Session 3A Improving Outcomes through Patient-Centered Medical Homes Asaf Bitton, MD, MPH	Session 3B Initiatives to Reduce Patient Violence towards Staff Christi Barney, RN, MSN, and Tayla Hough	Session 3C Lean in Everyday Work Susan Langjill, RD, LDN
NETWORKING LUNCH (Provided)			
Session 4 1:25-2:10	Session 4A Responding to the Opioid Crisis: Building an Opioid Program Scott Weiner, MD, MPH, FACEP, FAAEM	Session 4B Innovative Approaches to Reduce Cardiac Readmissions and Lower Costs Akshay Desai, MD, MPH	Session 4C How to Identify Waste to Increase the Value Delivered to Your Patients Claire Massero, MS and Kristen Sampson, MBA, MEd
SNACK BREAK (Refreshments provided)			
Session 5 2:20-3:05	Session 5A Leveraging an EHR, Developing and Structuring Meaningful Decision Support for Physicians Adam Landman, MD, MS, MIS, MHS and Adam Wright, PhD	Session 5B Creating a Patient Safety Net to Help Prevent Lung and Colon Cancer Sonali Desai, MD, MPH	Session 5C The Why and How of Successful Culture Transformation at a Primary Care Clinic Stuart Pollack, MD
3:15-4:05	KEYNOTE ADDRESS Organizational Leadership in Quality and Safety Ellen M. Zane, MA, Former President and Chief Executive Officer, Tufts Medical Center and the Floating Hospital for Children		
4:15-5:15	NETWORKING RECEPTION in the MAIN BALLROOM (Hors d'oeuvres and beverages provided) Join faculty and colleagues for refreshments and conversation		

Agenda

Tuesday, October 17

7:00-8:00	Breakfast		
8:00-8:50	KEYNOTE ADDRESS Profound Learning Guiding Patient Safety in 2017 James B. Conway, MS, Former Chief Operating Officer and Executive Vice President, Dana-Farber Cancer Institute		
Session 6 9:00-9:45	Session 6A Planning for the Inevitable: Lessons from MERS, Ebola, and Other Infectious Disease Outbreaks Deborah Yokoe, MD, MPH and Michael Klompas, MD, MPH, FIDSA, FSHEA	Session 6B Transparency and Patient Safety Karen Fiumara, PharmD, BCPS, CPPS	Session 6C Peer Support: Mitigating the Emotional Toll of Medical Errors Jo Shapiro, MD, FACS
COFFEE BREAK (Refreshments provided)			
Session 7 10:00-10:45	Session 7A Lessons to Optimize a Service Excellence Program at a Community Hospital Sarah Gardent, MBA and Katherine Santos	Session 7B Actively Managing Hospital Assets through Analytics and Leadership Rob Forsberg, MBA and Shelly Anderson, MPM	Session 7C Peer to Peer Assessment of AMC Quality and Patient Safety—A New Tool for Healthcare: Results from MGH and Johns Hopkins Pilot Elizabeth Mort, MD, MPH
Session 8 10:55-11:40	Session 8A Post-Acute Care Kathryn Britton, MD, MPH and Kelly Fanning, MBA	Session 8B Meds to Beds: An Innovative Approach to Improving Medication Adherence at Discharge Amrita Chabria, PharmD, MS and Laura Salomone Carr, PharmD	Session 8C 3 Innovative Strategies to Involve Providers in Improvement Work (Panel Discussion) Karl Laskowski, MD, MBA, Jennifer Beloff, RN, MSN, APN, and Brian Cummings, MD
NETWORKING LUNCH (Provided)			
Session 9 12:40-1:25	Session 9-10A (Double Session) Process Mapping Case Study: A Path to Spotting Improvement Opportunities in Your Area Jonathan Baum, MBA, McGuire Kelly, and Katherine Santos	Session 9B Enhanced Recovery after Surgery Peter Najjar, MD, MBA and Ronald Bleday, MD	Session 9C Population Health: A Chronic Kidney Disease Case Example as a Model for Chronic Disease Management Mallika Mendu, MD, MBA
SNACK BREAK (Refreshments provided)			
Session 10 1:35-2:20	Session 9-10A (Double Session) Process Mapping Case Study: A Path to Spotting Improvement Opportunities in Your Area Jonathan Baum, MBA, McGuire Kelly, and Katherine Santos	Session 10B Innovative and Collaborative Approaches for Drug Therapy Management to Reduce Medical Errors Katelyn Sylvester, PharmD, CACP, BCPS and John Fanikos, MBA, RPh	Session 10C Overview of Population Health Management Sree Chaguturu, MD
2:25-3:15	KEYNOTE ADDRESS What Does It Mean to Meet Patients' Needs? Thomas H. Lee, MD, MPH, Chief Medical Officer, Press Ganey Associates, Inc.		

Register online at Quality.HMSCME.com



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Choose from among 29 educational offerings to tailor your learning experience to your specific quality and safety objectives

HEALTHCARE QUALITY and SAFETY 2017

OCTOBER
16-17
BOSTON, MA

State-of-the-Art Approaches to Quality, Safety, and Process Improvement

- Leverage decision support tools and analytics to prevent harm
- Redesign care with innovative delivery models
- Mitigate risk with transparency and disclosure
- Reduce readmissions and errors
- Improve clinical outcomes
- Lower costs



Full agenda
inside

BRIGHAM HEALTH



BRIGHAM AND
WOMEN'S HOSPITAL

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HARVARD MEDICAL SCHOOL

Healthcare Quality and Safety 2017

October 16–17 • Boston, MA • Course #734690-1801

	Tuition
Course Tuition	\$995
Group Tuition* — 5-9 employees from the same organization	\$845
Group Tuition* — 10 or more employees from the same organization	\$745
Course Tuition for Employees of Partners HealthCare**	\$700
Course Tuition for Fellows, Residents, and other Students	\$495

Tuition includes all breakfasts and lunches, morning and afternoon refreshment breaks, and an early evening reception on Monday. Complimentary internet will be provided in the meeting rooms.

All attendees of Healthcare Quality and Safety 2017 will receive access to course materials online.

**If you are registering as part of a group of five (5) or ten (10) or more employees from the same organization, please contact CEprograms@hms.harvard.edu for more information regarding a group discount.*

***Please register using your partners.org email address to receive this discount.*

Registration, Payment, Confirmation and Refund Policy

Registrations for Harvard Medical School CME programs are made via our secure online registration system. To register for this course, please visit the course website at Quality.HMSCME.com.

At the end of the registration process, a \$5 non-refundable processing fee will be added to your registration, and you will have the choice of paying by check or credit card (Visa, MasterCard, or American Express). If you are paying by check (draft on a US bank), the online registration system will provide you with instructions and a printable form for remitting your course fees by check. Postal, telephone, fax, and cash-payment registrations are not accepted.

Upon receipt of your paid registration, an email confirmation from the HMS GCE office will be sent to you. Be sure to include an email address that you check frequently. Your email address is used for critical information, including registration confirmation, evaluation, and certificate. Refunds, less an administrative fee of \$75, will be issued for all cancellations received two weeks prior to the start of the course. Refund requests must be received by email. No refund will be issued should cancellation occur less than two weeks prior. "No shows" are subject to the full course fee and no refunds will be issued once the conference has started.



Conference Location

The Sheraton Boston Hotel

39 Dalton Street, Boston, MA 02199 • 617-236-2000

Accommodations

A limited number of rooms have been reserved at the **Sheraton Boston Hotel**. To receive the discounted group rate of \$285/night for room with a king, two double, or queen bed, guests can call 888-627-7054 or 617-236-2000 **prior to 9/16/17** and mention "Improvement 2017" or "Quality Conference." Reservations can also be made online by visiting the course website and clicking on the dedicated link on the Venue page.

Discounts for conference attendees have also been arranged at four other nearby hotels:

The Colonnade

120 Huntington Avenue, Boston, MA 02116
617-424-7000

Boston Marriott Copley Place

110 Huntington Avenue, Boston, MA 02116
617-236-5800

The Eliot Hotel

370 Commonwealth Avenue, Boston, MA 02215
617-267-1607

Courtyard Boston Downtown

275 Tremont Street, Boston, MA 02116
617-426-1400

To find out more about deadlines and rates at these hotels, please visit the Venue page of the course website at Quality.HMSCME.com/Venue.

Please do not make non-refundable travel arrangements until you have received an email from the HMS GCE office confirming your paid registration.

Questions? Call 617-384-8600 Monday-Friday 9am – 5pm (ET) or send an email to CEprograms@hms.harvard.edu