



# People and Partnerships: Bridging the Gap for Patient Safety

The Northland Inn, Brooklyn Center • 7025 Northland Drive • [www.northlandinn.com](http://www.northlandinn.com)

## Pre-conference sessions Wednesday, Nov. 3, 2010

### Session One (8 to 11:30 a.m.)

#### Patient Safety 101

##### Description

This pre-conference is designed to orient clinicians and leaders to the field of patient safety. Topics will include the epidemiology of harm, definitions, measures, human factors, and the design of safe systems. Note: this course may be taken independently from Patient Safety 102.

##### Objectives

As a result of attending this education activity, the participant will be able to:

- Explain the differences between adverse event, error and harm.
- Describe the impact of system design and human factors on safe patient outcomes.
- Describe the similarities and differences between patient safety and clinical quality.
- Explain the advantages and disadvantages of event reporting and other metrics of patient safety.

##### Target Audience

Physicians, nurses, pharmacists, quality/safety directors/managers, risk managers, human resource managers, management and senior administration new to the field of patient safety as well as those desiring a refresher course.

##### Topics Include

- First Do No Harm (Part 1)
- Epidemiology and Human Factors
- First Do No Harm: Taking Action
- Design of Safe Systems

##### Presenters

Steve Meisel, Fairview Health Services and the MN Society for Health System Pharmacists; Catherine Hinz, Patient Safety Lead, HealthEast Care System Midway Campus.

### Session Two (1 to 4:30 p.m.)

#### Patient Safety 102

##### Description

This pre-conference is designed to orient clinicians and leaders to the leadership and cultural elements of a successful patient safety program. Topics will include culture aspects of patient safety in health care systems, Just Culture, patient engagement, health literacy, and the role of leadership. Note: this course may be taken independently from Patient Safety 101.

##### Objectives

As a result of attending this education activity, the participant will be able to:

- Describe and discuss the differences between human error, at-risk behavior, and reckless conduct and the appropriate response to each.
- Define the concepts of a "Just Culture" and how they can be applied to an organizational approach for patient safety.
- Discuss how to effectively engage patients in the quest for safe patient outcomes.
- List the characteristics of effective leadership for patient safety.
- Describe and apply the principles of health literacy to improve the overall safety of care for patients.

##### Target Audience

Physicians, nurses, pharmacists, quality/safety directors/managers, risk managers, human resource managers, management and senior administration new to the field of patient safety as well as those desiring a refresher course.

##### Topics Include

- First Do No Harm (Part 2)
- Culture of Safety and "Just Culture"
- Patient Engagement and Health Literacy
- Sue Sheridan's story

##### Presenters

Steve Meisel, Fairview Health Services and the Minnesota Society for Health System Pharmacists; Sharon Schneller, Senior Director of Clinical Quality, University of Minnesota Physicians.

### Session 3 (8 to 11:30 a.m.)

## Making Your Organization More Health Literate Using the ARHQ Universal Precautions Toolkit

### Description

Limited health literacy affects over one third of patients, making them less safe and interfering with their ability to take care of their health. But health literacy is more than just a deficit of certain individuals. A recent national literacy survey found only 12% of adults to be proficient at accessing and using health information and services. If only about 1 in 10 people can use health systems proficiently, then health literacy is clearly a systemic problem, and not just an individual problem.

The Health Literacy Universal Precautions Toolkit produced by the Agency for Healthcare Research and Quality contains practical tools and resources for making organizations more health literate. During this interactive, hands-on workshop, the Minnesota Health Literacy Partnership will show you how to use these tools and resources in your organization. You'll learn how to assess the health literacy of your organization and implement concrete strategies for improving communications and empowering patients to manage their own care.

### Objectives

- Understand what health literacy is and the importance of using universal precautions.
- Learn how to assess the health literacy of your organization and implement systemic change.
- Learn how to use tools to improve spoken and written communications with patients.

### Target Audience

Anyone interested in health literacy and patient-centered communications, including non-clinical staff. May be of particular interest to those dealing with issues of shared decision making, participatory medicine, patient empowerment, patient engagement and quality improvement.

### Topics Include

- An Overview of Health Literacy and the Rationale for Universal Precautions
- Tools to Improve Spoken Communication)
- Tools to Improve Written Communication
- Tools to Improve Patient Self-Management and Empowerment
- Tools for Making a Difference in Your Organization

### Presenters

Alisha Ellwood, Project Manager, Health Care Improvement, Blue Cross and Blue Shield of Minnesota and Chair of the Minnesota Health Literacy Partnership; Lane Stiles, Director, Fairview Press, Fairview Health Services, and Vice Chair of the Minnesota Health Literacy Partnership; Faith Dohmen, Staff and Patient Education Coordinator, Hennepin Faculty Associates; Mary Beth Dahl, Program Manager, Stratis Health.

### Session 4 (1 to 4:30 p.m.)

## Embedding a Just Culture to Create a Safer Organization: Tools, Tips, and Techniques

### Description

This pre-conference is designed to help health care organizations move beyond the Just Culture introductory concepts by providing participants practical next steps for embedding a more just and fair culture in their organizations.

### Objectives

- Understand key steps and techniques to implement and sustain a Just Culture in an organization.
- Identify potential barriers and key challenges to sustaining a Just Culture and identify strategies to address them.
- Develop practical steps to embed a Just Culture model within your organization.

### Prerequisite

Participants will have attended a previous Minnesota Just Culture training session, viewed David Marx's introductory video (video can be ordered for \$25 at [www.justculture.org](http://www.justculture.org), click on store), or completed online Just Culture for Managers training (training available for \$59 at [www.justculture.org](http://www.justculture.org)). Participants should also be familiar with the MAPS Just Culture tool kit at [www.mnpatientsafety.org](http://www.mnpatientsafety.org). Presenters will assume participants have an understanding of Just Culture concepts and the Just Culture Algorithm.

### Target Audience

Teams of individuals from organizations interested in implementing a Just Culture including, but not limited to: quality/safety directors/managers, risk managers, human resource managers, management and senior administration, physicians, nurses, pharmacists, labor leaders.

### Agenda

- The Just Culture Algorithm — Using the Tool to Evaluate Health Care Events and Scenarios
- The Journey to Embed a Just Culture
- We've Trained Our Managers, Now What? Key implementations steps:
  - Aligning organizational policies with a Just Culture
  - Physician recruitment and training
  - Strengthening event investigation
  - Better coaching and mentoring
  - Training staff and the commitment to them
- Putting it Into Practice: Success and Challenges to Implement a Just Culture
- Expert panel discussion

### Presenters

Marie Dotseth, Consultant, Dotseth Health Consulting; Dr. Loie Lenarz, Chief Clinical Officer, Fairview Health Services; Ellen Ryan, Quality Director, Kanabec Hospital; Chris Kimbler, Kanabec Hospital, Chief Operating Officer.

**Registration information will be available at [www.mnpatientsafety.org](http://www.mnpatientsafety.org) in early September.**