



Iowa Association for Healthcare Quality

**“Quality – Looking Toward
the Future”**

**EDUCATIONAL CONFERENCE
APRIL 6 AND 7, 2010**

Hilton Garden Inn
8600 Northpark Drive
Johnston, Iowa
515-270-8890

**HUMAN RELIABILITY: QUALITY’S INTEREST IN
PATIENT SAFETY CULTURE**

Craig Clapper, Healthcare Performance Improvement

**WHY QUALITY-FOCUSED TEAMS RESIST QUALITY
IMPROVEMENT**

F.R. “Fritz” Nordengren, Des Moines University

**COMMONLY CITED DEFICIENCIES IN IOWA
HOSPITALS**

Nancy M. Ruzicka, Iowa Health System

PHYSICIAN ENGAGEMENT

Dr. Tom Evans, Iowa Healthcare Collaborative

LEAN APPLICATION IN HEALTHCARE

Dean Bliss, Iowa Health System

LEARNING OBJECTIVE:

**Human Reliability: Quality’s Interest in Patient
Safety Culture**

Many healthcare systems are using clinical bundles comprising evidenced-based best practices to improve quality outcomes. While the clinical bundles are often identical, the quality outcomes can still vary widely. There must be a difference in how the clinical bundles are applied. This program will explore how Patient Safety Culture, essentially a reliability bundle for people, acts as a performance accelerator and makes the outcomes associated with clinical bundles better. This program will also show how several healthcare systems are using these people bundles for human reliability to improve quality outcomes AND reduce serious events of patient harm by 48-91% in two years. Mr. Clapper will help participants:

- Describe, using Reason’s Swiss Cheese Effect, how human error and latent system weaknesses combine to cause loss events in health care, and using Cook and Wood’s Sharp-End Model, how culture can shape behavior and prevent human error that contributes to loss events.
- Describe examples for each of, the five behavior-shaping factors of reliable systems: structure, protocol, culture, process, and intuitive environment.
- Identify behaviors, and describe the use of each behavior, for each of the three human error types in the Generic Error Modeling System (GEMS).

**Why Quality-Focused Teams Resist Quality
Improvement**

Leaders who seek to implement quality improvement projects often are frustrated by the conflicts which often develop. This presentation helps leaders identify and understand the natural conflicts between “quality” and “quality improvement” and lays a ground work for working with teams. This presentation will help participants:

- Explain the fundamentals of Myers Briggs Type Indicator and how it relates to communication preferences & change
- Identify two natural conflicts of quality & quality improvement
- Share the key skills that empower leaders to leverage MBTI and communication skills in change and quality improvement

Commonly Cited Deficiencies in Iowa Hospitals

This presentation will focus on the top deficiencies cited by the Iowa Department of Inspection and Appeals in both general acute hospital and the critical access hospitals.

Ms. Ruzicka will assist participants:

- Describe common deficiencies in general acute hospitals and the reason for the citations.
- Describe deficiencies in critical access hospitals and the reason for the citations.

Physician Engagement

- Explain how quality measures assist and prevent physician engagement.
- Describe what quality managers can do to communicate more effectively with physicians.
- Discuss how transparency of clinical data can assist quality improvement projects.

Lean Application in Healthcare

Lean Improvement, which is derived from the Toyota Production System, has shown promising success in healthcare settings. We will discuss the philosophy of Lean, the tools that are available, and how leadership changes in an organization which practices continuous improvement. Mr. Bliss will help participants:

- Identify the origins and structure of Lean Improvement.
- List of available Lean tools.
- Discuss how leadership is different in a Lean organization.

PARTICIPANTS:

This workshop is for Professionals in:

- Quality Management/Performance Improvement
- Utilization Management
- Case Management/Discharge Planners
- Risk Management
- Nurse Executives
- Senior Care Facility Administrators/Leaders
- Safety Officers
- Compliance Officers
- Registered Nurses
- CEO and CFO
- Senior Leadership

CREDIT:

CPHQ: This activity has been submitted to the National Association of Health Care Quality for CPHQ CE credit. Full attendance is required for CEU credit.

Nursing: Hours have been applied for through Genesis Medical Center. April 6, 7.5 contact hours and/or April 7, 4.2 contact hours will be awarded by Iowa Board of Nursing Provider #59, Genesis Medical Center in Davenport, Iowa.

Other CEU: Other Health Professional may be eligible for up to 7.8 hours on April 6 and/or 4.2 hours on April 7. A certificate of attendance will be provided for other CEU submissions.

LODGING:

A block of rooms have been reserved at the Hilton Garden Inn in Johnston. A special group rate \$99 is available for reservations made prior to March 16, 2010. Make your reservations directly with The Hilton Garden Inn by calling 515-270-8890 and requesting the IAHQ block.

REGISTRATION FORM:

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone Work: _____

E-mail: _____

Facility Name/Address: _____

District: _____ CPHQ #: _____

Nursing License #: _____

REGISTRATION FEES:**Members:**

Full Conference: \$150

Non Members:

Full Conference: \$190

Register for Full Conference and join IAHQ:
\$220*Onsite Registration will be accepted as space permits.***Payable to Iowa Association for Healthcare Quality (IAHQ)****Send registration with check by April 1, 2010, to:****Pella Regional Health Center
Attn. Sarah Cottington
404 Jefferson
Pella, IA 50219****REFUNDS:**

Cancellations received more than 5 days prior to the opening of the program will be refunded, less a \$15 handling fee.

Cancellations received less than 5 days of the opening of the program will not be refunded; however, the facility may substitute an attendee. To cancel, send an e-mail message to Sarah Cottington at scottington@pellahealth.org.**PROGRAM AGENDA:****Tuesday, April 6, 2010**

7:45 – 8:15 Registration & Continental Breakfast
 8:15 – 8:30 Welcome and Introductions
 8:30 – 10:00 Human Reliability: Quality's Interest in Patient Safety Culture
 10:00 – 10:15 **BREAK**
 10:15 – 11:45 Why Quality-Focused Team Resist Quality Improvement
 11:45 – 1:15 **LUNCH & BUSINESS MEETING**
 1:15 – 2:45 Commonly Cited Deficiencies in Iowa Hospitals
 2:45 – 3:00 **BREAK**
 3:00 – 4:30 Physician Engagement
 4:30 – 4:45 Wrap up and Evaluations

Wednesday, April 7, 2010

7:00 – 8:00 **FULL BREAKFAST**
 8:00 – 8:15 Welcome and Introductions
 8:15 – 9:45 Lean Application in Healthcare
 9:45 – 10:00 **BREAK**
 10:00 – 11:45 Lean Application in Healthcare (cont)
 11:45 – 12:00 Wrap up and Evaluations

OUR SPEAKERS:**Craig Clapper, PE, CMQ/OE**

Craig Clapper is a founding partner and the Chief Operating Officer of Healthcare Performance Improvement (HPI). HPI is a consulting firm that specializes in improving human performance in complex systems using evidence-based methods derived from high-risk industries. Craig has 25 years experience improving reliability in nuclear power, transportation, manufacturing, and healthcare. He specializes in cause analysis, reliability improvement, and safety culture improvements. He now is the lead consultant on several safety culture engagements for healthcare systems. Prior to forming HPI, Craig was the Chief Operating Officer of Performance Improvement International, Craig holds BS in Nuclear Engineering, Iowa State University, Professional Engineer (PE) licensure in Mechanical Engineering, State of Arizona and Certified Manager of Quality and Organizational Excellence (CMQ/OE), American Society for Quality (ASQ).

Dean Bliss

Dean Bliss is a Lean Improvement Specialist for the Iowa Health System (IHS) in Cedar Rapids, Iowa. Dean is a member of the team responsible for leading the Lean management process for the system and affiliated organizations. He is an original member

of the Iowa Healthcare Collaborative Lean workgroup, which has conducted statewide Lean healthcare conferences and Lean learning opportunities since 2005. Dean joined IHS in May, 2005, after a 25-year career at Rockwell Collins. In addition to his Lean knowledge, Dean gained experience at Rockwell Collins in areas including Finance, Human Resources, Information Technology, and Facilities management. Dean has a BS degree in Business Administration from Iowa State University. He has spoken at numerous Lean conferences and seminars throughout the country.

Tom Evans, MD

Tom Evans, M.D. is the President and CEO of the Iowa Healthcare Collaborative (IHC). Dr. Evans received both BA and MA degrees from Drake University. He received his MD degree from the University of Iowa in 1983 and completed his Family Medicine residency at Broadlawns Medical Center in 1986. He practiced family medicine for 13 years, and served as Chief Medical Officer for the Iowa Health System from 1999 to 2005. He has served as President of both the Iowa Medical Society and the Iowa Academy of Family Physicians. He has also served on the board for the National Patient Safety Foundation, and on the delegations for both the American Medical Association and the American Academy of Family Physicians. Dr. Evans currently serves as a faculty member with the Institute for Healthcare Improvement, Des Moines University, and the University of Iowa College of Public Health.

Fritz Nordengren, MHA

Fritz Nordengren's professional role is Education Technology Strategist for Des Moines University in the College of Health Sciences. He supervised the Graduate Capstone for all students in the Graduate programs for Health Care Administration. He is a seasoned communications expert and creative problem solver. As an Internet consultant and multimedia producer living in Des Moines, Iowa, his work is a four time winner of USA Today's "Hot Site of the Day" award. He has twice been named one of the "Top 100 Producers" by AV Video/Multimedia Producer magazine, in 1998 and 2000. (The magazine is now named Studio Monthly)

Nancy M. Ruzicka, BS, RPh, MBA

Nancy Ruzicka has more than 25 years experience in the field of healthcare regulations. Currently she is the Director of Regulatory Compliance for the Iowa Health system and works with both general acute hospitals and critical access hospitals. Prior to her work with Iowa Health System, she worked in the Iowa Department of Inspection and Appeals for over 20 years in the hospital licensing and Medicare certification of various providers and suppliers.

THERE MAY BE TEMPERATURE VARIATION IN THE ROOMS. PLEASE DRESS APPROPRIATELY.