

**Massachusetts Coalition**  
**for the**  
**Prevention of Medical Errors**



*Celebrate & Accelerate*

*Monday, May 20th, 2013*

*Marriott Hotel  
Burlington, MA*



**Massachusetts Coalition  
for the  
Prevention of Medical Errors**

*Mission*

*The Massachusetts Coalition for the Prevention of Medical Errors was established in 1998 to improve patient safety and reduce medical errors in the Commonwealth; it was the first-in-the-nation public-private partnership dedicated to patient safety.*

*The Coalition's membership includes consumer organizations, state and federal agencies, hospitals, physician groups, professional associations for physicians, nurses, pharmacists, and long-term care organizations, as well as health plans, malpractice insurers, employers, policymakers and researchers. The Coalition leverages the efforts of all of these organizations to accomplish the shared goal of improving patient safety.*

*The Coalition promotes a systems-oriented approach to improving patient safety, identifying the causes of medical errors, and developing and supporting implementation of strategies for prevention.*

*Massachusetts Coalition  
for the Prevention of Medical Errors*

**Paula Griswold**  
Executive Director

**Effie Pappas Brickman, MPA/H**  
Director

*Board of Directors*

*Officers*

**Mary Anna Sullivan, MD**  
Lahey Health  
MA Coalition President

**Susan Abookire, MD, MPH**  
Mount Auburn Hospital  
MA Coalition Vice President

**Maureen Pierog, MS, RN**  
Hallmark Health  
MA Coalition Treasurer

**Rick Lopez, MD**  
Atrius Health  
MA Coalition Clerk

*Directors*

**Carolyn Blanks**  
Massachusetts Senior Care Foundation

**Linda K. Kenney**  
Medically Induced Trauma Support Services (MITSS)

**Cyrus Hopkins, MD**  
Massachusetts General Hospital

**Patricia M. Noga, PhD, RN, MBA, NEA-BC**  
Massachusetts Hospital Association

**Patricia Folcarelli, RN, PhD**  
Beth Israel Deaconess Medical Center

**Deb Poskanzer, MD**  
Tufts Health Plan

**Margaret Johnson, MSM, RN, CPHQ**  
Masspro

**Madeleine Biondillo, MD**  
Ex-officio  
Massachusetts Department of Public Health



## 1998 Founders\*

**John Noble, MD**

Joint Commission on the Accreditation of Healthcare Organizations  
Steering Committee Chair

**James B. Conway**

Dana-Farber Cancer Institute

**Leslie E. Kirle, MPH**

Massachusetts Hospital Association

**Constance Crowley-Ganser, MS, RNC**

Children's Hospital  
Massachusetts Organization of Nurse Executives

**Lucian Leape, MD**

Harvard School of Public Health

**Harry L. Greene, II, MD**

Massachusetts Medical Society

**Randolph Peto, MD**

Masspro

**Sheridan L. Kassirer**

Brigham and Women's Hospital  
Partners Health Care

**Nancy Ridley, MS**

Massachusetts Department of Public Health

Support provided by:

Massachusetts Department of Public Health  
Massachusetts Hospital Association  
Massachusetts Medical Society

\*Members listed with their former organizational affiliations

## Past Presidents

**John Noble, MD**

2002

**Connie Crowley Ganser, MS, RNC**

2002 – 2004

**John Fromson, MD**

2004 – 2006

**Ronald B. Goodspeed, MD, MPH, FACP, FACPE**

2006 – 2010

## Event Agenda & Timeline

1:30 – 5:00

*Afternoon Forum Presentations: Celebrating Patient Safety Innovations*

5:00 – 6:00

*Networking Reception*

6:00 – 6:45

*Welcome and Opening Remarks*

*Mary Anna Sullivan, MD, President, MA Coalition Board*

*Lynn Nicholas, Celebration Co-Chair*

*Paula Griswold, Executive Director*

*Mark Reynolds, Celebration Co-Chair*

6:45 – 7:20

*Dinner*

7:20 – 8:25

*Dinner Panel: How Do We Keep Patient Safety in the Forefront of Our Work?*

*Moderator: James B. Conway, Celebration Co-Chair*

*Panelists:*

*Andrew Dreyfus, President and Chief Executive Officer,  
Blue Cross Blue Shield of Massachusetts*

*Howard R. Grant, JD, MD, President and Chief Executive Officer, Lahey Health*

*Lucian Leape, MD, Chair, Lucian Leape Institute at the  
National Patient Safety Foundation; Adjunct Professor, Harvard School of Public Health*

*Senator Richard T. Moore, Massachusetts Senate President Pro Tempore*

8:25 – 8:30

*Closing*



## Celebration Co-Chairs

**James B. Conway**  
Adjunct Faculty, Harvard School of Public Health  
Trustee, Winchester Hospital

**Lynn Nicholas, FACHE**  
President and CEO  
Massachusetts Hospital Association

**Mark E. Reynolds**  
President  
Risk Management Foundation  
of the Harvard Medical Institutions (CRICO)

## Afternoon Forum Program Committee

**Carolyn Blanks**  
Executive Director  
Massachusetts Senior Care Foundation

**Cyrus Hopkins, MD**  
Medical Director  
Edward P. Lawrence Center for Quality and Safety  
Massachusetts General Hospital

**Linda K. Kenney**  
Executive Director  
MITSS

**Elizabeth Capstick, MS**  
Consultant, MA Coalition

**Patricia Folcarelli, RN, PhD**  
Director of Patient Safety, Silverman Institute for Health Care Quality and Safety  
Beth Israel Deaconess Medical Center

## Leadership Committee

**Carolyn Blanks**  
Executive Director  
Massachusetts Senior Care Foundation

**David Johnson, MA, MS, ABD**  
Executive Vice President  
Massachusetts Pharmacists Association

**Corinne Broderick, MS**  
Executive Vice President  
Massachusetts Medical Society

**Linda K. Kenney**  
Executive Director, Medically Induced  
Trauma Support Services (MITSS)

**Linda Campbell, RN-BC, CPHQ**  
Vice President, Quality & Patient Safety  
Patient Safety Officer  
MetroWest Medical Center

**Lucian L. Leape, MD**  
Chair, Lucian Leape Institute at  
the National Patient Safety Foundation

**Jeanette G. Clough, MS, MHA, RN**  
President and CEO  
Mount Auburn Hospital

**Richard Lopez, MD**  
Chief Medical Officer  
Atrius Health

**Sharon A. Gale, MSN, RN**  
Chief Executive Officer  
Organization of Nurse Leaders, MA-RI

**Nina Rauscher, RN, MS, CPHQ**  
Executive Director  
Program for Patient Safety and Quality  
Boston Children's Hospital

**Tejal Gandhi, MD, MPH**  
Chief Quality and Safety Officer  
Partners Healthcare

**Nancy Ridley, MS**  
Senior Advisor, MA Coalition  
MA Department of Public Health &  
Betsy Lehman Center for Patient Safety (Retired)

**Connie Crowley-Ganser, MS, RN**  
President, 2002-2004, MA Coalition  
Vice President, Quality & Safety  
Lahey Clinic

**Dana Gelb Safran, ScD**  
Senior Vice President  
Performance Measurement & Improvement  
Blue Cross Blue Shield of Massachusetts

**Ronald Goodspeed, MD, MPH, FACP, FACPE**  
President, 2006-2010, MA Coalition  
Past President, Southcoast Hospitals Group

**Kenneth E. F. Sands, MD, MPH**  
Sr. Vice President of Health Care Quality  
Beth Israel Deaconess Medical Center

## Afternoon Forum Presenters

### Moderator:

**Susan Abookire, MD, MPH**  
Department Chair, Quality & Safety  
Mount Auburn Hospital

### Presenters:

**Rebecca Elkins, RN, BSN, NHA**  
Program Manager for Patient Safety  
Masspro

**Patricia Noga, PhD, RN, MBA, MEA-BC**  
Vice President, Clinical Affairs  
Massachusetts Hospital Association

**Tracy Gay, MHSA, JD**  
Director

Quality and Patient Safety Division  
Board of Registration in Medicine

**Terrence A. O'Malley, MD**  
Medical Director Non-Acute Care Services  
Partners HealthCare System, Inc

**Laurie Herndon, MSN, GNP-BC**  
Director of Clinical Quality  
Mass Senior Care Foundation

**David Osler, MD, MPH**  
Medical Director for Ambulatory Quality  
and Patient Safety  
Cambridge Health Alliance

**Lela Holden, PhD, RN, CPPS**  
Patient Safety Officer  
Edward P. Lawrence Center for Quality and Safety  
Massachusetts General Hospital

**Judy Tarselli, RN**  
Infection Control Unit  
Massachusetts General Hospital

**Alison Holiday, MPH**  
Project Manager  
Partners Patient Safety  
Partners HealthCare System, Inc

**Winifred N. Tobin**  
Communications Director  
MITSS

**Beverly Loudin, MD, MPH**  
Medical Director  
Patient Safety and Risk Management  
Atrius Health

**Melinda Van Niel, MBA**  
Project Manager  
Beth Israel Deaconess Medical Center

**Kim Munto, RN, BSN**  
Director of Risk Management  
Milford Regional Medical Center

**Louise Weed, MS**  
Patient Safety Project Manager  
Cambridge Health Alliance

**Ailish Wilkie, MS, CPHQ**  
Senior Project Manager  
Patient Safety and Risk Management  
Atrius Health

## From the Desk of the Executive Director



Dear Friends,

Welcome to the 15th Anniversary Celebration of the Massachusetts Coalition for the Prevention of Medical Errors! This wonderful event gives us a chance to come together to recognize and celebrate what we've accomplished over these years as a coalition of patient safety champions across our diverse organizations. It also gives us an opportunity to share our goals for the future as we commit to accelerating progress in our work to protect patients.

*Hence we Celebrate & Accelerate!*

It has been an incredibly gratifying experience to work with so many people who have been tremendously generous in supporting the Coalition's work, and so enthusiastic to be a part of the celebration. Thank you all for making our 15th Anniversary celebration a success!

To our Co-Chairs, Jim Conway, Lynn Nicholas and Mark Reynolds who have given so much time and effort to this event and whose advice, encouragement, and outreach to sponsors was invaluable.

To our Leadership Committee whose efforts have not only raised funds but helped to spread the word about the benefits of being a member of the Coalition.

To all of our Afternoon Forum presenters, whose creative and rigorous work not only improves the safety of their patients but provides a learning opportunity for others to explore, and to our program committee and moderator for their assistance.

To our Founders, whose original goals and priorities continue to inspire us.

To our Board members, past and present, whose commitment to the Coalition and our mission has provided the leadership and oversight to ensure our continued effectiveness.

To all our members, whose continuing involvement and support makes the work of the Coalition possible.

To our superb staff, past and present, especially Effie Brickman who has shown her dedication to the Coalition for over 14 years, always committed to better serving our members and our mission, and always seeking opportunities to share the patient safety best practices with as wide an audience as possible.

And of course, profound thanks to our sponsors who have generously underwritten this event and supported the ongoing work of the Coalition, as we reach out to enroll new members to improve patient safety.

The Coalition's work has demonstrated that it is essential to involve everyone in improving safety, from diverse sectors, across settings, from leadership through front-line, and especially

patients and families. While it is clear that leadership is critical for patient safety, our projects have shown the invaluable role of front-line staff, and the need for broad engagement of these staff.

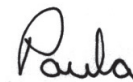
We have seen time and again in our collaboratives that, with the support of organizational leadership, multi-disciplinary teams of nurses, physicians, and other staff at the front line, can achieve breakthroughs in patient safety, protecting patients and enriching their own work. For example, through our CDC funded *C. difficile* infection prevention collaborative, 27 hospitals created multi-disciplinary teams who learned quality improvement techniques, as well as key infection prevention strategies. These teams engaged in "all teach, all learn" collaborative meetings where they shared successful strategies, along with coaching calls and consultations with faculty and colleagues on a listserv. The results were impressive – a 25% reduction in hospital acquired *C. difficile* infections from early 2010 to late 2011. Partnering with our member organizations, we've spread this strategy to include improvement teams from skilled nursing facilities together with hospital teams for infection prevention, and recently to a pilot group of primary care office practices addressing patient safety priorities in that setting.

So we know the power of these efforts, but we also recognize challenges to our progress, as we endeavor to spread and accelerate both the activities and the results. As Dr. Robert Wachter observed, the combined forces of "clinician burnout and strategic repositioning of our delivery system" contribute to our loss of focus on patient safety. He worries that we may be so distracted and overwhelmed by the myriad of demands created by the restructuring of our delivery and payment systems that the "Golden Era of Patient Safety" may be behind us.

Clearly we cannot let this happen and today's gathering is proof that we will not settle for that. I hope that today's Afternoon Forum, our Dinner Panel, and our shared recognition of our responsibility for patients will inspire us to keep our focus and accelerate our progress. We must provide the leadership, commit the time and resources, and support our health care workforce in a relentless pursuit of improved safety for patients.

Thank you so much for celebrating with the Coalition and I look forward to continuing our work together.

With sincere appreciation,



Paula Griswold  
Executive Director  
Massachusetts Coalition for the Prevention of Medical Errors

*Celebration Co-Chairs*

**James B. Conway**

Adjunct Faculty, Harvard School of Public Health  
Trustee, Winchester Hospital



Jim Conway is an adjunct lecturer at the Harvard School of Public Health in Boston, and a principal of the Governance and Leadership Group of Pascal Metrics in Washington DC. From 2006-2009 he was Senior Vice President of the Institute for Healthcare Improvement (IHI) and from 2005-2011, Senior Fellow. During 1995-2005, Jim was Executive Vice President and Chief Operating Officer of Dana-Farber Cancer Institute, Boston. Prior to joining DFCI, he had a 27-year career at Children's Hospital, Boston in Radiology Administration, Finance, and as Assistant Hospital Director. His areas of expertise and interest include governance and executive leadership, patient safety, change management, crisis management, and patient and family-centered care.

He holds a Master of Science degree from Lesley College, Cambridge, MA. Jim is the winner of numerous awards including the 1999 ACHE Mass. Regents Award, the 2001 first Individual Leadership Award in Patient Safety by the Joint Commission on Accreditation of Healthcare Organizations and the National Committee for Quality Assurance. In 2008, he received the Picker Award for Excellence in the Advancement of Patient Centered Care, in 2009 the Mary Davis Barber Heart of Hospice Award from the Massachusetts Hospice and Palliative Care Federation, and in 2012 both the Institute for Patient and Family Centered Care Leadership Award and the first Honorary Fellowship of the National Association for Healthcare Quality.

A Lifetime Fellow of the American College of Healthcare Executives, he has served as a Distinguished Advisor to the Lucian Leape Institute for the National Patient Safety Foundation. Institute of Medicine Committees have included Identifying and Preventing Medication Errors and a Learning Healthcare System. Current Board service includes: board member, Winchester Hospital; board member American Cancer Society, National and New England Region; and member, Board of Visitors, University of Massachusetts, Boston. In government service, he served from 2006-2010, as a member of the Commonwealth of Massachusetts Quality and Cost Council.

*Celebration Co-Chairs*

**Lynn Nicholas, FACHE**

President and CEO  
Massachusetts Hospital Association



Lynn Nicholas, FACHE, joined the Massachusetts Hospital Association as President and CEO in August 2007 bringing more than 35 years of hospital and association experience.

Before her appointment to MHA, Ms. Nicholas led the American Diabetes Association and prior to that, she served as President and CEO of the Louisiana Hospital Association, following her tenure as EVP/COO of the New Jersey Hospital Association. This built on her 20 years working in a New Jersey hospital where she progressed from a Medical Technologist to a Senior Vice President.

Named by Women's Business Boston as one of the "Five Women to Watch" in 2008, Lynn is active in the Massachusetts Women's Forum. Lynn has been appointed to several key statewide healthcare advisory groups including the Massachusetts Attorney General's Task Force on Community Benefits, the Special Commissions on the Healthcare Payment System and Provider Price Reform, and currently serves on the Health Policy Commission Advisory Council. Lynn is active in the American Hospital Association serving on various committees over the years. She is a sought after speaker on matters of health policy and leadership.

Due to Lynn's steadfast commitment to health and wellness as a leadership priority, in 2011 MHA was awarded the Boston Business Journal's inaugural Healthiest Employer Award for the small business category and a top 5 finalist in succeeding years. The association also received the Massachusetts Department of Public Health's Make Smoking History Award for launching a successful statewide voluntary public health initiative to ban all tobacco products from hospital campuses. She also co-founded the Massachusetts Health Leadership College.

Lynn earned her B.S. in medical technology from Tennessee Wesleyan College and in 2005 received the J. Neal Ensminger Distinguished Alumnus Award from her alma mater. She earned an M.A. in health management from Central Michigan University in 1983. A board-certified Fellow in the American College of Healthcare Executives, she served on their national Board from 2003 to 2006 and has received several ACHE recognitions. She was awarded a Doctor of Humane Letters in Health Services from Salem State University.



## Celebration Co-Chairs

### Mark E. Reynolds

President  
Risk Management  
Foundation of the Harvard Medical Institutions (CRICO)



Mark E. Reynolds is President of the Risk Management Foundation of the Harvard Medical Institutions (CRICO). CRICO, a recognized leader in evidence-based risk management, is a group of companies owned by and serving the Harvard medical community. For more than 30 years, the CRICO companies have provided industry-leading medical professional liability coverage, claims management, and patient safety resources to its members. Proudly serving 22 hospitals, more than 12,000 physicians, and 209 other health care organizations, the CRICO program also insures over 100,000 nurses, physician assistants, and clinical support staff providing services in organizations that are part of the Harvard medical community.

Extending CRICO's patient safety mission through broad dissemination of products and services designed to reduce medical errors and malpractice exposure to academic medical centers and malpractice insurers nationwide, the organization has become an international leader known for cultivating a community of learning, convening safety leaders, and sharing best practices.

Mark has over 20 years of experience in the health care and insurance industries, most recently as CEO of Neighborhood Health Plan of RI (NHPRI), where his outcome-driven approach resulted in the plan consistently being rated among the nation's top Medicaid health plans in NCQA rankings. Under Mark's leadership, NHPRI added product lines and membership, expanding revenue by over 250%. NHPRI has also had a lasting impact on improving the quality and value of care delivered to its members, including a sustained 25% reduction in behavioral health hospitalizations. In addition, NHPRI provided significant support for the state's community health centers, including financing the implementation of Electronic Health Records and Patient Centered Medical Homes in all of RI's health centers.

Immediately prior to NHPRI, Mark led his own health care and management consulting firm, serving entities such as Partners HealthCare, Value Options, the City of Boston, the Blue Cross Blue Shield of Massachusetts Foundation, Health Care for All, and Community Catalyst.

Mark also served as the Medicaid director for the states of Tennessee and Massachusetts.

He was educated at Swarthmore and MIT.

## The Massachusetts Coalition for the Prevention of Medical Errors thanks our generous sponsors!

### Gold Level

*Ropes & Gray*

### Silver Level

*Beth Israel Deaconess Medical Center*

*Blue Cross Blue Shield of Massachusetts*

*The Risk Management Foundation of the*

*Harvard Medical Institutions (CRICO)*

*Dana-Farber Cancer Institute*

*Jordan Hospital*

*Lahey Health*

*The Leape Foundation for Patient Safety*

### Bronze Level

*Boston Children's Hospital*

*Hallmark Health System*

*Massachusetts Hospital Association*

*Massachusetts Medical Society and*

*Physician Health Services, Inc.*

*Mount Auburn Hospital*

*Partners Healthcare*

*Southcoast Hospitals Group*

### Coalition Supporter

*Beth Israel Deaconess Hospital - Milton*

*Brigham & Women's Hospital*

*Cape Cod Healthcare*

*Harvard Pilgrim Health Care*

*Lawrence General Hospital*

*New England Baptist Hospital*

### Coalition Friend

*Atrius Health*

*Baystate Health*

*Commonwealth Care Alliance*

*Coverys*

*Edward P. Lawrence Center for Quality  
and Safety-MGH/MGPO*

*James B. Conway*

*Lowell General Hospital*

*Massachusetts Eye and Ear*

*Massachusetts Senior Care Association*

*Masspro*

*Milford Regional Medical Center*

*Nancy Ridley*

*Neighborhood Health Plan*

*Organization of Nurse Leaders, MA-RI*

*Paula Griswold*

*Professional Liability Foundation, LTD*

*Dr. Ron and Karen Goodspeed*

*Sodexo*

*Tufts Health Plan*

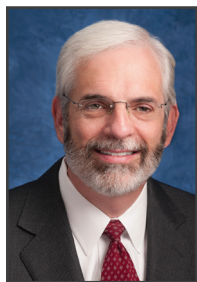
*UMass Memorial Medical Center*

*Winchester Hospital*

*Celebration Dinner Panelists*

**Andrew Dreyfus**

President and Chief Executive Officer  
Blue Cross Blue Shield of Massachusetts



Andrew Dreyfus is President and Chief Executive Officer for Blue Cross Blue Shield of Massachusetts (BCBSMA). Serving nearly 3 million members, BCBSMA is one of the largest independent, not-for-profit Blue Cross Blue Shield plans in the country. As CEO, Mr. Dreyfus leads the company's effort to make quality health care affordable.

Prior to being named CEO in September 2010, Mr. Dreyfus served as BCBSMA's Executive Vice President of Health Care Services. In that position, he led the company's collaborative efforts to improve the quality and safety of health care in Massachusetts, including the development of BCBSMA's Alternative Quality Contract, an innovative model which is currently one of the largest commercial payment reform initiatives in the nation.

Mr. Dreyfus previously served as the first President of the Blue Cross Blue Shield of Massachusetts Foundation, which works to expand access to health care for Massachusetts residents. During his tenure, the Foundation launched a series of policy initiatives, including the "Roadmap to Coverage," which contributed to the successful passage of the state's landmark 2006 Health Reform Law.

He is Vice Chair of the Board of the United Way of Massachusetts Bay and Merrimack Valley, and also serves on the boards of the Schwartz Center for Compassionate Health-care, the National Institute for Health Care Management (NIHCM), Jobs for Massachusetts, and the Boston University School of Public Health Dean's Advisory Board.

He previously served as Executive Vice President of the Massachusetts Hospital Association (MHA), and held a number of senior positions in Massachusetts state government, including Undersecretary of Consumer Affairs and Business Regulation.

*Celebration Dinner Panelists*

**Howard R. Grant, JD, MD**

President and Chief Executive Officer  
Lahey Health



A physician, attorney and health care chief executive, Howard R. Grant, J.D., M.D., the president and chief executive officer of Lahey Clinic since November 2010, has played a vital role in influencing patient safety and superior clinical care for more than two decades at some of the nation's most preeminent health care institutions.

In May 2012, Lahey Clinic Foundation and Northeast Health System formed Lahey Health, a next generation health care system comprised of award-winning hospitals, primary care providers, specialist physicians, behavioral health, and senior care resources and services throughout Eastern Massachusetts and Southern New Hampshire.

While at Geisinger Health System in Danville, Pennsylvania, Dr. Grant led the clinical enterprise which included a group practice with 60 locations, 1200 providers and three hospital campuses. Dr. Grant was the executive vice president and chief medical officer responsible for operations and budgets for 27 clinical service lines. He was also charged with aligning clinical operations with Geisinger Health Plan, a not-for-profit insurance company.

Prior to joining Geisinger, Dr. Grant had a long tenure at Temple University Health System in Philadelphia, where he served in a succession of leadership roles, including EVP for Hospital Operations, Senior Associate Dean for Clinical Affairs and Chief Medical Officer.

Dr. Grant began his medical career at the Children's Hospital of Philadelphia. In addition to serving as a staff pediatrician, he directed quality assurance, risk management and utilization management programs while developing and managing home care programs. From 1992 to 1997, he served as corporate vice president for medical affairs at the Chester County Hospital in West Chester, Pennsylvania.

Dr. Grant earned both his medical and law degrees from George Washington University. He also holds a bachelor's degree in political science from the University of Pennsylvania. He completed his pediatrics residency at the Children's Hospital of Philadelphia. He is a member of the American Medical Association and the American College of Physician Executives, and is a fellow of the American Academy of Pediatrics.



## Celebration Dinner Panelists

### Lucian L. Leape, MD

Chair, Lucian Leape Institute at the National Patient Safety Foundation  
Trustee, Cambridge Health Alliance  
Adjunct Professor, Harvard School of Public Health



Lucian Leape is an Adjunct Professor of Health Policy in the Department of Health Policy and Management at the Harvard School of Public Health. Prior to joining the faculty at Harvard in 1988, he was Professor of Surgery and Chief of Pediatric Surgery at Tufts University School of Medicine. He is a graduate of Cornell University and Harvard Medical School.

Dr. Leape is internationally recognized as a leader of the patient safety movement, starting with the publication in JAMA of his seminal article, “Error in Medicine”, in 1994. His subsequent research demonstrated the success of the application of systems theory to the prevention of adverse drug events. He has led efforts to improve disclosure and apology after adverse events, reform medical education, and to improve assessment of physician performance. He has published over 140 papers on patient safety and quality of care.

Dr. Leape was one of the founders of the National Patient Safety Foundation, the Massachusetts Coalition for the Prevention of Medical Errors, and the Harvard Kennedy School Executive Session on Medical Errors. He was a member of the Institute of Medicine committee that published “To Err is Human” in 1999 which launched the modern patient safety movement and led to development of a national patient safety agenda. Again as a member of the Institute of Medicine Quality of Care in America Committee, Dr. Leape was key in the development of the IOM’s seminal report in quality improvement “Crossing the Quality Chasm” (2001), calling for fundamental change to close the quality gap, a redesign of the American health care system, and overarching principles for policymakers, health care leaders, clinicians, regulators, purchasers, and others.

Dr. Leape is a recipient of the Donabedian Award from the American Public Health Association, the John Eisenberg Patient Safety Award from the JCAHO and National Quality Forum, and an honorary Doctor of Medicine from the University of South Florida. In 2006, Modern Healthcare named him as one of the 30 people who have had the most impact on healthcare in the past 30 years. In 2007, the National Patient Safety Foundation established the Lucian Leape Institute to further strategic thinking in patient safety.

## Celebration Dinner Panelists

### Senator Richard T. Moore

Massachusetts Senate President Pro Tempore



Massachusetts State Senator Richard T. Moore, D-Uxbridge, is presently serving his ninth term in the Massachusetts Senate representing the fourteen towns of the Worcester and Norfolk district.

As a former Senate Chairman of the Legislature’s Committee on Health Care Financing, Senator Moore has been in the forefront of issues affecting the health of the people of Massachusetts since his appointment in 1999 to lead the health committee by then-Senate President Thomas Birmingham. His was among the principal architects of the landmark Massachusetts health care reform law that has resulted in near universal access to health care and established the foundation for health cost containment, and also led the successful effort, with Senate President Therese Murray, D-Plymouth, to pass comprehensive legislation to improve the quality of health care and contain health costs. These efforts were among the building blocks of national health care reform legislation.

Additionally, Senator Moore was the original sponsor of the Betsy Lehman Center for Patient Safety, a recipient of the first Betsy Lehman Award, and sponsored the transition of the Center to the Center for Health Information and Analysis as part of the recent health care cost containment legislation.

In early 2013, Senate President Murray appointed Senator Moore to the position of Senate President Pro Tempore, one of the top two leadership posts after Senate President. In this capacity, Senator Moore assists the Senate President and the Senate Majority Leader in the running of the Senate and presides during sessions when the Senate President is temporarily absent.

On the national level, the Senator recently served as President of the National Conference of State Legislatures (NCSL). In 2012, he was appointed by NCSL to serve during 2013 as a member of the Executive Committee of the bi-partisan Council of State Governments (CSG). Through NCSL Senator Moore has served as co-chair of the NCSL Foundation’s project on “Transforming Health Care through Technology.” The Senator was also an active member of the National Governors Association’s Steering Committee for State eHealth Alliance, and played a key role in establishing the National Advisory Committee for the State Health Reform Project of the Brookings Institution’s Engelberg Center for Health Care Reform.

*Massachusetts Coalition for the Prevention of Medical Errors  
Member Organizations*

- AARP Massachusetts*
- AORN (Association of periOperative Registered Nurses)*
- Atrius Health*
- Beth Israel Deaconess Medical Center*
- Betsy Lehman Center*
- Blue Cross Blue Shield of Massachusetts*
- Boston Children's Hospital*
- Boston Medical Center*
- Brigham & Women's Hospital*
- Cambridge Health Alliance*
- Cape Cod Healthcare System*
- Centers for Medicare and Medicaid Services*
- Commonwealth Care Alliance*
- Coverys*
- Dana-Farber Cancer Institute*
- Division of Health Professions Licensure*
- Emerson Hospital*
- Fairview Hospital*
- Group Insurance Commission*
- Hallmark Health System*
- Harvard Pilgrim Health Care*
- Harvard School of Public Health*
- Institute for Healthcare Improvement*
- Joint Committee on Healthcare Financing*
- Lahey Health*
- Lawrence General Hospital*
- Massachusetts Association of Behavioral Health Systems*
- Massachusetts Association of Healthcare Quality*
- Massachusetts Board of Registration in Medicine*
- Massachusetts Board of Registration in Nursing*
- Massachusetts Board of Registration in Pharmacy*
- Massachusetts Department of Mental Health*
- Massachusetts Department of Public Health*
- Massachusetts General Hospital*
- Massachusetts Hospital Association*
- Massachusetts Independent Pharmacists Association*
- Massachusetts Interlocal Insurance Association*
- Massachusetts Medical Society*
- Massachusetts Nurses Association*
- Massachusetts Pharmacists Association*
- Massachusetts Senior Care Association*
- Massachusetts Society of Health-System Pharmacists*
- MassHealth*
- Masspro*
- MetroWest Medical Center*
- Milford Regional Medical Center*
- Medically Induced Trauma Support Services (MITSS)*
- Mount Auburn Hospital*
- Organization of Nurse Leaders, MA-RI*
- Partners Healthcare System*
- Professional Liability Foundation*
- Salem State University*
- Southcoast Hospitals Group*
- Sturdy Memorial Hospital*
- The Risk Management Foundation  
of the Harvard Medical Institutions (CRICO)*
- Tufts Health Plan*
- UMass Memorial Medical Center*

## Highlights of Coalition's Activities and Accomplishments

### Leading Statewide Initiatives and Partnering for Transformation

#### Improvement Collaboratives

The Coalition's learning sessions for front-line multi-disciplinary staff, audio conferences, and listserves provide opportunities to learn from faculty and colleagues.

- 100% of acute care hospitals, and many non-acute hospitals, participated in the Coalition's Infection Prevention Collaboratives, including an initiative in which 27 hospitals reduced the rate of *C. difficile* infections by 25%.
- Over 70 long-term care facilities, partnering with 18 hospitals in their communities, have participated in the Coalition's infection prevention collaboratives in recent years.
- 90% of the state's acute care hospitals participated in Coalition-led improvement collaboratives for reconciling medications and timely and reliable communication of critical test results, aims which later became Joint Commission National Patient Safety Goals for all hospitals nationally.
- With the participating hospital teams, developed best practices and toolkits for implementation made available at no cost on the Coalition's website.

#### Co-Chair of the Massachusetts Care Transitions Forum and Care Transitions Steering Committee

This partnership of over 100 organizations from across the state works to:

- Improve care coordination across transitions of care,
- Reduce avoidable readmissions,
- Improve patient and family experience after a hospital discharge, and
- Offer learning sessions, audio conferences, and other opportunities to motivate support, measure, and coordinate improvement activities.

More than 50 cross-continuum teams including hospitals, long-term care facilities, home health agencies, physician office practices, elder services are involved in this work, originally organized under the STAAR (State Action on Avoidable Re-hospitalizations) initiative, and coordinated by the Care Transitions Forum Steering Committee.

### Promoting Patient Safety and Malpractice Reform

#### Proactive Reduction in Outpatient Malpractice: Improving Safety, Efficiency, Satisfaction - PROMISES

Partnering with several member organizations, the Coalition is working to develop, pilot and disseminate a patient safety program for primary care practices. This initiative to reduce malpractice risk in primary care practices is supported by a grant from AHRQ.

#### Massachusetts Alliance for Communication and Resolution following Medical Injury (MACRMI)

The Coalition serves on the MACRMI leadership team of patient advocacy groups, teaching hospitals and their insurers, and statewide provider organizations working toward transparent communication, sincere apologies and fair compensation in cases of avoidable medical harm. This approach changes the culture, encouraging open communication about incidents and errors which accelerates learning and improves patient safety.

### Engaging Consumers

The Coalition supported the formation of Patient and Family Advisory Councils (PFAC) councils at all acute, chronic and long-term care hospitals, required under Massachusetts state law. The Coalition:

- Participated in the state's public hearing process to advocate for an implementation pace that assured an effective "patient voice" in hospital organization decision-making;
- Created an audio-conference series, with a multi-stakeholder program committee including consumer advocates and hospitals, to support the successful implementation of PFACs statewide.

## Highlights of Coalition's Activities and Accomplishments

### Sharing Patient Safety Knowledge and Best Practices

Educational forums have been an integral component of Coalition activities since its inception. During the past 15 years:

- Nearly 10,000 member and non-member health care practitioners, hospital leaders, advocates and consumers have attended 65 learning sessions and leadership workshops, or participated in one of about 60 audio conferences or coaching calls.
- These forums have covered a wide range of topics, including leadership for patient safety, accountability, medication safety in ambulatory settings and in long-term care, communication strategies, anticoagulation management, and other topics.

### Advising Policy Makers in Promoting Patient Safety

The Coalition brings the patient safety knowledge of its membership to policy development and implementation by serving on state sponsored expert panels and advising the development of state patient safety initiatives, including:

- Participating in the initiative of the Massachusetts Health Care Quality and Cost Council to bring Patient Safety Programs to all settings of health care, and
- Promoting continued work on this initiative with the Massachusetts Secretary of Health and Human Services and the Commissioner of the state's new Center for Health Information and Analysis, and
- Serving as the statutory advisory committee to the Betsy Lehman Center of Patient Safety and Medical Error Reduction.

### Monthly Membership Meetings

The Coalition's monthly meetings provide a unique opportunity for members to offer and hear presentations about effective patient safety innovations and strategies from patient safety leaders, updates on state and federal legislative and regulatory issues and actions, reports on ongoing and proposed collaborations, and upcoming federal and state funding opportunities. Meetings also provide the opportunity to improve planning and programs by communication among the stakeholders, with providers, regulatory agencies, payers, and consumers participating directly in these discussions.

### Monthly Newsletter

The Coalition's monthly report provides a comprehensive compilation of patient safety and medical error updates, studies and resources for improving safety, including a detailed summary of prior meeting presentations and discussions.

*"I view the Coalition as one of the true pioneers in promoting patient safety! The Coalition has helped guide public policy toward improving patient safety, and played a key role in drafting legislation that created the Betsy Lehman Center for Patient Safety. In addition, the Coalition has been a terrific resource to the Center in addressing complex issues and guiding its research agenda. The work of the Coalition has put Massachusetts health care in the forefront of the patient safety initiatives.*

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*Senator Richard T. Moore  
Senate President Pro Tempore*

Ropes & Gray  
congratulates the  
**Massachusetts Coalition for the  
Prevention of Medical Errors**  
on its 15<sup>th</sup> anniversary  
and is proud to support  
its efforts to improve patient safety  
and reduce medical errors  
across the Commonwealth.

**ROPES  
& GRAY**

## There's Safety in Numbers

Beth Israel Deaconess Medical Center is pleased to celebrate with our Coalition colleagues on this 15th anniversary. We are proud to stand beside you in the mission of improving patient safety.



Beth Israel Deaconess  
Medical Center



HARVARD MEDICAL SCHOOL  
TEACHING HOSPITAL

[bidmc.org](http://bidmc.org)

**Thank you for 15 years  
of improving patient safety and  
eliminating medical errors  
in Massachusetts.**



**MASSACHUSETTS**





CRICO is a proud sponsor of the Massachusetts Coalition for the Prevention of Medical Errors and congratulates them on their 15<sup>th</sup> Anniversary.

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Jordan Hospital proudly supports the **Massachusetts Coalition for the Prevention of Medical Errors** in advancing patient safety advocacy.

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PLYMOUTH, MA | [WWW.JORDANHOSPITAL.ORG](http://WWW.JORDANHOSPITAL.ORG)

**Dana-Farber Cancer Institute**  
*congratulates the*  
**MA Coalition on**  
**15 years of**  
**promoting patient safety**



**Congratulations to the Massachusetts Coalition for the Prevention of Medical Errors for 15 years of advancing the quality and safety of patient care across the state and nation.**

We would like to recognize  
**Mary Anna Sullivan, MD,**

Chief Quality and Safety Officer, Lahey Health,  
and President of the Coalition,  
and

**Connie Crowley-Ganser, MS, RN,**

Vice President, Quality and Safety, Lahey Health,  
and Past President of the Coalition,  
for their leadership roles in the founding of the Coalition.





# Congratulations

to the

## Massachusetts Coalition for the Prevention of Medical Errors

for its leadership in advancing patient safety in the Commonwealth these past 15 years. You have been the foundation of our progress and an international model for collaboration among patients, advocates, healthcare organizations and government in the never-ending journey to make health care safe.

**The Leape Foundation for Patient Safety**

Hallmark Health System congratulates  
The Massachusetts Coalition for the  
Prevention of Medical Errors  
on their 15th anniversary.

 **Hallmark Health System**

[www.hallmarkhealth.org](http://www.hallmarkhealth.org)

**Congratulations on 15 years of offering proven strategies to  
reduce patient errors and improve the quality of care  
at all Massachusetts hospitals.**

**As a founding member, MHA is proud of our affiliation with the  
Massachusetts Coalition for the Prevention of Medical Errors.**

  
Patient  
CareLink  
Massachusetts Hospitals Committed to Quality & Safety

 **MHA** MASSACHUSETTS HOSPITAL ASSOCIATION

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Boston Children's Hospital salutes the  
Massachusetts Coalition  
for the Prevention of Medical Errors  
for 15 years of commitment to patient safety.



We are happy to support  
**The MA Coalition for the Prevention of Medical Errors**  
*Congratulations on your 15th Anniversary!*



**MASSACHUSETTS  
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*Every physician matters, each patient counts.*

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[WWW.MASSMED.ORG](http://WWW.MASSMED.ORG)

Mount Auburn Hospital congratulates the  
MA Coalition for the Prevention of Medical Errors  
on their 15<sup>th</sup> Anniversary



MOUNT AUBURN  
HOSPITAL

330 Mount Auburn Street  
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[www.mountauburnhospital.org](http://www.mountauburnhospital.org)



FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL  
AND MASSACHUSETTS GENERAL HOSPITAL

*We offer our sincere congratulations on 15 years of promoting  
medical error awareness and prevention for patients across the Commonwealth.*

*Partners HealthCare recognizes  
the Massachusetts Coalition for the Prevention of Medical Errors as  
our invaluable partner in the statewide spread of Patient Safety innovations,  
helping all our citizens receive better, safer, more efficient care.*

Honoring our  
shared commitment  
to improving  
patient safety.



Southcoast is helping to improve patient safety  
with our MyHealth app for iPhone.®



[www.southcoast.org](http://www.southcoast.org)



*Congratulations on  
15 Years of patient safety!*



Beth Israel Deaconess Hospital  
Milton

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Congratulations to the Massachusetts  
Coalition for the Prevention of Medical Errors  
on its 15<sup>th</sup> Anniversary.



BRIGHAM AND  
WOMEN'S HOSPITAL

Best Wishes on Your  
15th Anniversary  
Massachusetts Coalition for the  
Prevention of Medical Errors



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Lawrence General Hospital is proud to be the leading provider of quality, patient-centered and compassionate health care to the patients and families of the Merrimack Valley region.


[www.lawrencegeneral.org](http://www.lawrencegeneral.org)

So good. So caring. So close.

New England Baptist Hospital  
Congratulates  
The Massachusetts Coalition for the  
Prevention of Medical Errors  
On their 15<sup>th</sup> Anniversary



Atrius Health proudly supports the work of the Massachusetts Coalition for the Prevention of Medical Errors and its mission to improve patient safety and eliminate medical errors in Massachusetts.

 Atrius Health [www.atriushealth.org](http://www.atriushealth.org)

*Baystate Health congratulates and thanks the*

**MASSACHUSETTS COALITION FOR THE PREVENTION OF MEDICAL ERRORS**

*for their ongoing dedication to improving patient safety.*

Baystate  Health

CS135768



EDWARD P. LAWRENCE CENTER FOR QUALITY & SAFETY

*Congratulations  
on your 15 year Anniversary*



A specialized care delivery system for elders and individuals of all ages with chronic illness or disability

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Coverys is proud to support

The Massachusetts Coalition for the Prevention of Medical Errors

on their 15<sup>th</sup> Year Anniversary

and their commitment to improving patient safety and eliminating medical errors in Massachusetts.

**COVERYS**  
We understand healthcare.

For more information, please visit [www.coverys.com](http://www.coverys.com).

**Congratulations to the MA Coalition for 15 years of service to others: Patients, family members, staff, the public, communities, the Commonwealth, and the Nation.**

MA Coalition, an amazing community of practice, sends a loud message of shared accountability for assuring ongoing learning and continuous improvement. I look forward to the further exceptional outcomes we will, we must, achieve, together in the years ahead.

**Jim Conway, Harvard School of Public Health**

*Dr. Ron and Karen Goodspeed  
offer their  
**Congratulations!**  
and Thanks to the Coalition  
for the many lives  
that have been saved.*

**Lowell General Hospital would like to Congratulate  
the Massachusetts Coalition for the Prevention of  
Medical Errors for its 15 years  
of patient safety work.**

877-LGH-WELL  
www.lowellgeneral.org



## Massachusetts Eye and Ear



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ASSOCIATION**

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**Congratulations Mass Coalition  
for 15 years of promoting patient safety!**



*Committed to providing  
exceptional healthcare services  
to our community with dignity,  
compassion and respect.*

*Congratulations on your 15<sup>th</sup> anniversary...  
and to many more outstanding accomplishments  
in the coming years.*

*As a founding member, I could not be more pleased on the Coalition's  
progress at improving the safety and quality of patient care through  
collaborative public/private/consumer initiatives. The Coalition has  
been, and will be in the future, a vital component to the success  
of the Betsy Lehman Center for Patient Safety.*

*Nancy Ridley*

**NHP proudly supports the Massachusetts  
Coalition for the Prevention of Medical Errors.**

Working together to make a difference in  
our community.

nhp.org



**Congratulations to  
The Coalition for the Prevention of  
Medical Errors on your  
15th Anniversary!**

## A Sincere Thank You

for your crucial efforts to improve patient safety:  
to our Founders,  
to our Coalition members and Directors over the years,  
and especially to the Coalition staff,  
Catharine Pear, Linda Prince, Julie Polovina,  
Evelyn Abayaah, Fiona Roberts,  
and to Effie Brickman, for her long valuable tenure  
with the Coalition.

*Paula Griswold, Executive Director*



PROFESSIONAL LIABILITY FOUNDATION, LTD.



*Congratulations and Thank you*

**TUFTS  Health Plan**



## Congratulations

on 15 years of service dedicated to improving  
the safety of patients throughout Massachusetts!



*Congratulations to the MA Coalition  
for 15 years of  
promoting Patient Safety!*

**MASSPRO**

*Making an Impact.*

*The MA Coalition wishes to acknowledge  
supporting contributions from:*

*Jeffrey Catalano*

*Joseph M. Sceppa*

*The Massachusetts Association  
of Healthcare Quality*



*“Foremost is my sense that the Coalition has kept the flame of safety burning, which is no easy task in these days of 15 minutes of fame, followed by the shifting of attention to the newest medical news or initiative or organizational endeavor. The gathering together of representatives, of hospitals, physicians, health plans, nurses, pharmacists, purchasers, and patient advocates to discuss, in a non-confrontational environment, focusing on specific measures that can be taken to improve patient safety and avoid errors, has been enormously helpful. I congratulate the Coalition, and you, for keeping it going for 15 years. May you have 15 more ahead, and then, may I dare to hope, your work will have been completed and you can say, Mission Accomplished!”*

*Dolores Mitchell, Executive Director,  
Massachusetts Group Insurance Commission.*

*“I believe that the Massachusetts Coalition for the Prevention of Medical Errors serves a vital role through innovation and fostering collaboration. The Coalition created a forum to learn about patient safety opportunities and interventions. The Coalition is a learning organization that put its ideas into practice. The Coalition consisted of broad representation allowing it to identify policies, successful programs, and key opportunities. CMS becomes aware of national issues through organizations like the Coalition and Patient Safety Organizations and health care trends. CMS has integrated patient safety interventions in health associated infections in health facilities and adverse drug reactions into the work of the Quality Improvement Organizations.”*

*William Taylor, MD, MPH, Director  
Division of Quality Improvement  
CMS Boston Regional Office*

*“The Coalition has played a significant role in advancing patient safety in Massachusetts- via leadership, networking, and advocacy, convening of experts to recommend best practices, and by creating innovative new approaches to safety problems. The work of the Coalition to define standards for communication of test results was extremely informative when Partners decided to pursue this as a strategic goal, and really established standards and best practices to strive towards. The Coalition provides an invaluable forum for learning and sharing of best practices across Massachusetts, as well as ensuring that members are well aware of key health care policy and legislative updates. It is also very reassuring to know that the Coalition is a constant advocate for patient safety in those policy discussions.”*

*Tejal Gandhi, MD, MPH,  
Chief Quality and Safety Officer, Partners Healthcare  
Incoming President of the National Patient Safety Foundation*

*Thank you to all our members and  
sponsors for making this event and the  
work of the Coalition possible.*



*Celebrate & Accelerate*

*Monday, May 20th, 2013*

*Marriott Hotel  
Burlington, MA*



*Massachusetts Coalition  
for the Prevention of Medical Errors*

*5 New England Executive Park  
Burlington, Massachusetts 01803*

*781 262-6080*

*[www.macoalition.org](http://www.macoalition.org)*