Mayo School of Continuous Professional Development

14th Annual
Mayo Clinic Conference on Quality, Safety and Service
A FOCUS ON HUMAN FACTORS AND MEDICAL ERROR

September 29 – 30, 2009

REGISTER NOW!

www.mayo.edu/cme/qualityconference

Phillips Hall
Siebens Medical Education Building
Rochester, Minnesota
COURSE DESCRIPTION

Improving health care quality and patient safety is a top priority in health care today. The Mayo Clinic Conference on Quality, Safety and Service will provide participants with the latest information from local and national leaders in health care quality improvement initiatives. These best practices can be implemented in any clinical practice setting, and will ultimately lead to greater efficiencies and improved care for patients.

Quality leaders are working to integrate Human Factors, quality improvement, teamwork, professionalism, and patient-centered care into the clinical practice. Yet traditionally, caregivers have not been trained in the effective use of these techniques. This course offers an excellent opportunity for education, collaboration, and modeling of systems engineering techniques such as LEAN and Six Sigma. In addition, Human Factors tools such as systems, process, work flow and equipment design will be demonstrated. Additionally, patient-family centered care practices will be highlighted in a unique and interactive curriculum.

The keynote presenters chosen for this year’s program are leaders in health care quality improvement and will provide a national perspective, encompassing not only clinical practice improvements, but universal mandates and national initiatives as well. Mayo Clinic health care professionals from all areas of clinical practice will highlight best practices and those quality improvement initiatives and techniques that have been most recently implemented at Mayo.

INTENDED AUDIENCE

This course is targeted to health care quality professionals and teams working to improve quality and safety in patient care. All members of the care team will benefit, including physicians, allied health staff, and administrative professionals.

KEYNOTE SPEAKERS

**John J. Nance, J.D.**

John J. Nance is a pioneering and well-known advocate of using the lessons from the recent revolution in aviation safety to equally revolutionize the patient safety performance of hospitals, doctors, nurses, and all of healthcare. One of America’s most dynamic professional speakers, Mr. Nance presents entertaining and pivotal programs on teamwork, risk management, motivation, coping with competition, and other topics to a wide variety of audiences, including business corporations and healthcare professionals.

He is the author of a major new book for American Healthcare entitled WHY HOSPITALS SHOULD FLY (SecondRiver Healthcare Press, 2009). The book, which is in a fictional format but highly accurate, has won the prestigious “Book of the Year” award for 2009 by the American College of Healthcare Executives. He is an internationally recognized air safety analyst and advocate, best known to North American television audiences as Aviation Analyst for ABC World News and Aviation Editor for Good Morning America.

**Kathleen M. Sutcliffe, Ph.D.**

Associate Dean for Faculty Development and Research; Gilbert and Ruth Whitaker Professor of Business Administration; Professor of Management and Organizations

Stephen M. Ross School of Business

University of Michigan

Kathleen M. Sutcliffe’s research is devoted to understanding the fundamental mechanisms of organizational adaptation, reliability, and resilience. One stream of research focuses on how top executive team composition, cognition, and learning influence a firm’s adaptability and performance. A second stream of work focuses on processes associated with team and
organizational resilience, high-reliability organizing, and investigation of the social and organizational underpinnings of medical mishaps, with the explicit goal of understanding how an organization’s design contributes to its member’s ability to successfully manage unexpected events.

Michael D. Brennan, M.D.
Professor of Medicine
Consultant, Division of Endocrinology, Diabetes, Metabolism & Nutrition
Mayo Clinic Rochester

Dr. Michael Brennan is the current chair of the Mayo Clinic Program on Professionalism and Bioethics. Previously, Dr. Brennan chaired the Mayo Clinic Quality Improvement Committee, served on the Clinical Practice Committee, has been the Medical Director of the Mayo ‘SPARC’ Innovation Laboratory and was the associate Medical Director for Mayo Foundation Development.

Paul S. Mueller, M.D., M.P.H., F.A.C.P.
Associate Professor of Medicine
Consultant, General Internal Medicine
Mayo Clinic Rochester

Dr. Mueller is the co-director of the Mayo Clinic Program in Professionalism and Bioethics. He is a member of the Saint Marys Hospital Sponsorship Board. He is the medical director of the Mayo Visiting Medical Student Clerkship Program. He is a fellow of the American College of Physicians (ACP) and a member of the Board of Governors of the American Osler Society. He is a former member of the ACP Ethics, Professionalism and Human Rights Committee.

M. Bridget Duffy, M.D.
Former Chief Experience Officer
Cleveland Clinic

M. Bridget Duffy’s passion for patient-centered initiatives led to her appointment as the first Chief Experience Officer in the Nation. In this role at the Cleveland Clinic, Dr. Duffy led the strategic priority to differentiate the Clinic on patient experience. Her vision for health care focuses on creating health care environments that treat the whole person, humanize the delivery of medical technology, and improve the quality and experience for the patient.

Charles L. Bosk, Ph.D.
Professor of Sociology
School of Arts and Sciences
University of Pennsylvania

Charles L. Bosk is professor of sociology and medical ethics at the University of Pennsylvania. His current research is supported by a Health Investigator Award from the Robert Wood Johnson Foundation as well as NIH and the VA. He is a fellow of The Hastings Center, has served as chair of the Medical Sociology Section of the American Sociological Association, and was a member of the School of Social Science at the Institute for Advanced Study, Princeton.
DATE & LOCATION

The 14th Annual Mayo Clinic Conference on Quality, Safety and Service will be held September 29 – 30, 2009 in Phillips Hall, on the first floor of the Siebens Medical Education Building. The Siebens Building is located at 100 Second Avenue SW in Rochester, Minnesota. Meeting facilities are easily accessible by skyway and pedestrian subway, which connect Mayo Clinic to shops, restaurants, and hotels.

REGISTRATION

To register online, visit www.mayo.edu/cme/qualityconference, or complete the attached registration form and return by mail or fax. The registration fee includes tuition, continental breakfast and lunch. Although it is not Mayo School of Continuous Professional Development (CPD) policy to limit the number of registrants for a course, conference room facilities may necessitate closing of enrollment; therefore, early registration is advised. A letter of confirmation will be sent upon receipt of payment and completed registration form. Please present the confirmation letter when checking in at the meeting registration desk.

For additional information, contact:
Mayo School of CPD
Plummer 2-60
200 First Street SW
Rochester, MN  55905
Website:  www.mayo.edu/cme
E-mail:  cme@mayo.edu
Phone:  800-323-2688 or 507-284-2509
Fax:  507-284-0532

PARKING

Parking is available in hotel, city, and Mayo patient/visitor ramps. The cost for parking is not included in the registration fee. A map indicating the location of downtown parking facilities will be mailed with the registrant confirmation letter.

CANCELLATION POLICY

If you cancel your participation in this course, your registration fee, less a $75 administrative fee, will be refunded when written notification is received by Mayo School of CPD before September 14, 2009 (fax#: 507-284-0532). No refunds will be made on or after September 14, 2009. Canceled registrations are non-transferable.

Mayo School of CPD reserves the right to cancel or postpone any course due to unforeseen circumstances. In the unlikely event Mayo School of CPD must cancel or postpone this course, Mayo School of CPD will refund the registration fee, but is not responsible for any related costs, charges, or expenses to participants, including fees assessed by airline/travel/lodging agencies.

TRAVEL

Rochester, Minnesota, is a friendly city that greets thousands of visitors from around the world each year. The city is serviced by a modern international airport with multiple flights daily via American or Northwest Airlines. Access to and from the airport is provided by taxi, shuttle service, and rental car. The airport is located approximately 10 miles from the Mayo Clinic campus.

Mayo Clinic’s appointed travel company, Carlson Wagonlit Travel, is available to assist with your travel arrangements. To make your reservation, phone Carlson Wagonlit Travel toll-free at 1-866-629-6885, then choose prompt #3 for Group/Meeting Reservations, then choose prompt #1 as a “traveler attending a meeting.”

Note to Travelers: Several cities in the United States are named Rochester. When you make airline reservations and check your baggage, be sure that your destination is Rochester, Minnesota (RST) and that your baggage has been properly tagged.

Travel arrangements are the sole responsibility of the individual registrant.
GENERAL INFORMATION

LODGING ACCOMMODATIONS

Guest rooms have been reserved for attendees and their guests with special course rates at each of the following downtown Rochester hotels. In order to receive the special rate, reservations must be made on or before September 7, 2009. Reservations will be taken following this date based on space and rate availability. Please identify yourself as a participant of the Mayo Clinic Quality Conference when making your reservation.

**Kahler Grand Hotel**
20 Second Avenue SW
800-533-1655 or 507-282-2581
$92.00 single/double

The Kahler Grand Hotel is connected by skyway and pedestrian subway to conference facilities, downtown shops, and restaurants. You may wish to visit the Rochester Convention and Visitors Bureau website ([www.rochestercvb.org](http://www.rochestercvb.org)) and/or [www.rochester411.com](http://www.rochester411.com) for additional accommodation options and area information.

**Lodging arrangements are the sole responsibility of the individual registrant.**

Mayo School of CPD is not responsible for expenses incurred by an individual who is not confirmed and for whom space is not available at the meeting. Costs incurred by the registrant such as airline or hotel fees or penalties are the responsibility of the registrant.

FACULTY DISCLOSURE

As a provider accredited by ACCME, College of Medicine, Mayo Clinic (Mayo School of CPD) must ensure balance, independence, objectivity and scientific rigor in its educational activities. Course director(s), planning committee, faculty, and all others who are in a position to control the content of this educational activity are required to disclose all relevant financial relationships with any commercial interest related to the subject matter of the educational activity. Safeguards against commercial bias have been put in place. Faculty also will disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. Disclosure of this information will be published in course materials so those participants in the activity may formulate their own judgments regarding the presentation.
14th Annual Mayo Clinic Conference on Quality, Safety and Service

FACULTY

COURSE DIRECTORS

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ABC Radio & Television Network

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14th Annual Mayo Clinic Conference on Quality, Safety and Service

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Director of Marketing
Mayo Clinic Arizona

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Family Representative
Parent Pediatric Family Advisory Council

Ms. Ann Gosack
Patient Representative

Mr. Gary Harmon
Patient Representative

Ms. Lori Kirkland
Patient Representative

Mr. Guy Havelick
Patient Representative

Mr. Mark Lamkin
Patient Representative
Tuesday, September 29, 2009

6:00 a.m.  Registration and Breakfast  
Phillips Hall  
Siebens Medical Education Building, 1st Floor

7:00 a.m.  Safety at the Sharp End – How Human Factors Has Changed My Life  
Thoralf M. Sundt, III, M.D.

8:00 a.m.  Human Factors in Health Care: An International Perspective  
Sarah A. Parker, M.A.

9:00 a.m.  Opening Remarks & Introductions  
Shirley A. Weis  
Chief Administrative Officer, Mayo Clinic

9:15 a.m.  KEYNOTE PRESENTATION  
Why Hospitals Should Fly  
John J. Nance, J.D.  
Consultant, John Nance Productions; Aviation Analyst, ABC Radio & Television Network

10:30 a.m.  Reliability at the Care Level  
Brian H. Rank, M.D., F.A.C.P.  
Medical Director, HealthPartners Medical Group and Clinics  
Department of Hematology/Oncology, HealthPartners Medical Group and Clinics

11:15 a.m.  Anatomy of a High Reliability Organization  
Kathleen M. Sutcliffe, Ph.D.  
Associate Dean for Faculty Development & Research, Gilbert & Ruth Whitaker Professor of Business Administration; Professor of Management & Organizations, Stephen M. Ross School of Business, University of Michigan

12:00 p.m.  Storyboard Presentations  
Lunch  
Heritage Hall  
Kahler Grand Hotel, Subway Level

1:30 p.m.  Quality & Safety Viewed Through the Prism of Professionalism  
Michael D. Brennan, M.D.  
Professor of Medicine; Consultant, Division of Endocrinology, Diabetes, Metabolism & Nutrition, Mayo Clinic Rochester

Paul S. Mueller, M.D., P.P.H., F.A.C.P.  
Association Professor of Medicine; Consultant, General Internal Medicine, Mayo Clinic Rochester

2:15 p.m.  Patient Experience: A Strategic Differentiation  
M. Bridget Duffy, M.D.  
Former Chief Experience Officer, Cleveland Clinic

3:00 p.m.  Refreshment Break

3:15 p.m.  Cultural Changes for Patient Safety  
Charles L. Bosk, Ph.D.  
Professor of Sociology, School of Arts & Sciences, University of Pennsylvania

4:30 p.m.  Adjourn
Wednesday, September 30, 2009

7:00 a.m.  Storyboard Presentations
          Breakfast
          Heritage Hall
          Kahler Grand Hotel
          Subway Level

9:00 – 10:30 a.m.  Choose One:

**Patient Outcomes Track**
- Enhancing R.N./M.D. Collaboration Through Simulation Training
  Eric J. Dozois, M.D.
  Pamela M. Maxson, R.N., C.N.S.

- Nursing Bedside Handoff: Evaluating a Practice Change
  Stephanie J. Kuchera, R.N.
  Nicole L. Schneider, R.N.

- Primary Hip & Knee Arthroplasty: A Consistent Team Approach
  Mark W. Pagnano, M.D.

- All Patients, All the Time – VTE-P
  Jenna K. Lovely, R.Ph.

- Microbiologic Swabs: A New Tool for Hand Hygiene
  Anantha (Andy) Kollengode, Ph.D.

- Eliminating Central Line Infections in the PICU
  Edward G. Seferian, M.D.

**Safety/Human Factors Track**
- Safety Evolution in Anesthesiology
  Thomas N. Spackman, M.D.

- Establishing, Examining & Enhancing Non-Technical Skills in the Operating Theatre
  Sarah A. Parker, M.A.

**Service Track**
- Teamwork is REAL: An Overview
  G. Richard Locke, III, M.D.

- Provider-Patient Communications Program: 1000 Providers Strong
  J. Alan Fleischmann, M.D.

- Optimizing Prenatal Care Delivery in Low-Risk Obstetrics Patients
  Travis C. Paul
  Mary M. Murry, C.N.M., R.N.

- Transparency: Through Their Eyes
  Luanne M. Lentz

**Patient-Family Centered Care**
  David L. Hayes, M.D.
  Farris K. Timimi, M.D.
  Robert O. Bender
  Jennifer Fischer
  Mark Lamkin
  Ann Gosack

10:30 – 10:45 a.m.  Refreshment Break
Wednesday, September 30, 2009

10:45 a.m. – Choose One:

Patient Outcomes Track

Improving Compliance with Isolation Precautions
Debra K. Apenhorst, R.N.

Transition from Intravenous to Subcutaneous Insulin in Cardiovascular Surgery Patients
Sarah A. Reiland, R.N., C.N.P.

Impact on Door-to-Balloon Time: Integrating Pre-Hospital ECG’s into Systems of Care
Mary C. (Chris) Bjerke

Austin Medical Center Lab Gets LEAN to Increase Productivity
Justin A. Sherman

Safety/Human Factors Track

Using Simulation to Make a Complex Team Task Safer
Harold M. Burkhardt, M.D.
James J. Lynch, M.D.

Service Track

Team Steps: Implementation in Emergency Medicine
Nicola E. Schiebel, M.D.

Mayo Clinic Service Collaborative: Collaborating to Excel
Kimberly K. Illg
Patricia (Tricia) A. Dahl

Teamwork Training for Leaders: Train-the-Trainer Model
William J. Maples, M.D.

Patient-Family Centered Care

Patient & Family Advisory Councils (PFAC): Building the Choir – How to Begin & Sustain a PFAC
G. Richard Locke, III, M.D.
Lorraine D. Uthke
Shalini Prabhakar
Farris K. Timimi, M.D.
Lori Kirkland
Gary Harmon
Guy Havelick

12:00 – 1:00 p.m. Storyboard Session

Lunch
Heritage Hall
Kahler Grand Hotel, Subway Level
Wednesday, September 30, 2009

1:00 – 2:00 p.m. Choose One:

**Patient Outcomes Track**
Get the Results You Need and Outcomes Your Patients Deserve
Tonia M. Lauer
Molly B. Cain
Anantha (Andy) Kollengode, Ph.D., M.B.A.

**Safety/Human Factors Track**
Learning from Every Death
Jeanne M. Huddleston, M.D.

**Service Track**
Teamwork is REAL: Reflective Listening
Nickijo L. Hager and J. Alan Fleischmann, M.D.

Understanding and Implementing Patient Satisfaction: PRC
Laura L. (Laurie) Wilshusen

1:00 – 4:30 p.m. Team Building Through Relationship-Centered Skills
William J. Maples, M.D.

**Patient-Family Centered Care**

1:00 – 3:00 p.m. Patient & Family Advisory Councils (PFAC): The Power of Harmony.
What Is It & Why Have a PFAC?
David L. Hayes, M.D.
Farris K. Timimi, M.D.
Robert O. Bender
Jennifer Fischer
Mark Lamkin
Ann Gosack

**Patient Outcomes Track**
How to Stimulate Creativity to Improve Safety & Quality
James R. Deming, M.D. and Diane K. Olson

**Safety/Human Factors Track**
Crew Resource Management for Rapid Response & Emergency Response Teams
Francis X. Whalen, Jr., M.D.

**Service Track**
How to Stimulate Creativity to Improve Safety & Quality
James R. Deming, M.D. and Diane K. Olson

Teamwork is REAL: PEARLS
Nickijo L. Hager and J. Alan Fleischmann, M.D.

Understanding & Implementing Patient Satisfaction: Press-Ganey
Maureen H. O’Brien Pott

3:00 – 3:15 p.m. Refreshment Break
Wednesday, September 30, 2009

3:15 – 4:30 p.m.  Choose One:

**Patient Outcomes Track**  
IHI Open School  
Frank Frederico  
Perry S. Bechtle, D.O.

**Safety/Human Factors Track**  
The Curious Case of Mrs. Q: Putting Safety into a Practical Curriculum  
James S. (Jamie) Newman, M.D.  
Torrey A. Laack, M.D.

**Service Track**  
Teamwork is REAL: SBAR & I Need a Little Clarity  
Nickijo L. Hager  
J. Alan Fleischmann, M.D.

**Patient-Family Centered Care**  
Patient & Family Advisory Councils (PFAC): Building the Choir – How to Begin & Sustain a PFAC  
Dawn L. Francis, M.D.  
G. Richard Locke, III, M.D.  
Shalini Prabhakar  
Farris K. Timimi, M.D.  
Lori Kirkland  
Gary Harmon  
Guy Havelick

4:30 p.m.  Adjourn
Mayo Clinic
Conference on Quality, Safety & Service
September 29 – 30, 2009
Mayo Clinic, Rochester, MN

Mail Form and Payment To:
Mayo School of Continuous Professional Development
Plummer 2-60
200 First Street SW
Rochester, MN 55905

Phone or Fax Application to:
Telephone: 800-323-2688
Or: 507-284-2509
Fax: 507-284-0532
E-mail: cme@mayo.edu
Website: www.mayo.edu/cme

On-line Registration: www.mayo.edu/cme/qualityconference

(Please print or type all information. You may duplicate this form for multiple registrations.)

Name______________________________________________________________________________

Degree □ MD □ PhD □ DO □ PA □ NP □ Other___________________________

Institution _________________________________________________________________________

Medical Specialty____________________________________________________________________

E-mail Address_____________________________________________________________________
(Note: email is the Mayo School of CME’s primary form of correspondence.)

Which is your preferred mailing address: □ Work/Business □ Home

Address____________________________________________________________________________

City___________________________________________________State/PV_____________________

ZIP/Postal Code__________________________ Country___________________________________

Home Telephone (______)__________________ Business Telephone (______)_________________

☐ Please check if you have special accommodation or dietary needs and indicate specific need(s):

__________________________________________________________________________________

REGISTRATION FEE
Physicians/Scientists $399 $________________
Residents, PA’s, NP’s, RN’s, Allied Health Staff $299 $________________
Partner Rate - Members of ASQ, MCQ or RAQC $199 $________________
Mayo Clinic employees may attend at no charge

Total Payment Enclosed: $________________

PAYMENT METHOD* (US funds only *Wire transfers will be assessed a $25 USD fee.)
☐ Check (payable to Mayo Clinic)
☐ Credit Card: ☐ Visa ☐ MasterCard ☐ Discover

Card Number ___________________________ Expires Mo/Yr

Signature _____________________________ Date ____________

2009R551
Mayo Clinic Conference on Quality, Safety and Service

A focus on Human Factors and Medical Error

September 29 – 30, 2009
Phillips Hall, Siebens Medical Education Building
Rochester, Minnesota

Register Online!
www.mayo.edu/cme/qualityconference