

respect reliability resilience

Highlights from 2015 Hospital Quality Institute Conference

California's Preeminent Quality
and Patient Safety Conference

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."



William Cooper, MD MPH, Professor of Pediatrics and Health Policy, Vanderbilt University School of Medicine, **Managing Behavior that Undermines a Safety Culture**



Attendees took advantage of networking with sponsors and with each other.

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.



Nineteen poster presentations highlighted achievements in quality and patient safety.

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



HQI President and CEO, Julie Morath, opened the 2015 Conference with a Call to Action.

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.



Four national leading experts were interviewed by **Kevin Riggs**, *Emmy award winning reporter and broadcaster*, and considered the question: “What is the state of patient safety - 15 years after the IOM Report, *To Do No Harm?*” **Tejal Gandhi, MD MPH**, **Gary Kaplan, MD**, **Thornton Kirby, FACHE**, *President and CEO, South Carolina Hospital Association*, and **C. Duane Dauner**, *President and CEO, California Hospital Association* were engaged in a **Meet the Press** simulation.

Meet the Press was a favorite among the members who “loved this approach” and thought it was “very engaging.”

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 World Café was the most useful learning experience and enabled networking.”

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



Dr. Bob Wachter gave a “great presentation on how computerization triangles the health care landscape ... increases risk for errors and [ignores] built in alerts.”

#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.”



Thornton Kirby, FACHE, spoke on **Harnessing the Power of Zero**



Allan Frankel, MD, led **Creating the Culture of Safety: Respect, Reliability and Resilience**



Attendees engaging in Q & A with keynote speakers.



Networking and collaborating was the heartbeat of the conference.

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.”

“From a healthcare improvement perspective, this conference is essential for harnessing the power of possible.”

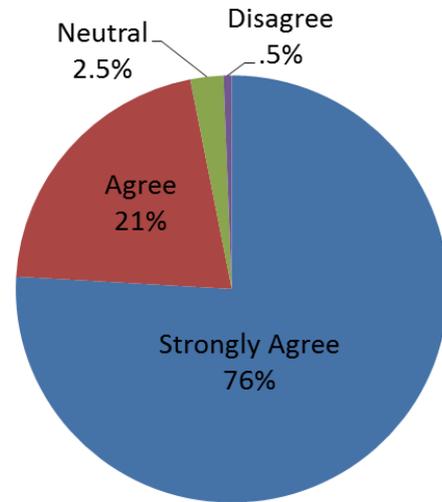
“This was one of the best conferences, from a content perspective, that I have been to in years.”

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

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

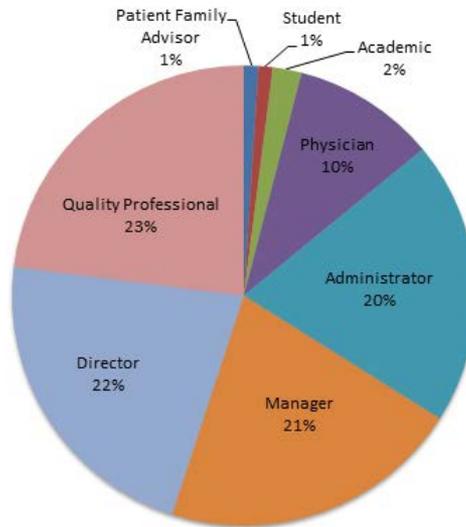
“Another amazing conference! The caliber of the speakers with the relevance of the topics combined to make a very worthwhile 3 days.”

This conference was worth my time

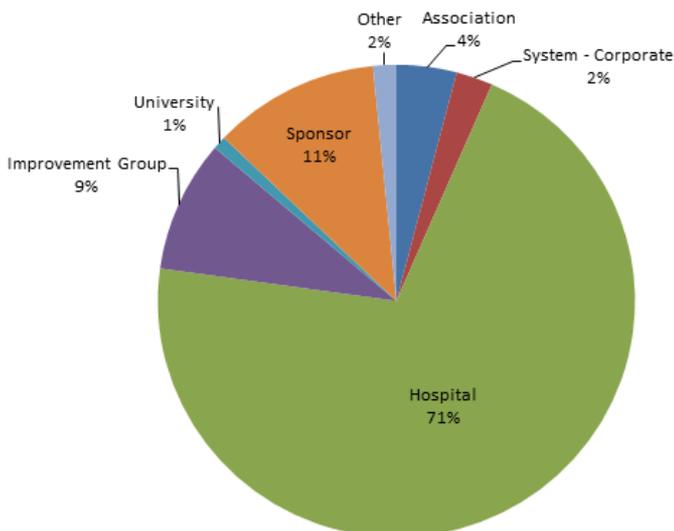


Demographics of Attendees

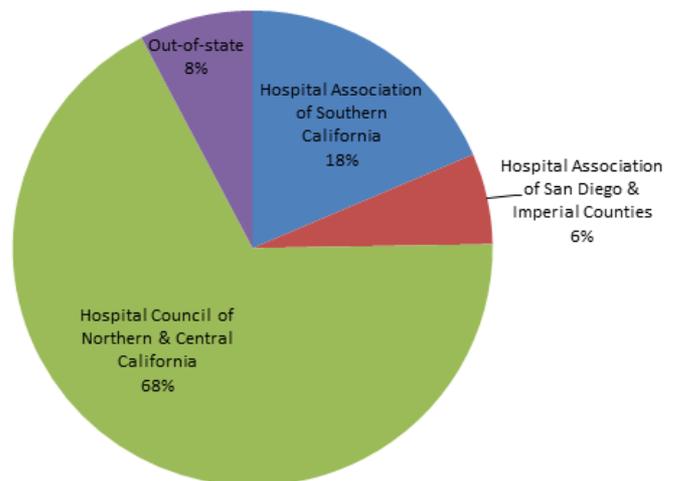
Attendees by Title



Attendees by Organization Type



Attendees by Region



Mark Your Calendar for San Diego

2016 Hospital Quality Institute Conference

November 2-4, 2016

Hilton San Diego Resort and Spa

**Join your healthcare colleagues at the
2016 Hospital Quality Institute Conference,
building on the themes of Respect, Reliability, and Resilience.**

Confirmed and invited 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.

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.

Daniel L. Gross, DNSc, RN – Executive Vice President at Sharp HealthCare, and the Sharp HRO leadership team share their blueprint and lessons learned on the journey to performing as a High Reliability Organization.

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.

Atul Gawande, MD, MPH (Invited) – Surgeon, writer, and public health researcher, presents a compassionate view of palliative and end-of-life care and aging in America.

Kenneth Sands, MD, MPH (Invited) – Chief Quality Officer at Beth Israel Deaconess Medical Center, is engaged in a multi-site initiative to humanize intensive care, focusing on dignity and respect for people.

Plus, additional sessions on: pediatric safety and quality, use of big data and advanced analytics, physician leadership, lessons learned from the CHPSO database and more.

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



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A collaboration of California Hospital Association, Hospital Council of Northern and Central California, Hospital Association of Southern California and Hospital Association of San Diego and Imperial Counties