

**2019 Patient Safety Forum- April 3, 2019**  
**Co-Provided by: Massachusetts Coalition for the Prevention of Medical Errors & Healthcentric Advisors**

7:30 AM	Registration Opens		
8-8:15 AM	Key Themes for Accelerating Performance Improvement	Massachusetts Coalition for the Prevention of Medical Errors	Paula Griswold, MS Executive Director MA Coalition
8:15 AM	<b>Organizational Strategies for Performance Improvement</b>		
	<i>Moderator</i>		<i>Yvonne Cheung, MD, MPH Chair, Department of Quality and Safety Chief Quality Officer Mount Auburn Hospital</i>
8:15-8:55 AM	Keynote: The Hopeful Path to Engaging the Front Line and Sustaining Improvement	UMass Memorial Health Care	Douglas S. Brown, JD President, UMass Memorial Community Hospitals and Chief Administrative Officer, UMass Memorial Health Care  Will Erickson (joining for the group discussion) Organizer for Process Improvement SHARE Union
8:55- 9:35 AM	Everyone on Board: The High Reliability Journey at Boston Children's Hospital	Boston Children's Hospital	Marcie Brostoff, MS, RN, NE-BC Vice President and Associate Chief Nurse Nursing/Patient Care and Clinical Operations  Jonathan Finkelstein, MD, MPH Senior Vice President Chief Safety and Quality Officer  Susan McCarthy Family Advisory Council Member
9:35-10:05 AM	Getting to Zero ...from Board to front line, connecting all the dots!	Beverly and Addison Gilbert Hospitals	Mark Gendreau, MD, MS, CPE Chief Medical Officer  Carol Jones, BA/BSN, MBA Director, Performance Improvement and Quality  Kim Perryman, MMHC, RN, NE-BC Chief Nursing Officer Vice President of Patient Care Services
10:05-10:20 AM	<b>Break</b>		

10:20-10:50 AM	Group Discussion/ Q & A		Participants from morning sessions
10:55 AM	<b>Changing Culture</b>		
	<i>Moderator</i>		<i>Connie Crowley Ganser, MS, RN Senior Director of Health Care Quality and Patient Safety Beth Israel Deaconess Hospital Needham</i>
10:55-11:10 AM	More is Better: Engaging Staff to Improve Event Reporting in Ambulatory Care	Elliot Health System	Mara Aronson, MS, RN, GCNS-BC, FASCP, CPHQ Patient Safety & Quality Nurse  Anna Holland, RN Resource Nurse  Melissa Taylor, BS, RN-BC Director of Nursing for Primary Care
11:10-11:30 AM	Improving the Culture of Safety: From Transport Staff to Chairman	Beth Israel Deaconess Medical Center	Bettina Siewert, MD Vice Chair for Quality and Safety, Department of Radiology  Suzanne Swedeen, RN, MSN, CNIV Quality Improvement Specialist, Radiology
11:30-11:40 AM	Q & A		
11:45 AM	<b>Leadership for Improvement</b>		
	<i>Moderator</i>		<i>Patricia M. Noga, PhD, RN, NEA-BC, FAAN Vice President, Clinical Affairs Massachusetts Health &amp; Hospital Association</i>
11:45-12:10 PM	Framework for Effective Board Governance of Health System Quality	Institute for Healthcare Improvement	Patricia McGaffigan, RN, MS, CPPS Vice President, Patient Safety Programs President, Certification Board for Professionals in Patient Safety
12:10-12:25 PM	Development of a Workplace Violence Prevention Program	Mount Auburn Hospital	Nicholas DiIeso, BSN, MBA Chief Operating Officer  Andrew Gardner Director of Quality and Performance Measurement  Heather Gibbons-Perez Regulatory Compliance and Patient Safety Manager

12:25-12:35 PM	Q& A		
12:35 PM	<b>Lunch</b>		
1:15 PM	<b>Improving the Diagnostic Process</b>		
1:15-1:20 PM	<i>Moderator</i>		<i>Gordon Schiff, MD Associate Director Center for Patient Safety Research and Practice, Brigham and Women's Hospital, Div. General Medicine Safety Director – Harvard Center for Primary Care Academic Improvement Collaborative Associate Professor of Medicine Harvard Medical School</i>
1:20-2:05 PM	Embedding Diagnostic Errors Work into a Patient Safety Program	Baystate Health	Harry Hoar III, MD Pediatric Hospitalist & Clinician Educator  Karen Johnson, BSN, RN, CCMSCP Senior Director, Patient Safety
2:05-2:25 PM	Ambulatory Safety Nets: Creating High-Reliability Solutions to Prevent Missed and Delayed Diagnoses	Brigham & Women's Hospital	Sonali Desai, MD, MPH Director of Ambulatory Patient Safety Director of Quality, Department of Medicine Rheumatologist
2:25-2:40 PM	Using Your EMR for More than Just Documenting	Signature Healthcare	Barbara Malacaria, MS, RN, CCRN Director of Nursing Services  Stacey Ryan, RN, MSN, CIC Manager, Infection Prevention
2:40-2:50 PM	Q & A		
2:50-3:00 PM	<b>Key Themes from the Program</b>		<b>Paula Griswold</b>  <b>Yvonne Cheung, MD, MPH</b>

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