

AGENDA

March 21, 2014

CROWNE PLAZA • ST. LOUIS AIRPORT • 11228 LONE EAGLE DRIVE • BRIDGETON, MO 63044

Conference Objectives

- Examine aspects of professionalism and compassion in the delivery and receipt of healthcare services in relation to individual health and well-being.
- Discuss a sociotechnical approach to improving healthcare quality and safety, addressing the social aspects of individuals within technical systems and processes.
- Discuss the impact of health information technology on the quality and safety of care delivery.
- Identify successful practices and processes for collaboration to improve healthcare quality and safety.
- Discuss the role of health literacy and clear understanding among healthcare professionals and patients for safety improvement.
- Examine how proven successful safety practices can be replicated.
- Discuss with industry leaders safety-of-care issues, applicable to any healthcare setting.

Recommended Audience

Healthcare consumers, executives, senior managers, physicians, nurses, pharmacists and other clinicians who lead or manage organizations or provide direct patient care in any healthcare setting and those who pay for care or establish healthcare policy. Leaders and caregivers from health system, hospital, home health, nursing home, pharmacy and other provider organizations and those from health plans, employers, insurers, and regulators will benefit from attending this conference.

Schedule of Events

7:30-9:00AM	REGISTRATION & BOOK SIGNING: <i>The Hidden Gifts of Helping</i>	STEPHEN G. POST, PHD
9:00-9:15AM	CONFERENCE WELCOME	
9:15-10:30AM	KEYNOTE Doing Good and Feeling Better: A Deeper Look at Professionalism in Health Care <i>Patients need healthcare professionals whose compassion provides the emotional and relational security that are so important in coping with illness. But new science also shows that clinicians and professionals who provide and support compassionate care feel happier and healthier, and stay in the healthcare professions longer. This is big news for anyone in the healthcare professions!</i>	STEPHEN G. POST, PHD
10:30-11:00AM	BREAK	BOOK SIGNING, VENDORS, POSTERS
11:00-Noon	GENERAL SESSION - FACILITATED PANEL DISCUSSION MICHAEL HANDLER, MD, Medical Director, Center for Patient Safety (Facilitator) FELICIANO (PELE) B. YU, JR., MD, Associate Professor, Washington University Physicians STEVE CALLOWAY, RPh, University of Missouri Healthcare DIANE HOLLIS, RN, MHA, Corporate Director, Clinical Excellence and Informatics, SSM Health Care MARK PASQUALE, CEO, Missouri Health Connection Health Information Technology & Safety Improvement – True or False? <i>This session will discuss the challenges and benefits of health technology in delivering and receiving care and services from varying perspectives, including health information exchanges, academia, nursing, pharmacy and consumers.</i>	
Noon-1:00PM	LUNCH	VISIT VENDORS, POSTERS, THOUGHT LEADER PRESENTATIONS

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Schedule of Events (continued)

1:00-2:00PM **AFTERNOON KEYNOTE** **MICHAEL LEONARD, MD**
Pascal Metrics

Embedding Safety and Reliability as Organizational Values to Create Sustainable Safety Excellence.

This session will look at how human factors impact the safety and reliability of care and how knowledge and understanding of these factors can lead to sustainable excellence in healthcare leadership, management, delivery and support.

2:00-2:15PM **Break**

2:15-3:15PM **GENERAL SESSION** **SAM PETTYJOHN, MPH**
Health Literacy Missouri

Changing Your Communication Climate, Improving Patient Outcomes

Effective communication is one of the most important elements in achieving safe, quality care. This session will address health literacy and measurement of the quality of organizational communication. Poor organizational communication strategies affect patient understanding and the use of health information. The Communications Climate Assessment Tool (CCAT), designed to address standards by several nationally recognized quality organizations, will be introduced as a means to evaluate seven areas that the National Quality Forum (NQF) measures of health disparities and cultural competence. When paired with a Health Environment Assessment, the CCAT can assist in demonstrating and tracking performance in nine areas related to communication and understanding of barriers to patient-centered care within any setting.

3:15-4:15PM **GENERAL SESSION** **SCOTT GRIFFITH**
Owner and Principal Collaborator, SG Collaborative Solutions, LLC

The Collaborative Approach to Better Outcomes in Healthcare - Culture and Collaboration

This session will provide a new way of thinking for healthcare improvement, explaining why traditional approaches, even those from highly reliability organizations in other industries, may not yield the results we were expecting. A more nuanced understanding of complex systems and human behaviors is needed. During his presentation, Griffith will describe the Five Skills critical to an organization's success and how individual leaders play a vital role in the Just Culture change necessary to sustain performance improvement. He will give examples of how to combine evidence-based methods with the science of predictive risk modeling and intervention.

4:15-4:30PM **CONFERENCE WRAP UP AND DRAWINGS**

Safe Care Conference Planning Coalition Members:

Health Literacy Missouri • Missouri Board of Nursing • Missouri Board of Pharmacy • Healthcare Services Group

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