HEALTHCARE QUALITY and SAFETY 2018

October 15-16, 2018 • Boston, MA

Strategies • Metrics • Methods • Best Practices

Process Optimization in Ambulatory and Inpatient Settings

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

Choose from among 30 educational offerings
to tailor your learning experience to your specific quality and safety objectives

• Quality and Safety Professionals
• Healthcare Leaders and Administrators
• Physicians, Nurses, Pharmacists, and all other Healthcare Providers
• Policymakers and Regulators
• Operations, Risk, and Compliance Managers

Register at Quality.HMSCME.com
2018 Keynote Speakers

Richard C. Boothman, JD, Executive Director of Patient Relations and Clinical Risk and Chief Risk Officer, Michigan Medicine; Assistant Adjunct Professor, Department of Surgery, University of Michigan Medical School

Tejal Gandhi, MD, MPH, CPPS, Chief Clinical and Safety Officer, Institute for Healthcare Improvement; Associate Professor of Medicine, Harvard Medical School

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

Gregg S. Meyer, MD, MSc, Chief Clinical Officer, Partners HealthCare; Professor of Medicine, Harvard Medical School

Namita Seth Mohta, MD, Clinical Editor, NEJM Catalyst; Internal medicine physician, Brigham and Women’s Hospital; Faculty, The Center for Healthcare Delivery Sciences and Harvard Medical School

Madelyn Pearson, DNP, RN, NEA-BC, Senior Vice President of Patient Care Services and Chief Nursing Officer, Brigham Health

Steven Strongwater, MD, President and Chief Executive Officer, Atrius Health

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 will leave with examples of successful approaches and new ideas to implement successful change and to 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 these approaches into practice as appropriate.
- Utilize process improvement tools to improve value and achieve the best clinical outcomes.
- Evolve the framework in participants’ home institutions to support safety and quality improvement culture.
- Develop an understanding of ways to optimize an electronic health record for improvement initiatives and enhancing patient safety.
- Describe symptoms of opioid dependence and addiction and review approaches designed to reduce dependence and addiction.

Customize Your Learning Experience

Choose from among 30 educational offerings to tailor your learning experience to your specific quality and safety objectives.

- Care redesign
- Managing assets
- Just culture training and sustainment
- Transitions in care
- Post-acute care
- Opioid management
- Population health management
- Addressing drug shortages
- Patient-centered medical homes
- Risk mitigation
- Lean in everyday work
- Inpatient safety
- Ambulatory safety
- Optimizing value
- Disclosure programs
- Rapid cycle testing
- Standardizing care
- Leveraging the EHR

NEW | This year, we have added additional education for professionals who lead and support quality and safety initiatives within ONCOLOGY and PRIMARY CARE settings.
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 and administrative 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.

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

Dr. Bates is an internationally renowned expert in patient safety, using information technology to improve care, quality-of-care, cost-effectiveness, and outcomes assessment. He is a Professor of Medicine at Harvard Medical School, and he directs the Center for Patient Safety Research and Practice at Brigham and Women’s Hospital. 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. 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.
<table>
<thead>
<tr>
<th>Time</th>
<th>Session 1</th>
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<tr>
<td>7:30-8:30</td>
<td>Registration and Breakfast</td>
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<td>8:30-8:45</td>
<td>Opening Remarks David W. Bates, MD, MSc</td>
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| 8:45-9:35    | **KEYNOTE PRESENTATION**  
Healthcare Provider Burnout and Resilience (Panel)  
Thomas Lee, MD, Madelyn Pearson, DNP, RN, NEA-BC, and Steven Strongwater, MD  
*Modera*tor: Namita Seth Mohta, MD |          |           |           |           |                |
| Session 1    | Session 1A  
“No Standardization without Representation”:  
The Development and Implementation of Dana-Farber Pathways  
Carole Dalby, RN, MBA, OCN, CCRP and David Jackman, MD | Session 2A  
Approaching Risk Preemptively to Manage the Rapidly Increasing Complexity in Cancer Care  
Jeff Durney, MS, Joseph Jacobson, MD, MSc, and Hakim Lakhani, MS | Session 3A  
Analytics: What is the Time to Value? An Overview of Clinical, Financial, Operational and Research Analytics Transformation  
Belén Fraile, MD | Session 4A  
Improving Patient Access: Results of a Strategic Plan to Create Next-Day Access for New Patients with Cancer  
Anne H. Gross, PhD, RN, NEA-BC, FAAN, Nancy Hilton, RN, MS, and Kathleen Keavany, MHA | Session 5A  
Broad Implementation of a Real-Time Location System to Improve Efficiency and Patient Experience in a Large Ambulatory Oncology Setting  
Craig A. Bunnell, MD, MPH, MBA and Ryan Leib, MBA |
| 9:45-10:30   | Session 1B  
Developing a Process Improvement Project Assessment: Inpatient Psych Care Redesign Work at Brigham and Women's Faulkner Hospital  
C laire Massero, MS and Katherine Santos | Session 2B  
Detecting and Avoiding Electronic Clinical Decision Support Malfunctions  
Adam Wright, PhD, FACMI | Session 3B  
Building a Substance Use Disorder Bridge Clinic  
Christin Price, MD and Scott Weiner, MD, MPH, FACEP, FAAEM | Session 4B  
Ambulatory Safety Nets: Creating High-Reliability Solutions to Prevent Missed and Delayed Diagnoses  
Sonal Desai, MD, MPH, Kunal Jajoo, MD, and Ramin Khorasani, MD, MPH | Session 5B  
PANEL: Strategies for Maintaining Quality Care during National Drug Shortages: Lessons Learned from Large AMCs and Community Hospitals  
Michael Cotugno, RPh, Christopher Fortier, PharmD, FASHP, and Richard Meinking, PharmD  
*Moderator*: Catherine Ulbricht, PharmD, MBA, CPPS |
| 10:45-11:30  | Session 1C  
Overview of Population Health Management  
Sree Chaguturu, MD | Session 2C  
Peer Support: Mitigating the Toll of Medical Errors  
Jo Shapiro, MD, FACS | Session 3C  
Accountable Care Organizations  
Jessica C. Dudley, MD | Session 4C  
The Patient Safety Learning Lab: Building Tools around an EHR to Improve the Safety and Quality of Healthcare Delivery  
Jeffrey Schnipper, MD, MPH, FHM | Session 5C  |                |
| 11:40-12:25  | COFFEE BREAK (Refreshments provided) |           | SNACK BREAK (Refreshments provided) |           |           |                |
| 12:25-1:25   | NETWORKING LUNCH (Provided) |           |           |           |           |                |
| 1:25-2:10    | Session 4B  
Ambulatory Safety Nets: Creating High-Reliability Solutions to Prevent Missed and Delayed Diagnoses  
Sonal Desai, MD, MPH, Kunal Jajoo, MD, and Ramin Khorasani, MD, MPH | Session 5C  |                |
| 2:20-3:05    | Session 5A  
Broad Implementation of a Real-Time Location System to Improve Efficiency and Patient Experience in a Large Ambulatory Oncology Setting  
Craig A. Bunnell, MD, MPH, MBA and Ryan Leib, MBA | Session 5B  
PANEL: Strategies for Maintaining Quality Care during National Drug Shortages: Lessons Learned from Large AMCs and Community Hospitals  
Michael Cotugno, RPh, Christopher Fortier, PharmD, FASHP, and Richard Meinking, PharmD  
*Moderator*: Catherine Ulbricht, PharmD, MBA, CPPS | Session 5D  |                |
| 3:15-4:05    | **KEYNOTE ADDRESS**  
Designing a Communication Resolution Program (CRP)?  
Just Align with the Mission  
Richard C. Boothman, JD | Session 5C  |                |
| 4:15-5:15    | NETWORKING RECEPTION in the MAIN BALLROOM  
(Hors d’oeuvres and beverages provided)  
Join us for refreshments and networking with faculty and colleagues |           | Follow HMS at @harvardmed and BWH at @BrighamWomens. |
# Agenda

## Tuesday, October 16

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<th>Time</th>
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<td>7:00-8:00</td>
<td>Breakfast</td>
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<td>8:00-8:50</td>
<td><strong>KEYNOTE ADDRESS</strong></td>
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<td><em>Free from Harm</em></td>
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<td>Tejal Gandhi, MD, MPH, CPPS</td>
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<td>Session 6</td>
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<td><strong>Session 6A</strong></td>
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<td><em>Bringing Ambulatory Care to the Patient's Home: Launching a Telehealth Program</em></td>
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<td>Daniel Kavanaugh, MBA and Adam Licurse, MD</td>
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<td><strong>Session 6B</strong></td>
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<td><em>Necessary Fallibility: It's OK to Be Human</em></td>
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<td>Charles Pozner, MD</td>
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<td><strong>Session 6C</strong></td>
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<td><em>Peer-to-Peer Assessment of AMC Quality and Patient Safety—A New Tool for Healthcare: Results from MGH and Johns Hopkins Pilot</em></td>
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<td>Elizabeth Mort, MD, MPH</td>
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<td><strong>COFFEE BREAK</strong> (Refreshments provided)</td>
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<td>Session 7</td>
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<td><strong>Session 7A</strong></td>
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<td><em>Aligning Funding and Sustainability of Innovation with Organizational Strategy</em></td>
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<td>Karl Laskowski, MD, MBA and Paige Wickner, MD</td>
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<td><strong>Session 7B</strong></td>
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<td><em>Multidisciplinary Strategies for Developing Medication Safety in a Just Culture Environment</em></td>
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<td>Heather Dell’Orfano, PharmD, CACP, CPPS, BCPS</td>
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<td>AQ-Cardiology and Caryn Domenici Belisle, RPh, MBA</td>
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<td><strong>Session 7C</strong></td>
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<td><em>Advancing Patient-Provider Communication</em></td>
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<td>Emily L. Aaronson, MD, MD</td>
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<td><strong>Session 8</strong></td>
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<td><strong>Session 8A</strong></td>
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<td><em>Leveraging Data and IT to Improve Care Delivery: A Case Study in Using Data Analytics to Address Novel Care Challenges</em></td>
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<td>Rebecca Cunningham, MD and Brandon Hehir, MBA</td>
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<td><strong>Session 8B</strong></td>
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<td><em>Primary Care's Quality Challenge: Making the Transition from Volume to Value</em></td>
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<td>Richard Gitomer, MD, MBA</td>
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<td><strong>Session 8C</strong></td>
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<td><em>Everyday Improvements: Intro to Daily Management Systems at Brigham and Women's Hospital</em></td>
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<td>Jonathan Baum, MBA, Mark Galluzzo, MHA, ORT/L, and Conrad Charles Worrell, RN</td>
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<td>NETWORKING LUNCH (Provided)</td>
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<td>Session 9</td>
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<td><strong>Session 9A</strong></td>
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<td><em>Engaging Staff in Clinical Innovation: Training and Wellness</em></td>
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<td>Jessica C. Dudley, MD and Dana Opas, MPH</td>
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<td><em>Addressing Social Determinants of Health in Primary Care</em></td>
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<td>Cheryl R. Clark, MD, ScD</td>
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<td><em>Equity In Healthcare</em></td>
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<td>Thomas Sequist, MD, MD</td>
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<td><strong>SNACK BREAK</strong> (Refreshments provided)</td>
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<td>Session 10</td>
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<td><strong>Session 10A</strong></td>
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<td><em>Bringing Inpatient Care to the Patient's Home</em></td>
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<td>Elizabeth Cullen, MS and David Levine, MD, MPH, MA</td>
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<td><em>Sepsis Quality Improvement Initiatives</em></td>
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<td>Anthony Massaro, MD and Chanu Rhee, MD, MPH</td>
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<td><em>Hospital-Wide Safety Huddles</em></td>
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<td>Charles Morris, MD, MPH, Madelyn Pearson, DNP, RN, NEA-BC, and Julia Sinclair, MBA</td>
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<td><em>Implementing and Sustaining a Safer Culture: What Really Works</em></td>
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<td>Gregg Meyer, MD, MSc</td>
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Program changes/substitutions may be made without notice. To view the most up-to-date version of the course program, please see Quality.HMSCME.com.

## Accommodations

A limited number of rooms* have been reserved at Sheraton Boston Hotel until September 14, 2018. To make your reservation online and to request the discounted group rate of $329/night, please visit the course website at Quality.HMSCME.com and click on the dedicated link on the Venue page. Guests can also request the discounted rates by calling 888-627-7054 or 617-236-2000 and mentioning "Healthcare Quality and Safety." Reservations must be made prior to September 14, 2018, and are subject to availability.

- Discounts for conference attendees have also been arranged at several other area hotels. For discounted rates, deadlines, and reservation instructions, please visit Quality.HMSCME.com/Venue.

*Please note: discounted room blocks may sell out before the deadline.
HEALTHCARE QUALITY and SAFETY 2018

October 15–16, 2018     Boston, MA

State-of-the-Art Approaches to Quality, Safety, and Process Improvement in Inpatient and Ambulatory Settings

- Leverage decision support tools and analytics to prevent harm
- Redesign care with innovative delivery models
- Mitigate risk with safe medication practices
- Promote healthcare equity
- Improve clinical outcomes through population health
- Demonstrate value with accountable care

Register at Quality.HMSCME.com

Earn up to
- 10.50 AMA PRA Category 1 Credits™
- 10.50 Risk Management Credits
- 0.75 Opioid Education/Pain Management Training
- 1.50 Electronic Health Records Training
- CNE, ACPE, CPPS, CPHQ Credits
Healthcare Quality and Safety 2018
October 15–16 • Boston, MA
Course #734690-1901

Course Tuition
$995
$895 (Save $100)

Group Tuition* for 5+ Employees from the Same Organization
$845

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 2018 will receive access to course materials online. If you are registering as part of a group of five (5) or more employees from the same organization, please contact CEP@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. All fees shown in USD.

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
Sheraton Boston Hotel
39 Dalton Street
Boston, MA 02199

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 CEP@hms.harvard.edu

American Nurses Credentialing Center’s Division, an accredited approver by the Northeast Multistate Accreditation Commission on Accreditation.

European Union of Medical Specialists, the Royal College of Physicians and Surgeons of Canada recognizes this program for up to 10.50 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.eacme.eu.

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

The Harvard Medical School designates this live activity for a maximum of 10.50 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 10.50 credits of Risk Management Study. This includes .75 credits in Opioid Education and Pain Management Training and 1.50 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 5.67 nursing contact hours for day 1, and 5.56 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 10.50 CPPS CE hours.

This program has been approved by the National Association for Healthcare Quality for 10.50 CPHQ continuing education hours.

Register at Quality.HMSCME.com