

2nd

EFFECTIVE PATIENT SAFETY PRACTICES

May 11 & 12, 2009, Calgary

participating organizations

Bennett Jones LLP
Glenrose Rehabilitation Hospital, Alberta Health Services
Good Samaritan Society
Miller Thomson LLP
Palliser Health Region
University of Calgary
Vancouver Coastal Health

who should attend

VPs
Medical Directors
Chiefs of Staff
Managers
Healthcare Administrators responsible for patient safety, quality, service
Physicians
Nurses
Risk Managers
General Counsel
Insurers
Consultants

course highlights

- Get the latest strategies on establishing & implementing a patient safety plan
- How to develop a proactive culture for patient safety initiatives
- Improving transparency of reporting practices
- Reduce errors with an effective medication system
- Learn the latest on measuring patient safety improvements
- Managing hospital-borne diseases & infection rates
- Improving safety through physiological monitoring
- Learn best practices for working with patients & their families
- Hear about the impact of the Health Information Act

"Excellent comprehensive issues addressed."

"Provided me with some new ideas to apply at my workplace."

"Excellent review."

"Opportunity to discuss experience and issues was great."

"I will be able to bring this knowledge-based information back to the organization to develop and create a patient safety atmosphere & education program."



Course Leader
Amy
McCutcheon,
Vancouver
Coastal Health



Edythe
Andison,
Good
Samaritan
Society



Gerry Chipeur,
Miller
Thomson LLP



Valerie Prather,
Bennett Jones
LLP



David Dyer,
Glenrose
Rehabilitation
Hospital,
Alberta Health
Services



Dr. Maeve
O'Beirne,
University of
Calgary

as well as:

Linda Tessman-
Potvin,
Palliser Health
Region

FACULTY

COURSE LEADER

AMY MCCUTCHEON

Amy McCutcheon, RN, PhD, is Vancouver Coastal Health's Chief Nurse Officer & Executive Lead, Professional Practice. She has held senior administrative positions including: Vice-President of Patient Services; Chief Nurse Officer; and Director of Trauma, Neuroscience, Orthopaedics & Plastic Surgery. She is an Adjunct Professor at UBC, School of Nursing.

CO-LECTURERS

LINDA TESSMAN-POTVIN

Linda Tessman-Potvin is the Regional Manager of Health Services - Quality and Patient Safety, at the Palliser Health Region.

EDYTHE ANDISON

Edythe Andison RN BScN GNC(C) is the Director of Quality Improvement and Risk Management for The Good Samaritan Society a Lutheran Social Service Organization, a voluntary not-for-profit continuing care provider in Alberta and BC. She has over 20 years experience in the long-term care sector with a background in dementia care and clinical informatics. She is currently responsible for quality improvement processes, performance management, risk management and safety portfolios for the organization.

GERRY CHIPEUR

Gerry Chipeur represents clients as general and project counsel. He has appeared in the Supreme Court of Canada and in other Canadian courts and administrative tribunals as an advocate on questions of administrative, constitutional, education, health, privacy and public safety law. He acts for public health authorities, government ministries and private health care providers across Canada. In the course of his work he regularly addresses governance, privileging, patient care, risk management, patient record and safety matters. Public sector and private sector clients also seek his opinion and advice on health law and health system issues.

VALERIE PRATHER

Valerie Prather's litigation practice focuses on energy litigation, professional negligence and education law. Her professional negligence practice focuses on representing physicians before the courts when they are sued for malpractice. In addition, she provides assistance to physicians in dealing with the College of Physicians and Surgeons and various hospitals. Appointed to the Health Law Institute Management Board in 2008, she is a founding director of the Calgary Medical Legal Society.

DAVID DYER

David Dyer is Director of Nursing at the Glenrose Rehabilitation Hospital. He has 24 years of multi-institutional, national and international health care experience in the fields of rehabilitation nursing, respiratory care, management, education and research.

DR. O'BEIRNE

Dr. O'Beirne is a family physician and Associate Professor at the University of Calgary. She practices at the Low Risk Maternity Clinic in Calgary and at an academic teaching clinic. Her research interests are in the areas of complementary therapies and patient safety. She is the principal investigator working on the Medical Safety in Community Practice (MSCP) program.

COURSE PROGRAM

DEVELOPING A PLAN FOR PATIENT SAFETY

Leading healthcare institutions are focusing on improving patient safety and quality care, developing plans including such things as establishing and implementing specific policies and procedures, changing organizational culture to focus on non-punitive reporting, educating boards and staff, and implementing specific changes to day-to-day operations. This session will provide best practices for developing an organization-wide plan to improve patient safety.

- Establishing departmental goals and setting strategic goals for overall organization
- Devising a plan involving a multidisciplinary approach
- Communicating the plan throughout the organization
- Improving communication between all stakeholders concerning patient safety
- Assessing where the most work is needed: what is impeding safety
- Setting out duties and responsibilities for patient safety

IMPLEMENTING A PATIENT SAFETY PROGRAM

As the management of healthcare institutions has grown more complicated and the providing of patient care more complex, organizations must learn to overcome limited resources, outdated modes of communication and record keeping, and traditional hierarchical authority structures. To combat these challenges it is critical that institutions implement effective patient safety programs. This session will highlight the steps involved in implementation.

- Assessing structure, resources, policy & procedures, processes and skill levels
- Prioritizing the areas in greatest need of change
- Working with staff through each stage of implementation
- Monitoring and measuring the impact of implementation

CREATING A CULTURE OF SAFETY WITHIN HEALTHCARE INSTITUTIONS

The culture of a healthcare institution has a significant impact on safety performance. However, a culture of safety cannot instantly be created, but must be developed over time. Improving the culture, though a major challenge involving changing attitudes and behaviours, will lead to a new way of doing things and, if done effectively, will result in fewer adverse events. This session will examine best practices for translating models of culture change and accountability into the everyday practice of medicine and priority setting in healthcare institutions.

- Formalizing responsibility and accountability for patient safety within the management structures and clinical processes
- Establishing clearly defined responsibilities and accountabilities
- Assessing organizational readiness for cultural change
- Establishing a proactive culture
- Encouraging and supporting a culture of continuous learning and development
- Removing the stigma of error and the culture of judgment and blame

MEASUREMENT AND EVALUATION OF PATIENT SAFETY

There can be no understanding or lessons learned from healthcare adverse events without comprehensive measurement and evaluation processes that can identify where and why patients are at risk. How can you quantify patient safety? This session will look at how to go about monitoring adverse events to identify trends and improvement areas.

- Capabilities and cost of systems for monitoring adverse events, critical incidents and near misses
- Types of surveillance systems involving relevant patient safety indicators
- Tools to monitor patient safety program effectiveness
- Improving patient safety practices based on measurements

MONITORING PRACTICES TO ENHANCE PATIENT SAFETY

The use of monitoring as an important component in providing safe patient care has grown rapidly, as it enables healthcare providers to detect changes in the patient's condition before they become clinically significant, thus allowing anticipation and prevention of adverse events. This session will look at the latest developments in monitoring practices that enhance patient safety.

- Enhancing patient safety through a standardized model of physiological monitoring
- Standardization of physiological monitoring processes and patient safety improvements
- The latest monitoring equipment: training requirements for staff
- Standardized approach to physiological monitoring that includes practice standards, a corporate policy and standardized education

MEDICATION ERROR REPORTING AND PATIENT SAFETY

Medication errors are the largest identified source of preventable errors in hospitals. So, although medication is the most relied-upon treatment in healthcare today, the medication-use system suffers from a lack of safety and quality. This session examines the most urgent issues associated with medications and potential solutions to improving patient safety.

- Optimal drug distribution systems in healthcare facilities
- Conducting analysis into medication errors
- Importance of communication and its impact on the delivery of safe and effective medication therapy
- Documentation of medication use and outcomes

PROMOTING EDUCATION AND PROFESSIONAL DEVELOPMENT IN PATIENT SAFETY

Instilling healthcare workers with leading skills and knowledge regarding patient safety is key to building a culture of safety. However, the specific knowledge and skills necessary to improve patient safety are not part of the education, training and professional development programs for most healthcare personnel. This session will look at leading practices for education and training for patient safety.

- Integration of leading patient safety practices into education and training systems

- Identifying areas in your organization that require more training and education
- Selecting effective training models
- Promoting inter-professional patient safety education

BEST PRACTICES FOR MANAGING HOSPITAL-BORNE DISEASES AND INFECTION

Reducing the risk of healthcare-associated infections and diseases is one of the most pressing issues in healthcare today. Infection control is a critical component of patient safety that lowers risk of liability, cuts costs and improves patient well-being. This session will look at best practices for preventing and controlling healthcare-associated infections and diseases.

- Implementing an infection control program: steps to avoid costly litigation involving infections and outbreaks within your institution
- Effective use of new and existing technologies to combat infections and diseases
- Ensuring proper environmental cleaning, disinfection and sterilization procedures, hand hygiene programs
- Meeting healthcare institution's obligations to patients, families and staff with regards to healthcare-associated infections and diseases

WORKING WITH PATIENTS AND THEIR FAMILIES TO IMPROVE SAFETY

Working closely with patients and families is essential to help design effective strategies to improve patient safety. When a patient and their family are fully informed of risks and benefits and their input and preferences are taken into account, the medical decision making process can be more effective with fewer adverse events. This session will look at what can be done to make healthcare patient-centred and how that will impact overall patient safety.

- Best practices in disclosing harm to patients and families
- Listening to concerns of patients and families
- Addressing questions from patients and families
- Disclosing adverse events: how, when and where

IMPROVING PATIENT SERVICES THROUGH THE USE OF TECHNOLOGY: THE ROLE THAT HEALTH INFORMATION PLAYS IN PATIENT SAFETY

The use of technology in the healthcare industry can improve overall patient safety by cutting wait times, increasing accuracy and facilitating communication across disciplines and institutions. For instance, emergency department physicians can immediately have access to a new patient's complete medical history including details on allergies, or the use of e-prescribing can reduce potential errors due to the misreading of hand-written scripts. This session will provide concrete examples of how technology and information systems can be used to provide better care to patients.

- Ensuring e-health initiatives are patient focused
- Overcome pitfalls in the use of healthcare technology
- Using an organization-wide approach to adverse event information analysis
- How to apply validated surveys, data collection, data analysis and data interpretation to your patient safety model

ALBERTA'S HEALTH INFORMATION ACT AND ITS IMPACT ON PATIENT SAFETY

Alberta introduced legislation, the Health Information Act, which establishes strong and effective mechanisms to protect the privacy of individuals with respect to their health information while enabling health information to be shared and accessed, where appropriate, to provide superior health services. This session will look at its impact on patient safety.

- What information is protected
- Creating a protective barrier around patient health information: proper disclosure of health information
- Rules for the collection, use and disclosure of health information, which are to be carried out in the most limited manner and with the highest degree of anonymity that is possible in the circumstances
- Use of information to measure, monitor and assess patient safety and health service quality

MULTIMEDIA PRESENTATIONS

Register for Effective Patient Safety Practices and we will give you free of charge a CD-ROM comprising the following virtual presentations from recent Federated Press courses and conferences. Presented in their entirety with complete audio and accompanying PowerPoint slides totaling 413 minutes of expert learning, these presentations are an added bonus to this year's course. Bear in mind that these presenters are not necessarily those that you will see and hear at this year's course.

Evolving role of academic primary care physicians

Joseph Mapa, President & CEO,
Mount Sinai Hospital
Time: 32 Slides: 9

Providing greater access to primary healthcare:

The evolving role of nurses

Paula Bond, VP & CNE,
Windsor Regional Hospital
Time: 16 Slides: 25

Empowering clinical process: Improving primary care through shared care

Kathryn Storey, CNE,
Mental Health Centre Penetanguishene;
Ruth Cameron, Outpatient Program Coordinator,
Mental Health Centre Penetanguishene
Time: 37 Slides: 9

Primary care reform for older patients

Dr. Howard Bergman,
Professor Geriatric Medicine,
McGill University/Jewish General Hospital
Time: 80 Slides: 25

Enhancing the role of family physicians: Family health terms

Dr. Donald Harterre- Chief Of Staff,
Peterborough Community Family Health Team;
Bill Casey, Business Dev. Lead,
Peterborough Community Family Health Team
Time: 48

Local experiences in chronic disease management

Dr. June Kingston, CNE,
Trillium Health Center
Angela Rea-Mahoney, Mgr. Primary Care,
Trillium Health Center
Time: 47 Slides: 17

Enhancing collaboration between public health & primary care

Dr. Elinor E. Wilson, CEO,
Canadian Public Health Centre
Time: 48 Slides: 26

Canadian Public Health Centre

Marg McAllister, Project Manager,
Canadian Home Care Association
Time: 49 Slides: 28

Potential of e-health to support primary healthcare renewal

Giovanni Vatiere, Partner,
Deloitte & Touche LLP
Time: 56 Slides: 26

Audio/Video segments clickable slide by slide
Papers and overheads also included
Print any of the material for your own use



Registration: To reserve your place, call Federated Press toll-free at 1-800-363-0722. In Calgary, call (403) 539-4389 or fax to (403) 539-4390. Then mail your payment along with the registration form. Places are limited. Your reservation will be confirmed before the course.

Location: Hyatt Regency Calgary, 700 Centre Street SE, Calgary, T2G 5P6

Cost: The attendance fee for the course is \$895 per person and covers attendance for one person and the lecturers' presentation material. The fee further includes lunch on the first day, morning coffee on both days and refreshments during all breaks. You may purchase a Proceedings CD-ROM containing edited actual proceedings and materials from the course.

Time: Course registration begins at 8:00 a.m. The morning sessions start promptly at 9:00. The second day ends at noon.

Cancellation: Please note that non-attendance at the course does not entitle the registrant to a refund. In the event that a registrant becomes unable to attend following the deadline for cancellation, a substitute attendee may be delegated. Please notify Federated Press of any changes as soon as possible. Federated Press assumes no liability for changes in program content or speakers. A full refund of the attendance fee will be provided upon cancellation in writing received prior to April 28, 2009. No refunds will be issued after this date. Please note that a 15% service charge will be held in case of a cancellation.

Discounts: Federated Press has **special team discounts**. Groups of 3 or more from the same organization receive a **10%** discount. Groups of 7 or more from the same organization receive a **15%** discount.

Payment must be received prior to May 4, 2009

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