Summary of the 2015 HQI Conference and 2016 Opportunity Prospectus

Sacramento, CA
November 11-13, 2015
Introduction

The 2015 Hospital Quality Institute Conference, *Respect Reliability Resilience*, offered members meaningful sessions to support improved levels of performance through a culture of respect and professionalism. Strategies and take home tools were presented for achieving reliable care and delivering value to each patient, each time and in each community. The content, interactive learning and networking opportunities were highly valued by attendees.

2015 Conference Highlights

Attendees joined the call to action to achieve zero defects and perform with high reliability. They engaged in innovative thinking and actionable strategies. Nationally recognized experts shared their experience of best practices and tested solutions. Speakers inspired and engaged attendees in a learning community.

*Respect Reliability Resilience* began with a sold out pre-conference on Wednesday, November 11, 2015. Two sessions were offered at the pre-conference. *Creating the Culture of Safety: Respect, Reliability and Resilience* was presented by Michael Leonard, MD, Managing Partner and Allan Frankel, MD, Chief Medical Officer, Safe and Reliable Healthcare, with William Choctaw, MD JD, Chief Medical Officer/Chief Information Officer, Citrus Valley Health Partners. In evaluations, attendees commented on the “importance of provider safety and just culture” and that the “front line presentation was refreshing.” In *Managing Behavior that Undermines a Safety Culture*, facilitated by William Cooper, MD MPH, attendee evaluations included, “I will definitely be taking his model for levels of physician feedback back to my hospital” and “Excellent session. I learned a lot about ‘how’ to conduct difficult conversations.”

Over 470 individuals gathered in Sacramento for the 2015 Conference - with 24 sponsors providing support, 19 poster presentations selected for improvement value and replicability potential - which covered a wide range of topics from improving stroke care and sepsis management to instituting patient and family centered care.

The conference was opened by Julie Morath, RN MS, with a call to aim for zero defect in healthcare. Joe Kiani, Founder and Chairman of Masimo Foundation for Ethics, Innovation, and Competition in Healthcare and Founder of the Patient Safety Movement Foundation, inspired attendees to commit to compassionate, effective care with zero harm. Keynotes included *The Changing Landscape of Patient Safety*, Tejal Gandhi, MD MPH, President and CEO, National Patient Safety Foundation and the Lucian Leape Institute. *Respect, Reliability and Resilience — Building and Sustaining a Learning Organization*, presented by Gary Kaplan, MD, Chairman and CEO, Virginia Mason Health System. “Great presentation – thank you for challenging me to be rigorously accountable and create a sense of urgency” and “Excellent role model on engaged leadership” were examples of attendee comments.

Joe Kiani inspired and challenged attendees to commit to zero preventable deaths by 2020.
Breakout sessions included a World Café: Advancing Patient and Family Engagement in California facilitated by Jane Taylor, EdD, Improvement Advisor and Learning Designer, Institute for Healthcare Improvement, and Boris Kalanj, MSW, Director of Cultural Care and Experience, Hospital Quality Institute. Sixty-two hospital champions and patient advisors gathered in a dynamic session on collaboration. In the words of the attendees, “I found the group interaction and learning inspirational. I feel proud of the work my organization is doing and empowered to push forward.” Six other sessions offered topics including, Improving Perinatal Care in California, Optimizing Sepsis Care: New Evidence and Measures, Data Sanity and the Business Case for Improvement, and Simple Changes to Improve Event Response, Causal Analysis and Risk Mitigation.

The conference closed with keynotes from Robert M. Wachter, MD, Professor and Associate Chairman of the Department of Medicine, University of California, San Francisco, and named #1 Most Influential Physician in Healthcare by Modern Healthcare, who discussed The Digital Doctor: Hope, Hype and Harm at the Dawn of Medicine’s Computer Age, Thornton Kirby, FACHE, spoke on Harnessing the Power of Zero, and Rishi Manchanda, MD MPH, President and Founder, HealthBegins presented Upstream of Respect and Reliability in Care. Reflecting on Thornton Kirby, one attendee commented, “I know it is possible and now have steps to make it happen.” Another commented, “Dr. Manchanda was excellent. What a provocative way to end the day. Really got me thinking outside the box.”
2015 HQI Conference by the Numbers

What our members say about the HQI Conference.

“I appreciated that the information provided was applicable to any hospital: large or small, independent or part of a system.”

“This conference inspired me to keep fighting for zero harm to patients and staff.”

“This was one of the best conferences, from a content perspective, that I have been to in years.”

“Zero! You don’t have to be a champion, but you can’t be a barrier.”

“This conference was worth my time

- Strongly Agree 76%
- Agree 21%
- Neutral 2.5%
- Disagree .5%

Demographics of Attendees

Attendees by Title

- Administrator 20%
- Director 22%
- Manager 21%
- Quality Professional 23%
- Physician 10%
- Academic 2%
- Student 1%
- Patient Family Advisor 1%

Attendees by Organization Type

- Hospital 71%
- Sponsor 11%
- Improvement Group 9%
- University 1%

Attendees by Region

- Hospital Association of Southern California 18%
- Hospital Council of Northern & Central California 68%
- Hospital Association of San Diego & Imperial Counties 6%
Join your healthcare colleagues at the 2016 Hospital Quality Institute Conference, building on the themes of Respect, Reliability, and Resilience.

Speakers include:

Mark R. Chassin, MD, FACP, MPP, MPH – President and CEO of The Joint Commission, provides a broad view of performance as healthcare advances from quality and safety to the next step of high reliability.

C. Duane Dauner – President and CEO of the California Hospital Association, discusses transforming for the future and the role of hospital leadership in creating environments of excellence.

Paul DePodesta – Chief Strategy Officer for the Cleveland Browns, LLC, is a Harvard graduate in economics. After leading a data revolution in Major League Baseball, Paul DePodesta has joined the faculty of the Scripps Translational Science Institute (STSI) where he applies his skills and insight to the emerging field of digital medicine.

Amy Edmondson, PhD – Novartis Professor of Leadership and Management at the Harvard Business School, is widely known for her work to create learning, collaboration, and performance in teams and organizations. She discusses learning from failure to create innovation and resilience.

Allan Frankel, MD – CMO for Safe and Reliable Healthcare, applies his clinical experience as an anesthesiologist and his knowledge of patient safety and reliability science to help health care organizations and clinicians deliver safe and reliable care.

Scott Griffith, MS – Founding Partner and Principal Collaborator of SG Collaborative Solutions, LLC, brings world-class collaborative skills and practices from his work with high-consequence industries to guide hospitals in organizing to achieve reliability.

David Mayer, MD – Vice President of Quality and Safety at MedStar Health, speaks on engaging patients and families to improve the quality and safety of the patient’s care.

Ian Morrison – an internationally known author, consultant, and futurist specializing in long-term forecasting and planning with particular emphasis on health care and the changing business environment.

Johan Otter, DPT – Senior Director Occupational Health and Wellness at Scripps Health, shares his first-hand knowledge of the importance of physical endurance and mental toughness to survive a grizzly bear attack, and the applications to individual and organizational resilience. He is an expert in workforce health and safety, a precondition to patient safety.

The Music Paradigm – Maestro Roger Neirenberg, a veteran orchestra conductor and creator of The Music Paradigm, uses a symphony orchestra to reveal concepts and techniques that will help improve your organization’s speed, agility and resilience.

Visit www.hqinstitute.org/hqi2016 to learn more.