10th Annual Duke Medicine Patient Safety and Quality Conference

Friday, March 20, 2015

Durham Convention Center
301 W. Morgan Street
Durham, NC

7:00am – 8:00am  Registration, Breakfast and Poster Presentations

8:00am - 8:15am  Welcome and Introduction
Presenters: Dr. Fulkerson and Dr. Frush
Location: Grand Ballroom II/III

8:15am - 9:20 am  The Digital Doctor: Hope, Hype, and Harm at the Dawn of Medicine’s Computer Age

Session Description: Known as the father of the term, “Hospitalist,” Dr. Wachter is a nationally respected leader in Patient Safety advancements. He joins us at the conference to provide thought-provoking perspective on the impact of IT evolution in healthcare and the future roles of both patients and providers. His new book, The Digital Doctor: Hope, Hype, and Harm at the Dawn of Medicine’s Computer Age, will be published by McGraw-Hill in April 2015.

Presenter:
Robert M. Wachter, MD
Professor, Associate Chairman, Department of Medicine, and Chief of the Division of Hospital Medicine, University of California, San Francisco

9:20am – 10:00am  Optimizing the benefits while minimizing potential harm of health technology at Duke

Session Description: The Duke response…Senior leaders from Duke University Health System describe the current state of technology and future opportunities at Duke Medicine.

Moderator: Karen Frush, MD, Chief Patient Safety Officer, Duke University Health System (DUHS), Vice President of Quality, LifePoint Hospitals

Panelists: Thomas Owens, MD, Vice President for Medical Affairs and Chief Medical Officer, DUHS, Associate Professor of Medicine and Pediatrics, Duke University Medical Center
Mary Ann Fuchs, DNP, RN, NEA-BC, FAAN, Vice President of Patient Care & System Chief Nurse Executive, DUHS and
10:00am – 10:30am  Refreshment Break and Poster Presentations Gallery Walk

10:30am – 11:30am  The Changing Landscape of Patient Safety

Session Description: Dr. Gandhi will reflect on the national patient safety journey and discuss five key areas of focus to take us to the next level.

Presenter: Tejal K. Gandhi, MD, MPH, CPPS, President and CEO of the National Patient Safety Foundation

11:30am – 11:45 am  Bite Sized Resilience – Annual Demonstration of Resilience Tools

Session Description: Dr. Sexton returns with tools to enhance resilience that can be used at any staff meeting, in-service or noon conference.

Presenter: J. Bryan Sexton, PhD, Director of the Duke Patient Safety Center

11:45am - 12:15pm  Presentation of the Rebecca Kirkland Award, the Karcher Award, and the Patient Safety and Quality Abstract winners

12:15pm - 1:15pm  Lunch and Poster Presentations

Your options for the afternoon are to participate in the concurrent sessions or to join the full afternoon workshop.

1:15 – 2:45 p.m. Concurrent sessions
(The 90 minute afternoon concurrent sessions are available on a first-come, first seated basis. Please select one of the four options below.)

1. Creating a Psychologically Safe Environment: Behaviors that Promote a Culture of Safety

Session Description: True culture change requires more than a new “program.” Our panel discusses lessons learned in the ongoing journey to balance accountability while maximizing open communication.

Presenters: Bill Richardson, MD; Catherine Kuhn, MD and Yvonne Spurney RN
2. **The Quality, Safety and Value Movements: A Conversation with Bob Wachter**

   **Session Description:** Come engage in a dialogue with Bob Wachter, our keynote speaker, regarding major issues in the healthcare industry, quality and safety, IT and health policy. Conversations are guaranteed to be vibrant and engaging covering topics from operational issues in safety, and beyond.

   Presenter: Bob Wachter, MD

3. **Maximizing a Multi-Generational Workforce in Safety and Quality initiatives**

   **Session Description:** Much research has been done about today’s multigenerational workforce. You will hear how this research can be used to develop a culture of safety. When a Gen X staff member asks a Boomer staff member, “Is there an ‘app’ for that?” you will understand the Gen X’s need for maximal efficiency as well as the need for the Boomer to embrace new technology.

   Presenter: Jacqulyn Podger, MA

4. **The Challenges of How We Think...Cognitive Biases, Cognitive Errors, & Metacognition strategies**

   **Session Description:** The knowledge of self, and others, is helpful in understanding the impact of our biases. Dr. Sadun will provide insight and examples of how we think and process information informs why we do, what we do.

   Presenter: Rebecca Sadun, MD, PhD

2:45pm – 3:00pm    **Refreshment Break**

3:00pm – 4:30pm

*(The 90 minute afternoon concurrent sessions are available on a first-come, first seated basis. Please select one of the three options below.)*

5. **Best Practices in Resiliency: Thriving versus Surviving During Times of Change (The Duke Resilience Mini-course)**

   **Session Description:** If you, your staff, or your colleagues are feeling particularly spent, it is probably because the level of emotional exhaustion in healthcare workers is at an all-time-high. Come experience the Duke Resilience Mini-course, where you can get our tools, tactics and research on how to enhance resilience in individuals and work settings. Hear from areas that have increase their resilience SAQ scores as they share strategies implemented and lessons learned.

   Presenters: Bryan Sexton and Representatives from selected units
6. **Learning from Defects: A Practical Tool for Resolving Threats to Safety at the Unit Level**

   **Session Description:** Come learn an effective problem-solving tool to minimize reoccurrence of threats to safety. The Learning from Defects tool is a structured way to for staff in clinical areas to learn how to use best practices to solve problems while improving quality.

   **Presenters:**
   - Barbara Olson, MS, RN, CPPS
   - Emily Greene, MSN, RN, HCA
   - Kidilu Jones, BSN, RN, MHA, MBA

7. **Handoffs: The Evolving Story of Inpatient Handoffs: A “New” Obstacle in the Quest for Quality Patient Care**

   **Session Description:** Everyone knows the importance of effective relay of information during transitions of care yet communication breakdowns continue to challenge us. Explore the potential for error and harm inherent to handoffs of care, best practices, and lessons learned during handoffs between team members to enhance quality care.

   **Facilitator:** David Gallagher, MD

   **Presenters:**
   - Aubrey Jolly Graham, MD
   - Arnie Boardwine, BSN, RN, CEN

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**Your options for the afternoon sessions are to participate in the concurrent sessions above or to join the full afternoon workshop.**

1:15pm – 4:30pm **Disruptive Violent Patient and Visitors: Perspectives from the clinical provider, risk management and Duke Police.**

   **You may choice to attend this 3-hour workshop with a 15 minute break instead of the afternoon concurrent sessions.**

At the conclusion of the 3-hour class, you will be able to…

- Discuss disruptive behavior in the healthcare environment
- Review case histories and personal experiences of disruptive/hostile situations within the healthcare setting
- Identify those at risk for mental status change and disruptive behavior before a hostile situation
- Employ techniques that may eliminate or control disruptive behavior or a hostile situation.

   **Presenters:**
   - Chief John Dailey
   - *Duke University Police Department*
   - Lee Ann Jones, NCCP, CPHRM, FASHRM
   - *Associate Director of Risk Management*
   - *Duke University Health System*
   - Mark Shapiro, MD
   - *Associate Director of Trauma Services*
   - *Duke University Medical Center*