



THE HEALTH CARE IMPROVEMENT FOUNDATION  
*Building Partnerships For Better Health Care*



## **Partnership for Patient Care Annual Leadership Summit**

**February 5, 2009**

**College of Physicians of Philadelphia  
19 South 22<sup>nd</sup> Street**

### **AGENDA**

- 7:30 - 8:00 AM**      **Continental Breakfast/Registration**
- 8:00 - 8:05 AM**      **Welcome**  
Kate Flynn  
*Health Care Improvement Foundation*  
Victor Caraballo, MD  
*Independence Blue Cross*
- 8:05 - 9:15 AM**      **Partnership for Patient Care 2008 Year in Review**  
  
John Clarke, M.D.  
*ECRI Institute*  
**Wrong Site Surgery Prevention**  
  
Diane Krasner, RN, PhD  
*Wound and Skin Care Consultant*  
**Pennsylvania Pressure Ulcer Partnership**  
  
Pamela Braun, RN, MSN  
*Health Care Improvement Foundation*  
Ruth Stoolman  
*Independence Blue Cross*  
**Fight MRSA! Alliance and Students Fight MRSA**

**9:15 – 10:30 AM    Human Performance in Complex Systems**

Carole Stockmeier and Craig Clapper

*Healthcare Performance Improvement*

- Principles of systems thinking and reliability
- Understanding why humans experience errors and why events happen
- The Prevent, Detect, and Correct (PDC) approach to improving system reliability
- Three types of human error of Reason's Generic Error Modeling System (GEMS) and error prevention themes

**10:30 – 10:45 AM**    ----- **Break** -----

**10:45 – 12:00 PM    Creating & Sustaining a Culture of Safety**

Carole Stockmeier and Craig Clapper

*Healthcare Performance Improvement*

- Attributes of high-reliability organizations
- A three-step approach for creating a culture of safety
- Vertical alignment and implementing detail
- Proven behaviors and tools for human error prevention
- Fundamentals of effective accountability systems
- Leadership triple threat

**12:00 – 12:45 PM**    ----- **Lunch** -----

**12:45 – 1:00 PM    Overview of PPC High Reliability Healthcare Initiative**

Kate Flynn, *Health Care Improvement Foundation*

**1:00 – 2:15 PM    Safety Culture Transformation Journey**

Carole Stockmeier and Craig Clapper

*Healthcare Performance Improvement*

- Drivers of safety culture
- Diagnosing opportunities through culture assessment and common cause analysis
- Typical interventions for creating a culture of safety
- Case studies in safety culture and results in reducing events of harm
- Success factors for changing and sustaining safety culture

**2:15 – 3:15 PM    Planning for Safety Culture Transformation**

Organizational Teams

**3:15 – 3:30 PM    Wrap-Up**

Kate Flynn, *Health Care Improvement Foundation*