PLEASE join us for CHA’s 17th annual Patient Safety Summit, co-sponsored with Qualidigm and the Connecticut Association of Healthcare Executives. This year’s Summit will explore current patient safety improvement and innovation initiatives, and those that will be needed in the next decade.

A robust panel of speakers will present, leading with a keynote address from Jeff Thompson, MD, former CEO of Gundersen Healthcare, on values-based leadership—the foundation for all lasting change. Additional presentations on human factors engineering and simulation will provide participants with the tools they need to improve patient safety.

This program is intended for nurses, physicians, quality professionals, risk managers, and other healthcare administrative and operational leaders.

**Registration and Breakfast:** 8:00 a.m. - 8:30 a.m.  
**Program:** 8:30 a.m. - 4:00 p.m.

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

*This educational activity is jointly provided by AXIS Medical Education and the Connecticut Hospital Association.*
Agenda

8:00 a.m. – 8:30 a.m.   Registration and Breakfast
8:30 a.m. – 8:45 a.m.   Welcome and Opening Remarks
8:45 a.m. – 9:15 a.m.   Patient Safety Story by Mary Ellen Mannix
9:15 a.m. – 10:45 a.m.   Keynote Presentation
   *Lead True: Live Your Values, Transform Your Culture, Achieve Your Mission*
   Jeff Thompson, MD, Executive Advisor and Chief Executive Officer Emeritus at Gundersen Health System

Healthcare today must address myriad complexities. The clinical and operational pressures to do more with less, faster, is never ending—all while staying focused on the mission of caring for patients. In this context, leaders are frequently required to make pivotal decisions for the organization that define them as leaders. Faced with these challenges, each of us must decide if we will follow short-term pressures for immediate gain, or lead for the long-term good of everyone whose lives we touch.

In this keynote, Dr. Thompson invites leaders to explore values-based leadership as not just a noble idea, but a strategy for lasting success. Offering a three-part framework from which to approach decision-making, leaders will examine the importance of courage, inspiration, and inner confidence to lead for the long-term good of their people, organization, and community.

**Learning Objectives:**

- Develop a strategy to accomplish superior quality and safety
- Explain a transparent tool to accelerate the human transformation of culture improvement

10:45 a.m. – 11:00 a.m.   Program Break

11:00 a.m. – 12:00 p.m.   Plenary Session
   *Building Leaders in Quality and Patient Safety*
   Calie Santana, MD, MPH, Chief Medical Officer at WESTMED Practice Partners

In this session, Dr. Santana will focus on the specific characteristics of effective leaders in quality and patient safety, with particular emphasis on physician leaders. She will discuss practical strategies to identify colleagues with the skills and competencies needed, and how to develop those qualities in individuals selected for leadership positions.

**Learning Objectives:**

- Describe the salient characteristics of physician leaders in quality and patient safety
- Summarize the evidence-base on the importance of training specific to quality and safety leadership
- Identify key strategies on how to select leaders in quality and safety and on how to enhance skills in quality and safety leadership

12:00 p.m. – 12:45 p.m.   Lunch Break
12:45 p.m. - 1:45 p.m.  Plenary Session

*Five Human Factors Rules to Turn Safety Stumbling Blocks into Stepping Stones*

**Vicki Lewis, PhD,** Principal Consultant at Healthcare Safety Strategies

This presentation will describe human factors as a system at the micro and macro levels for understanding safety events. Dr. Lewis will explain how to use five rules to address common stumbling blocks to advancing safety and promoting a just culture.

**Learning Objectives:**
- Define and describe healthcare as a system
- Explain the five rules for how to think like a human factors engineer
- Identify the five common stumbling blocks to advancing safety
- Describe the following concepts: work according to policy, work according to practice, hindsight bias, fundamental attribution error, and silver bullet solutions

1:45 p.m. – 2:45 p.m.  Panel Presentation

*Utilizing Simulation to Increase Patient Safety*

**Stephen Donahue,** Director of Operations for the Center for Education, Simulation and Innovation at Hartford HealthCare, and **Stephanie Sudikoff, MD,** Director of Simulation for Yale New Haven Health

This session will describe how leaders can implement the use of simulation in improving quality and patient safety at their organization. Panelists will discuss the benefits of creating an innovative curriculum incorporating continuing education, simulation, and risk management.

**Learning Objective:**
- Describe ways to improve your hospital’s patient safety efforts utilizing simulation

2:45 p.m. – 3:00 p.m.  Program Break

3:00 p.m. – 4:00 p.m.  Closing Workshop

*Applying Human Factors to Medicine: Lessons from the Field*

**Joseph Keebler, PhD,** Associate Professor at Embry-Riddle Aeronautical University

This session will focus on introducing the science of Human Factors and Ergonomics to a medical audience. Major theories and philosophy of the science will be discussed followed by real world applications of this research to improve patient outcomes by identifying and resolving safety issues.

**Learning Objectives:**
- Explain the science of human factors and ergonomics and how it is applied to medical settings
- Describe methods that help solve patient safety issues—including medical error reporting, handoffs, and teamwork

4:00 p.m.  Evaluations
Speaker Profiles

**Jeff Thompson, MD**, is executive advisor and chief executive officer emeritus at Gundersen Health System, pediatrician, author, and speaker on values-based leadership. His broad leadership experience includes working with diverse teams, projects, and divisions, before holding multiple senior executive roles. He served as CEO, responsible for a staff of seven thousand, hundreds of thousands of patients, and a billion dollars of the community’s money within the Gundersen Health System. Dr. Thompson's extensive experience as intensive care pediatrician and senior executive has shown him over and over again, how leading from one's values has the power to effect long-term meaningful change.

**Calie Santana, MD, MHS**, Chief Medical Officer, WESTMED Practice Partners, studied Human Biology and Spanish Literature at Cornell and completed her medical degree at Harvard Medical School. She completed an Internal Medicine residency at New York-Presbyterian/Weill Cornell Medical Center and a Masters of Health Science in the Robert Wood Johnson Clinical Scholars Program at Yale. During her Masters, Dr. Santana studied the real-world organizational and team characteristics that serve either as barriers or facilitators to quality improvement projects in both ambulatory and hospital settings. After completion of her Masters, Dr. Santana became the first Director of Quality in the Department of Medicine at Albert Einstein College of Medicine/Montefiore Medical Center in Bronx, NY and Associate Professor of Clinical Medicine.

**Vicki R. Lewis, PhD**, is the Principal Consultant at Healthcare Safety Strategies, a healthcare safety analysis and solution development company. Dr. Lewis has extensive experience applying the safety science of human factors engineering to complex work systems in the aviation, surface transportation, and healthcare domains. She has collaborated and consulted on topics including healthcare-associated infections, usability of health information technology, evaluation of root cause analysis effectiveness, and safety process improvement. She is practiced in facilitating sentinel event analyses to identify root causes of adverse events and develop system-based solutions that maximize effective and sustainable safety solutions.

**Joseph Keebler, PhD**, Associate Professor, Embry-Riddle Aeronautical University, has more than 10 years of experience conducting experimental and applied research in human factors, with a specific focus on training and teamwork in medical, military, and consumer domains. Dr. Keebler has partnered with multiple agencies and institutions throughout his career, including Army Research Laboratory, Research Defense and Engineering Command, Office of Naval Research, Blue-Cross Blue-Shield, University of Minnesota Medical School, Medical University of South Carolina, University of Texas: Southwestern, AHRQ/DoD TeamSTEPPS, University of Kansas Medical School, Childrens Mercy Hospital, and Sedgwick County EMS. He has led projects aimed at the implementation of human factors engineering in complex, high-risk systems to increase safety and human performance, including communication and teamwork in medical systems, and simulation/game-based training for advanced skills.
Accreditation

This program has been approved by the National Association for Healthcare Quality for a maximum of 5.5 CPHQ continuing education credits for this event.

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.

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and The Connecticut Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation for Nursing
AXIS Medical Education designates this continuing nursing education activity for 5.5 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

Disclaimer
Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer’s product information, and comparison with recommendations of other authorities.

Disclosure of Conflicts of Interest
The speakers and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation.

Requirements for credit for nurses:
• Attend/participate in the educational activity and review all course materials.
• Complete the CE Declaration form online by 11:59 pm ET May 24, 2019. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
• Upon successful completion of the online form, your statement of completion will be presented to you to print.
Registration Form: 2019 CHA Patient Safety Summit  
Wednesday, April 24, 2019

Organization: ________________________________________________________________

Registrant #1:  
Name: ________________________________________________________  Phone: ____________________________  E-Mail: ____________________________________________
Title: _________________________________________________________________

Registrant #2:  
Name: ________________________________________________________  Phone: ____________________________  E-Mail: ____________________________________________
Title: _________________________________________________________________

Registrant #3:  
Name: ________________________________________________________  Phone: ____________________________  E-Mail: ____________________________________________
Title: _________________________________________________________________

Registration Fees:  
$250 per CHA Acute Care Member registrant  
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 or register online at www.cthosp.org.  
$325 per CHA Other member registrant  
$550 per each Non-Member registrant

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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.