HAI ACTION WORKGROUP MEETING 2

Date: February 4, 2009
Location: Doubletree Westborough, Westborough, MA
Registration 7:30am - 8:00am
Program 8:00am – 3:30pm

LEARNING OBJECTIVES

 Engage in problem solving with your peers and faculty coaches.
 Solidify the skills you learned in positive deviance and small tests of change.
 Enhance your ability to identify the underlying causes of problems, and to target solutions.

TECHNIQUES TO RAMP UP YOUR HAI IMPROVEMENT

 Learn the power of observation and real time problem solving

   Ken Sands, MD MPH, Sr. Vice President Healthcare Quality, Beth Israel Deaconess Medical Center, will share the experience of rolling out Real Time Problem Solving over the past year at BIDMC. Key concepts of real time problem solving include: observing daily work routines, solving to root cause, and working cross-departmentally to develop solutions.

 Learn a graphic approach to cause analysis and how to link solutions to causes

   Ely Wilson, MEng, MBA, of ThinkReliability will highlight the importance of linking causes to outcomes, and teach a graphic approach to showing the relationships between problems, causes, and solutions. He will link this approach to the use of real time problem solving.

PLEASE JOIN US TO LEARN AND SHARE

 What has gone well since we were together last November?
 What is still a challenge?

PROGRAM FEE AND REGISTRATION

Registration Fee = $40 for Coalition members and $80 for non-members.

If you are a member, call Evelyn Abayaah at 781-262-6080 to get your member code to complete your registration.

If you are not listed below, you are NOT a Coalition member hospital. If you would like your organization to become a member, please Contact Evelyn Abayaah.
Visa, MasterCard, American Express, Check accepted. If you pay by check you can combine payment for the Reliability Call on January 21 and this February 4 workgroup meeting.

To register, go to:  www.regonline.com/63367_694593J

Coalition Member Hospitals Include:
Baystate Medical Center
Beth Israel Deaconess Medical Center
Boston Medical Center
Brigham & Women's Hospital
Cambridge Health Alliance
Cape Cod Health System
Children's Hospital
Dana-Farber Cancer Institute
Emerson Hospital Newsletter Contacts
Fairview Hospital
Hallmark Health System
Lahey Clinic
Massachusetts General Hospital
Mercy Medical Center
Metro West Medical Center
Milford Regional Hospital
Mount Auburn Hospital
Northeast Health Systems
Southcoast Hospitals Group
Sturdy Memorial Hospital
UMass Memorial Medical Center