



TOGETHER FOR SAFER CARE

IHI/NPSF  
**Patient Safety Congress**  
Free from Harm



May 23–25, 2018 • Boston, MA



Welcome

[ihi.org/Congress](http://ihi.org/Congress)

[#IHICongress](https://twitter.com/IHICongress)



# General Information

## The Learning & Simulation Center

Join us in the Learning & Simulation Center (Exhibit Hall C) for receptions, lunches, live simulations, the Innovation Theater, exhibits, posters, and prize drawings.

## Thank You to Our Supporters and Exhibitors

Check out the Supporter Guide on page 18 and the Exhibitor Guide on page 26.

## Videographers and Photographers

Please note that IHI will have videographers and photographers at the Congress. We may capture your image for use on the IHI website or in other IHI materials.

## Download the Mobile App

To get full details about the Patient Safety Congress, including presenter biographies, download our mobile app titled **CrowdCompass Attendee Hub**. The app is available on both Google Play and iTunes Store. Once you have downloaded the Attendee Hub app, search for **IHI/NPSF Congress 2018** under the events tab and download the event. Passcode: **2018boston**

## Internet Access

During Congress, connect to: **Mallinckrodt**  
password: **2018boston**

## Continuing Education

See page 32 to learn about earning CE and CME credits.

@TheIHI will be tweeting. Join us! Use #IHICongress.

*Program details are subject to change.*

# Welcome

It's been a remarkable two decades in the history of patient safety. *To Err Is Human* caught the public's attention and catalyzed a movement to make care safer. IHI's 100,000 and 5M Lives Campaigns brought thousands of hospitals together to pursue the shared goals of saving lives and eliminating harm. The National Patient Safety Foundation created this Congress, with a sole focus on advancing patient safety, and drew attention to the importance of partnering with patients. But the impact these inflection points have had is due to all of you. Your passion, your commitment, and your expertise have been driving improvements in safety throughout the world.

Yet, in recent years, it's become clear that the momentum you've helped create needs another push. This was in the minds of the leaders at NPSF when they made their call to action around patient safety as a crucial public health issue in 2017. And it was in our minds when we decided that IHI and NPSF joining forces would help create more momentum and progress than if we continued to work in parallel.

Together, and with all of you, we are now applying a total systems approach to safety. Together, we will galvanize the safety agenda, engage all levels of leadership in improvement, and build the skills needed at every level to create and maintain a true culture of safety.

That's why the IHI/NPSF Patient Safety Congress is so important. This week we'll learn together about how a total systems approach can help us solve key issues in patient safety such as safety culture, diagnostic error, safety in ambulatory settings, health IT optimization, and many more.

Thank you for being here with us this week. Your work continues to inspire all of us, and continues to prevent harm and save lives. Welcome to the Congress!



*Derek Feeley*

Derek Feeley  
President and CEO  
Institute for Healthcare Improvement



*Tejal K. Gandhi*

Tejal Gandhi, MD, MPH, CPPS  
Chief Clinical and Safety Officer  
Institute for Healthcare Improvement

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### Learning & Simulation Center Hours

#### Wednesday, May 23

Welcome Reception  
3:30 PM – 5:30 PM

#### Thursday, May 24

12:00 PM – 1:30 PM  
Networking Reception  
4:30 PM – 6:30 PM

#### Friday, May 25

7:00 AM – 8:30 AM

# Tuesday – Wednesday

Registration and all sessions take place in the Hynes Convention Center on Level 2.

Internet access courtesy of Mallinckrodt.  
Connect to **Mallinckrodt**  
Password **2018boston**

## Tuesday, May 22

3:00 PM – 6:00 PM

### Registration

PRE-FUNCTION HALL C

## Wednesday, May 23

7:00 AM – 6:00 PM

### Registration

PRE-FUNCTION HALL C

## FULL-DAY IMMERSION WORKSHOPS

8:00 AM – 3:15 PM

### IMMERSION WORKSHOP 1

**Certified Professionals in Patient Safety (CPPS) Review Course**

**ROOM 207**

**Maureen Frye, MSN, BC, CRNP, CPPS**, Director, Center for Patient Safety and Health Care Quality, Abington Memorial Hospital  
**Karen Garvey, BSN, MPA/HCA, CPPS, DFASRM**, Vice President, Safety and Clinical Risk Management, Parkland Health and Hospital System  
**John Hertig, PharmD, MS, CPPS**, Associate Director, Purdue University College of Pharmacy, Center for Medication Safety Advancement  
**Judy Milne, MSN, RN, CPPS**, Patient Safety Officer, Duke University Medical Center

This review course is being offered to experienced patient safety professionals who plan to take the CPPS examination. The course can help participants prepare for the exam by reviewing domain content areas and test-taking strategies.

8:00 AM – 3:00 PM

### IMMERSION WORKSHOP 2

**Leadership Day. Leading a Culture of Safety: A Blueprint for Success**

Supported by



**ROOM 210**

**Jeffrey Brady, MD, MPH**, Director, Center for Quality Improvement and Patient Safety

**Tim Ewing, PhD**, Vice President for Talent Management and Inclusion, Baystate Health

**Susan Lawson**, Member, Patient Safety Team; former President, Patient and Family Advisory Council; former member of Quality Council, Baystate Health

**Jack Lynch, FACHE**, President and CEO, Main Line Health

**Doug Salvador, MD, MPH**, Chief Quality Officer, Baystate Health

The Leadership Day immersion workshop is designed to equip current and aspiring health care executives with tools and approaches that will enable them to create, shape, and sustain effective cultures of safety within their organization. The elimination of harm to our patients and workforce must be both an essential priority of health care leaders and a moral and ethical obligation. Recognizing that navigating the complex world of health care presents daunting challenges, this interactive workshop will provide health care leaders with a framework designed to help overcome those obstacles. Through both lecture and hands-on learning, participants will be introduced to evidence-based resources and tools designed for assessing and fostering a culture of safety.

8:00 AM – 3:00 PM

### IMMERSION WORKSHOP 3

**Application of Human Factors and Systems Safety Principles: Thinking Differently about Patient Safety**

**ROOM 200**

**Natalie Abts**, Usability Services Senior Program Manager, National Center for Human Factors in Healthcare, MedStar Institute for Innovation, MedStar Health

**Natalie (Nat) Benda**, Senior Research Fellow, National Center for Human Factors in Healthcare, MedStar Institute for Innovation, MedStar Health; PhD Candidate, Industrial Systems Engineering, University at Buffalo

**Rollin (Terry) Fairbanks, MD, FACEP, CPPS**, Assistant Vice President, Ambulatory Quality and Safety, MedStar Health; Founding Director, National Center for Human Factors in Healthcare, MedStar Institute for Innovation, MedStar Health; Associate Professor of Emergency Medicine, Georgetown University

**Kathryn (Kate) Kellogg, MD, MPH**, Associate Medical Director and Director of Human Factors Safety Integration, National Center for Human Factors in Healthcare, MedStar Health; Assistant Professor of Emergency Medicine, Georgetown University

**Seth Krevat, MD, FACP**, Assistant Vice President, Safety, MedStar Health; Assistant Professor of Clinical Medicine, Georgetown University  
**Kristen Miller, DrPH, CPPS**, Senior Research Scientist, National Center for Human Factors in Healthcare, MedStar Health; Assistant Professor of Emergency Medicine, Georgetown University  
**Raj Ratwani, PhD**, Acting Director, National Center for Human Factors in Healthcare, MedStar Institute for Innovation; Assistant Professor of Emergency Medicine, Georgetown University

Despite considerable investment and some advances in patient safety, there are still hundreds of thousands of patients being harmed by medical error each year. A different way of thinking is required to “move the needle” on patient safety. Human factors and systems safety focus on redesigning work as opposed to redesigning the human who does the work. Incorporating a human factors and systems safety approach allows for the development and integration of knowledge, skills, and attitudes that facilitate successful performance at the front lines of care. At this workshop, health care leaders will learn how to apply human factors and systems safety concepts to understand true hazards in their organizations while fostering a culture of safety. The faculty includes human factors engineers, practicing clinicians, and health care safety leaders who have vast experience studying risk and implementing innovative change within health care organizations.

## 8:00 AM – 3:00 PM

### IMMERSION WORKSHOP 4

**The Next Frontier to Improve Diagnosis: The New Diagnostic Team**

**ROOM 208**

**Kelly Gleason, RN, BSN, PhD(c)** Doctoral Candidate and Co-Lead, Team Core, Armstrong Institute Center for Diagnostic Excellence, Johns Hopkins University  
**Mark Graber, MD, FACP**, Founder and President, Society to Improve Diagnosis in Medicine  
**Helen Haskell**, President, Mothers Against Medical Error  
**Rebecca Jones, MBA, BSN, RN, CPHRM, CPPS**, Director of Innovation and Strategic Partnerships, Pennsylvania Patient Safety Authority  
**Gordon Schiff, MD**, Associate Director, Brigham and Women's Center for Patient Safety Research and Practice  
**Dana Siegal, RN, CPHRM, CPPS**, Director, Patient Safety Services (interim); Assistant Vice President, CRICO Strategies  
**Margaret (Peggy) Zuckerman**, Patient Advocate

In a major departure from the classical approach, where the physician is solely responsible for diagnosis, there is a new, patient-centric vision emerging for the diagnostic process in which improving teamwork can improve diagnosis. The core team includes the patient, the physician, and the associated nursing staff, with each playing an active role in the process. The expanded diagnostic team includes pathologists, radiologists, allied health professionals, medical librarians, and others. In this workshop we will review

some of the roles that each of these team members will need to assume and suggest “first steps” that each team member can take to achieve this new dynamic. There will be presentations on three core areas of the team, followed by group and table discussions and communication exercises.

## 3:30 PM – 5:30 PM

### LEARNING & SIMULATION CENTER

Welcome Reception, Simulations, Exhibits, Posters, Innovation Theater

#### EXHIBIT HALL C

**Simulation Headquarters: Live Simulations**  
 (See page 24 for details)

**4:00 PM – 4:30 PM** Scenario 1. “We’re Not in Kansas Anymore”: A Premie Homecoming

**5:00 PM – 5:30 PM** Scenario 2. “You’ve Always Had the Power”: Empowering Peritoneal Dialysis Patients for Home Care

**Innovation Theater** (See page 23 for details)

**4:00 PM – 4:30 PM** Think Skin Deeper: The Impact of Skin on Patient Safety, *supported by 3M*

**5:00 PM – 5:30 PM** Co-designing a Culture of Safety, Resilience and Well-Being, *supported by Vocera Communications*

## 5:45 PM – 6:45 PM

### KEYNOTE ONE

**High Reliability as a Foundation for Leading Through Disasters**

#### VETERANS MEMORIAL AUDITORIUM

**Angela A. Shippy, MD, FACP, FHM**, Senior Vice President and Chief Quality Officer, Memorial Hermann Health System

Memorial Hermann, one of the largest not-for-profit health systems in Texas, used high reliability as its foundation when Hurricane Harvey struck the state last year. Over the past decade, the system had reached new heights in its quest to achieve high-reliability health care through collaboration of virtually every discipline in the organization. This high-reliability focus, more commonly associated with the nuclear, chemical, and aviation industries, led to a culture of safety, where safety is viewed as a shared responsibility and high-reliability behaviors are recognized and rewarded. When Hurricane Harvey struck, Memorial Hermann was able to weather the tragic situation with resilience and compassion.



# Thursday, May 24

7:00 AM – 6:00 PM

## Registration

PRE-FUNCTION HALL C

7:00 AM – 8:00 AM

## Continental Breakfast

PRE-FUNCTION HALL C

8:00 AM – 9:15 AM

## KEYNOTE TWO

**The Lucian Leape Institute  
Presents: Continuing to Move  
from Sensational to Systemic**

**VETERANS MEMORIAL AUDITORIUM**

**Gary S. Kaplan, MD, FACMPE**, Chair, IHI/NPSF Lucian Leape Institute; Chairman and CEO, Virginia Mason Health System

**David Michaels, PhD, MPH**, Professor, George Washington University, Milken Institute of Public Health; former United States Assistant Secretary of Labor for Occupational Safety and Health

**Elizabeth Mort, MD, MPH**, Senior Vice President of Quality and Safety, Chief Quality Officer, and Internist, Massachusetts General Hospital and Massachusetts General Physicians Organization; Faculty, Harvard Medical School

**Stephen E. Muething, MD**, Co-Director, James M. Anderson Center for Health Systems Excellence, Professor of Pediatrics, Michael and Suzette Fisher Family Chair for Safety, Cincinnati Children's Hospital Medical Center

Industries such as aviation, nuclear power, and electrical have standards of safety that should be the gold standard for all industries. So why is it that we accept things in health care that are absolutely unacceptable in these industries? This presentation will take a look at case studies of how these industries outside of health care have dramatically improved safety by reducing injuries to workers through a systematic approach.

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All keynote sessions take place in the  
**VETERANS MEMORIAL AUDITORIUM**

Breakout sessions are organized in theme tracks:

Track 1: Advancing Safety Science  
Session numbers ending in –1

**ROOM 200**

Supported by



Track 2: Patient Safety in the  
Ambulatory Setting  
Session numbers ending in –2

**ROOM 202**

Track 3: Culture of Safety in  
the Workplace  
Session numbers ending in –3

**ROOM 210**

Supported by



Track 4: Harnessing Technology  
to Improve Safety  
Session numbers ending in –4

**ROOM 203**

Supported by



Track 5: Medication Safety  
Across the Continuum  
Session numbers ending in –5

**ROOM 207**

Supported by



Track 6: Workforce Safety:  
A Prerequisite for Joy in Work  
Session numbers ending in –6

**ROOM 208**

Supported by  
vocera



9:45 AM – 10:45 AM

## A WORKSHOP SESSIONS

Track 1: Advancing Safety Science

**A1: Our Health Care Systems Are Expanding: What Could Go Wrong?**

**ROOM 200**

**Susan Haas, MD, MSc**, Co-Principal Investigator, Project on Patient Safety Risks of Health Systems Expansion, Ariadne Labs

**Janaka Lagoo, MD, MPH**, Surgical Safety Fellow, Project on Patient Safety Risks of Health Systems Expansion, Ariadne Labs

American health care institutions are in a period of substantial system expansion — mergers, acquisitions, and affiliations — that

are often justified as improving the safety and quality of care. However, there has been little analysis of potential risk of harm to patients from this activity. This session begins with an overview of what is known about the sources and approaches to the problem of patient safety risk from health care systems expansion. Attendees will then have an opportunity to evaluate whether and where their own health care systems carry the same (or other) risks.

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## Track 2: Patient Safety in the Ambulatory Setting

### A2: Engaging Families to Prevent Ambulatory Central Line–Associated Blood Stream Infections (CLABSIs)

#### ROOM 202

**Chris Wong, MD, MPH, CPPS**, Pediatric Oncology Physician Liaison to Patient Safety and Quality, Dana-Farber/Boston Children's Cancer and Blood Disorder Center

The shift of health care delivery away from inpatient settings and into the home includes the need for home caregivers to utilize central lines, which carries significant risk of serious CLABSIs. Using improvement science methods, we developed a family-centered central-line skill development program. More than 90 percent of families showed documented independence in central-line care in the home, sustained over 11 months. This session will teach families, nurses, physicians, and hospital leaders how to work together to develop and implement a learning curriculum that ensures safe central-line care in the home by caregivers not medically trained and implement a program that engages families, patients, and staff to reduce associated infections.

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## Track 3: Culture of Safety in the Workplace

### A3: The Role of Quality and Safety Coaches in Advancing a Culture of Safety at the Bedside

#### ROOM 210

**Melissa Hamlin, MSN, RN-BC, CPPS**, Patient Safety and Quality Manager, Children's Hospitals and Clinics of Minnesota

**Marcy McCracken, MBA, BSN, RN**, Patient Care Manager, Children's Hospitals and Clinics of Minnesota

This session will provide attendees with an understanding of how an embedded safety coach can promote best practice through observation and coaching at the bedside and can drive positive culture change by serving as a role model and champion of behaviors that decrease harm, promote speaking up, and increase satisfaction for patients, families, and care teammates. Attendees will learn about the development of the coach role from program proposal through implementation, how Quality Patient Safety (QPS) fellows promoted culture change through increasing staff comfort

and acceptance with being observed providing care, and the evolution of role from QPS fellow to QPS coach.

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## Track 4: Harnessing Technology to Improve Safety

### A4: Improving the Management of Referrals in EHRs

#### ROOM 203

**Hardeep Singh, MD, MPH**, Chief, Health Policy, Quality and Informatics Program, Houston Veterans Affairs Health Services Research Center for Innovations

**David Ting, MD**, Chief Medical Information Officer, Massachusetts General Physicians Organization

When a referral is ordered in an electronic health record (EHR), providers have difficulty tracking whether the consult was completed and the patient received appropriate treatment. The referral process is complex and prone to breakdowns, resulting in delayed diagnoses and other lapses in care. Using evidence and expert consensus, a group of national collaborators developed best practices for closing the loop on EHR-based referrals.

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## Track 5: Medication Safety Across the Continuum

### A5: Leveraging the Entire Health System for Improved Glycemic Control

#### ROOM 207

**Lynn Benz, RN, MPA**, Patient Education Services Director, Virginia Mason Medical Center

**Grace Lee, MD**, Section Head of Endocrinology, Virginia Mason Medical Center

This session will follow the journey of a health care system that identified opportunities for improvement in both the inpatient and ambulatory areas. Presenters will discuss how they tackled variability of insulin intensification and quality of care. Several tools and strategies will be shared on how to improve adherence to best practices.

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## Track 6: Workforce Safety: A Prerequisite for Joy in Work

### A6: Invisible Harm: Designing Equity and Joy Initiatives to Improve Workplace Health and Safety

#### ROOM 208

**Dorian Burks**, Project Manager, IHI

**Jennifer Lenoci-Edwards, RN, MPH, CPPS**, Executive Director, IHI

Preventing patient harm starts by creating an emotionally and relationally safe, conducive, and joyful environment for the staff who work with those patients. Join this interactive session to learn about IHI's frameworks for improving equity and joy in work, and how they are being applied by staff at IHI. This session will explore how participants can craft and implement similar initiatives at their organizations.

Consult the mobile app for additional information, including bios of all presenters.



11:00 AM – 12:00 PM

## B WORKSHOP SESSIONS

### Track 1: Advancing Safety Science

#### **B1: Practical Applications of High-Reliability Principles in Health Care to Optimize Quality and Safety Outcomes**

##### **ROOM 200**

**Sherilyn Deakins, MS, RN, CPPS**, Manager, Patient Safety, Porter Adventist Hospital

**Cynthia A. Oster, PhD, RN, APRN, MBA, ACNS-BC, ANP, FAAN**, Nurse Scientist and Clinical Nurse Specialist, Critical Care and Cardiovascular Services, Porter Adventist Hospital

Learn how application of high-reliability organization (HRO) principles into daily health care work processes can successfully drive and promote improved quality clinical outcomes, safety, and culture changes. HRO principles translate to the point of care and can be used effectively in every patient encounter to drive practice and positive clinical quality outcomes in a culture of safety. Making an organizational cultural shift to a culture of safety is crucial to proactive adverse event management.

### Track 2: Patient Safety in the Ambulatory Setting

#### **B2: Creating a Safety Net for Diagnostic and Medication Errors**

##### **ROOM 202**

**Sonali Desai, MD, MPH**, Medical Director, Ambulatory Patient Safety, Brigham and Women's Hospital

**Michael Kanter, MD, CPPS**, Medical Director of Quality and Clinical Analysis, Kaiser Permanente

Diagnostic error in the ambulatory setting is often related to challenges in follow-up to abnormal test results, leading to missed and delayed diagnoses. We describe two different programs designed to create patient safety nets, from the point of abnormal test results to ensuring appropriate follow-up with the patient. Our patient safety nets include four key components: creating electronic registries, modifying workflows to create diagnostic teams, patient outreach, and tracking follow-up. The Ambulatory SureNet Program of Kaiser Permanente Southern California focuses on the design, implementation, and ongoing management of multiple ongoing electronic surveillance programs across a wide variety of diseases and conditions. This program covers more than 4 million members and leverages an integrated delivery system and comprehensive electronic medical record, along with a small centralized team. Each case is tracked until either the proper follow-up occurs or patient refusal, noncompliance, or contraindication is documented in the electronic medical record.

### Track 3: Culture of Safety in the Workplace

#### **B3: Creating a Culture of Safety: An Organizational Transformation**

##### **ROOM 210**

**Kim Hollon, FACHE**, President and CEO, Signature Healthcare

Studies suggest more than 100,000 people die each year in US hospitals due to medical errors. That's one patient death every 5 minutes and 22 seconds. Even hospitals recognized as the best are not immune to serious safety events. In 2014, Signature Healthcare decided to tackle this issue head on. Embarking on a journey to zero harm, safety became the number one priority, with a goal to reduce sentinel events by 60–80 percent within the first two years. Providing 2,761 employees (and counting) with training to help change personal behavior and reduce errors, a new culture was born. Attendees will learn proven and successful methods we used to effect change on safety culture, and techniques for a launching point to create a safety bundle tailored to one's specific organizational needs.

### Track 4: Harnessing Technology to Improve Safety

#### **B4: Adherence to Recommended Electronic Health Record Safety Practices Across Eight Health Care Organizations**

##### **ROOM 203**

**Hardeep Singh, MD, MPH**, Chief, Health Policy, Quality and Informatics Program, Houston Veterans Affairs Health Services Research Center for Innovations

**Dean F. Sittig, PhD**, Professor of Biomedical Informatics, University of Texas Health Science Center at Houston

This session is designed to educate attendees in how to organize and conduct a proactive risk assessment of the current state of their health care organization's electronic health record implementation and use. It will provide an understanding of the SAFER (Safety Assurance Factors for Electronic Health Record Resilience) guides along with the website on which they are stored.

### Track 5: Medication Safety Across the Continuum

#### **B5: Pharmacy-Driven Admission and Discharge Medication Reconciliation**

##### **ROOM 207**

**Monica Nornberg, MA, BSN, CPPS**, Senior Nurse Patient Safety Consultant, Advocate Health Care

**Kersten Weber-Tatarelis, PharmD, BCPS-AQ ID**, System Director of Clinical Pharmacy, Advocate Health Care

Advocate Health Care, on its journey to eliminate serious harm resulting from medical error, identified errors related to failures in medication reconciliation as a significant opportunity for improvement. Benefits of accurate medication reconciliation include



reduced medication-related patient safety events, along with decreased morbidity and mortality, length of stay, emergency room visits, and hospital readmissions. To address the issue, Advocate developed an innovative pharmacy-led program for admission and discharge reconciliation. By applying the high-reliability principle “deference to expertise,” and taking advantage of the unique skills of our pharmacists, errors related to medication reconciliation have been reduced. This session will highlight this process for pharmacy-led medication reconciliation.

## Track 6: Workforce Safety: A Prerequisite for Joy in Work

### **B6: A Call to Action: Exploring Moral Resilience Toward a Culture of Ethical Practice**

#### **ROOM 208**

**Cynda Hylton Rushton, PhD, RN, FAAN**, Anne and George L. Bunting Professor of Clinical Ethics, Berman Institute of Bioethics and School of Nursing, and Professor of Nursing and Pediatrics, Johns Hopkins University

**Liz Stokes, JD, MA, RN**, Director, American Nurses Association Center for Ethics and Human Rights

The American Nurses Association Professional Issues Panel on Moral Resilience has published a Call to Action: Exploring Moral Resilience Toward a Culture of Ethical Practice. This presentation will explain the concept of moral resilience and the impact on individual nursing practice, in addition to describing the components of achieving an ethical and healthy work environment in order to ensure optimal patient outcomes. It will identify four promising areas for building individual capacities for moral resilience; provide specific recommendations for nurse leaders and organizational responsibilities toward fostering a culture of ethical practice; and highlight some of the promising solutions across the country implemented to build individual and organizational capacities for addressing the detrimental impact of moral distress and other forms of moral suffering.

**Enter for raffle drawings at the IHI booth**

Wed. 5:00 PM, Thur. 1:25 PM and 6:00 PM, Fri. 8:00 AM

**Use the mobile app to vote for your favorite poster!**

## 12:00 PM – 1:30 PM

### **LEARNING & SIMULATION CENTER**

Lunch, Simulations, Exhibits, Posters, Innovation Theater

#### **EXHIBIT HALL C**

#### **Simulation Headquarters: Live Simulations**

(See page 24 for details)

**12:15 PM – 12:45 PM** Scenario 1. “We’re Not in Kansas Anymore”: A Premie Homecoming

**1:00 PM – 1:30 PM** Scenario 2. “You’ve Always Had the Power”: Empowering Peritoneal Dialysis Patients for Home Care

#### **Innovation Theater** (See page 23 for details)

**12:15 PM – 12:45 PM** Uncovering Insights, Implementing Solutions: CRICO Strategies and the I-PASS Institute, Improving Handoffs Together, *supported by* CRICO and I-PASS

**1:00 PM – 1:30 PM** The Innovative Road to Zero: Using Sensor Technology to Identify Pressure Injuries Before They Occur to Achieve Prevention, *supported by* Bruin Biometrics

## 1:45 PM – 2:45 PM

### **C WORKSHOP SESSIONS**

#### Track 1: Advancing Safety Science

#### **C1: Engaging Families to Improve Patient Safety**

##### **ROOM 200**

**Alisa Khan, MD, MPH**, Instructor of Pediatrics, Boston Children’s Hospital

Developed by the 2016 John M. Eisenberg Innovation in Patient Safety and Quality national award recipients, Patient and Family Centered I-PASS is an evidence-based, standardized, family-centered, and interprofessional multimodal communication curriculum. Implementation of the program across one Canadian and six US teaching hospitals was associated with a 38 percent reduction in preventable adverse events, as well as improvements in family and nurse engagement on rounds and various aspects of family experience with communication. This session will be facilitated by hospitalist, parent, and nurse representatives of the Patient and Family Centered I-PASS Study Group. Presenters



will describe strategies for engaging families in study design, intervention development, and measurement of safety and other study outcomes. They will also detail evidence-based health literacy techniques for optimal team and family communication. Attendees will identify adaptations to Patient and Family Centered I-PASS that may be required at their institutions in order to optimize effective implementation.

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## Track 2: Patient Safety in the Ambulatory Setting

### C2: Two-Patient Identification: It's Not Who You Know

#### ROOM 202

**Dariele Cooper, CPPS**, Health Center Administrator, Private Diagnostic Clinic, Duke University  
**Angela Stephens, MHA, MS, CPPS**, Health Center Administrator, Private Diagnostic Clinic, Duke University

This session will review a performance improvement process to increase the accuracy of patient identification leading to improved patient safety. Attendees will learn how, through application of a performance improvement methodology, they will be able to identify issues and barriers regarding accurate identification of patients and apply improvement strategies directed at behavioral versus process improvement.

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## Track 3: Culture of Safety in the Workplace

### C3: Creating and Sustaining a Culture of Safety

#### ROOM 210

**Doug Salvador, MD, MPH**, Chief Quality Officer, Baystate Health

The IHI/NPSF Lucian Leape Institute and the American College of Healthcare Executives have developed *Leading a Culture of Safety: A Blueprint for Success*, which provides health care leaders methods and tools to build and sustain a culture of safety. In this session, leaders will learn practical strategies and tactics required by each level of the organization to drive change and embed a culture of safety throughout their organizations.

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## Track 4: Harnessing Technology to Improve Safety

### C4: Saving Septic Patient Lives by Utilizing Clinical Decision Support

#### ROOM 203

**Terri Savino, MSN, RN, CPHQ**, Manager, Patient Satisfaction and Service Excellence, Middlesex Hospital  
**Veronica Szkop, MBA, CPHQ**, Quality Improvement Coordinator, Middlesex Hospital

Middlesex Hospital, a 275-bed community hospital in Connecticut, was able to reduce sepsis mortality by 31 percent from their baseline. This presentation will share strategies used to reduce and sustain a reduction in sepsis mortality. Presenters will discuss

how clinical decision support was used by creating alerts to the right person, at the right time, in the right context, which helped eliminate serious safety events related to a delay in identification and treatment of sepsis. Presenters will share how ongoing monthly review of missed opportunities for the SEP-1 Core Measure helped the team identify potential gaps to improve the sepsis care provided and pinpoint enhancements needed to optimize clinical decision support. Participants will take away an understanding of how leveraging technology can be used to improve patient care and outcomes.

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## Track 5: Medication Safety Across the Continuum

### C5: Opioids: The Little Pill That Causes So Much Pain

#### ROOM 207

**Dianna Chamblin, MD**, Facility Medical Director, Comprehensive Pain Center, The Everett Clinic, A DaVita Medical Group  
**Kent Hu, MD, MPH**, Associate Medical Director of Quality and Patient Safety, The Everett Clinic, A DaVita Medical Group

Patients continue to suffer harm from the opioid medications we prescribe. While we strive to improve safety, the opioid epidemic is complex and requires a multifaceted, long-term strategy. Where to begin? And how to journey down the path of improving opioid safety? We will describe the Everett Clinic's experience with improving the safety of opioid prescribing. Our approach recognizes the importance of both culture and system improvements. This program has three components: appropriate pain control (opioids only when necessary); safe opioid prescribing (compliance with best practice); high-risk chronic opioid therapy patients (identify and manage patients at high risk of overdose and death). In this interactive presentation, attendees can brainstorm and identify a few concrete, next-step action items. What will you do differently on Monday to improve opioid safety?

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## Track 6: Workforce Safety: A Prerequisite for Joy in Work

### C6: Promoting Advanced Practice Professionals' Accountability for Safe, Kind, Reliable Care

#### ROOM 208

**Tom Catron, PhD**, Associate Professor of Medical Education and Pediatrics, Vanderbilt University Medical Center  
**April Kapu, DNP, APRN, ACNP-BC**, Associate Nursing Officer, Advanced Practice; Director, Office of Advanced Practice, Vanderbilt University Medical Center

Increasing recognition of the impact unprofessional behavior has on patient safety, clinical outcomes, and teamwork means health care leaders need tools and reliable processes for identifying and addressing providers who undermine a safety culture. Using case-based, interactive teaching methods, group discussion, and practice exercises, participants will learn proven tools and techniques for having "awareness" conversations to help advanced practice nurses

and physician assistants (and other professionals) recognize an actionable pattern of slips and lapses in professional behavior. Discussion will include a process of graduated interventions as illustrated by a “professional accountability pyramid,” essential elements organizations need for reliably addressing behaviors that undermine a culture of safety, and the range of measured intervention outcomes when applied to advanced practice professionals at a large academic medical center.

## 3:00 PM – 4:15 PM

### KEYNOTE THREE

#### Tango, Empathy, and Partnership: The Art of Communication

VETERANS MEMORIAL AUDITORIUM

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**TAYLOR**  
HEALTHCARE

**Fernanda Ghi**, Founder, Instructor, Artango Dance Company  
**Guillermo Merlo**, Founder, Instructor, Artango Dance Company  
**Jeffrey Cooper, PhD**, Professor of Anaesthesia, Harvard Medical School; Department of Anesthesia, Critical Care and Pain Medicine, Massachusetts General Hospital; Executive Director Emeritus, Center for Medical Simulation  
**Linda Kenney**, Executive Director and President, Medically Induced Trauma Support Services (MITSS)

This year’s patient and family keynote will use Argentine tango to create an awareness around key drivers for successful patient and family engagement. The keynote will draw on educational techniques from health care simulation to offer an experiential learning opportunity that will touch on partnership, empathy, and communication.

**Sherman Award for Excellence in Patient Engagement.** Conferred by Taylor Healthcare

**IHI/NPSF DAISY Award for Extraordinary Nurses**

Supported by

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**Enter for raffle drawings at the IHI booth**

Wed. 5:00 PM, Thur. 1:25 PM and 6:00 PM, Fri. 8:00 AM

## 4:30 PM – 6:30 PM

### LEARNING & SIMULATION CENTER

Networking Reception, Simulations, Exhibits, Posters, Innovation Theater

#### EXHIBIT HALL C

#### Simulation Headquarters: Live Simulations

(See page 24 for details)

**4:45 PM – 5:15 PM** Scenario 1. “We’re Not in Kansas Anymore”: A Premie Homecoming

**5:45 PM – 6:15 PM** Scenario 2. “You’ve Always Had the Power”: Empowering Peritoneal Dialysis Patients for Home Care

**Innovation Theater** (See page 23 for details)

**4:45 PM – 5:30 PM**

Drug Diversion by Health Care Personnel: Are You Keeping Your Patients Safe? *supported by* BD

**5:45 PM – 6:15 PM**

Good Girl Gone Bad: Why We Did Not Choose ENFit at Shands, *supported by* BD



## Break the rules for better care.

Join high-level executives in the **IHI Leadership Alliance** to remove the barriers that hold back health care.

[ihi.org/LeadershipAlliance](http://ihi.org/LeadershipAlliance)

For more information, visit the table near registration or IHI Booth #401

# Friday, May 25

Luggage storage will be open on Hynes Level 1 on Friday.

7:00 AM – 12:30 PM

## REGISTRATION

### PRE-FUNCTION HALL C

7:00 AM – 8:30 AM

#### LEARNING & SIMULATION CENTER

Breakfast, Simulations, Exhibits, Posters, Innovation Theater

#### EXHIBIT HALL C

#### Simulation Headquarters: Simulation Breakfast Roundtable

7:15 AM – 8:00 AM See page 25 for details.

#### Innovation Theater (See page 23 for details)

7:15 AM – 7:45 AM Safe and Effective Pain Control after Surgery: A Multi-Association Consensus on an Opioid Sparing Decision Aid, *supported by* Pacira Pharmaceuticals

8:00 AM – 8:30 AM Integrating Quality and Safety Data for Better Staff and Patient Outcomes, *supported by* RL Solutions

8:45 AM – 9:45 AM

## D WORKSHOP SESSIONS

### Track 1: Advancing Safety Science

#### D1: Patient and Family Harm from Disrespect: Applying an RCA<sup>2</sup> Approach to Patient Experience

##### ROOM 200

**Patricia H. Folcarelli, RN, PhD**, Vice President, Health Care Quality, Beth Israel Deaconess Medical Center

**Lauge Sokol Hessner, MD**, Associate Director of Inpatient Quality, Beth Israel Deaconess Medical Center

In 2015, Beth Israel Deaconess began to extend the processes that have been used to prevent physical harms to the important, but

traditionally neglected, emotional harms that our patients and their families experience within the health care system. We are using the RCA<sup>2</sup> approach to understand and mitigate future risk for events that result in these preventable harms. Our Patient and Family Advisory Council members have been involved in this work from inception and are advising on all aspects, from the identification of events, to the categorization of events, to the performance improvement actions following our analyses. Presenters will use several specific case studies in this session and will share examples of how using the RCA<sup>2</sup> approach with these harms has resulted in systemic changes.

### Track 2: Patient Safety in the Ambulatory Setting

#### D2: Advancing the Safety of Care in the Home Setting: Findings from an Expert Panel

##### ROOM 202

**Alice Bonner, PhD, RN**, Secretary, Massachusetts Executive Office of Elder Affairs

**Stephen E. Muething, MD**, Co-Director, James M. Anderson Center for Health Systems Excellence; Professor of Pediatrics and Michael and Suzette Fisher Family Chair for Safety, Cincinnati Children's Hospital Medical Center

Care in the home setting is expanding as a result of rising health care costs, a rapidly growing older adult population, patient preference, and technological innovations. However, clinical safety in this setting is less well understood than in other settings. This session will present findings from a recent expert panel discussion on the issues, challenges, and opportunities related to the safety of care in the home setting. Presenters will also discuss the panel's recommendations for advancing patient safety in this setting.

### Track 3: Culture of Safety in the Workplace

#### D3: Never Event Action Teams: An Innovative Approach to Improving Patient Safety

##### ROOM 210

**Katie Anawati, BSc, BScN, RN**, Patient Safety and Risk Specialist, North York General Hospital

In September 2015, the Canadian Patient Safety Institute (CPSI) delineated 15 "never events" for hospital care in Canada, focusing on adverse events that have been demonstrated to be reliably preventable. This session will describe the 15 never events and review North York General Hospital's creation and implementation of 15 Never Event Action Teams (NEATs) to lead the identification, development, and implementation of strategies to mitigate and decrease the likelihood and/or severity of all 15 CPSI never events. Focusing on the challenges of pursuing complex, wide-ranging projects within resource-constrained settings, the session will adopt an interactive format, guiding participants through the process of

considering the feasibility of adopting the NEATs model within their unique organizational settings.

#### Track 4: Harnessing Technology to Improve Safety

##### **D4: Lessons Learned from Boston Children's: When Hacktivists Attack Your Hospital**

##### **ROOM 203**

**Daniel Nigrin, MD**, Senior Vice President and Chief Information Officer, Boston Children's Hospital; Assistant Professor of Pediatrics, Harvard Medical School

Boston Children's Hospital was targeted in a sustained cyber attack led by the hacker group known as Anonymous — an event that carries lessons for other health care organizations that now rely heavily on electronic systems for clinical care and patient safety, as well as for routine operations. The speaker will recount the attack with all its twists and turns. He will explain how his team and organization defended against it and will share best practices and lessons learned.

#### Track 5: Medication Safety Across the Continuum

##### **D5: Improving Medication Safety for Seniors at Home**

##### **ROOM 207**

**Marsha J. Meyer, PharmD, BCGP, CGCM**, Director, Health and Wellness Services, Independence at Home: A Community Service of SCAN Health Plan

Medications play an expanding role in health care as we age, and seniors face many risk factors and safety concerns related to medication mismanagement. The Community Medication Education, Data and Safety (C-MEDS) program offers clinical, educational, safety, and support services at no charge to seniors and caregivers at home. This session presents the pilot program, evaluation findings, and outcomes. Outcomes focus on the ability of the program to reduce safety issues among community-dwelling seniors identified as being at risk for medication mismanagement. Participants will increase their knowledge of risk factors associated with poor medication adherence and medical mismanagement among seniors; approaches to improving communication and coordination of care between prescribers, pharmacists, patients, and caregivers; and interventions found successful in promoting safe medication management practices in the home.

**Use the mobile app to vote for your favorite poster!**

#### Track 6: Workforce Safety: A Prerequisite for Joy in Work

##### **D6: Impact of Harm: Promoting Emotional Well-Being among Clinicians after Adverse Events**

##### **ROOM 208**

**Jenna Merandi, PharmD, CPPS**, Medication Safety Manager, Nationwide Children's Hospital  
**Susan D. Scott, PhD, RN, CPPS, FAAN**, Manager, Patient Safety and Risk Management, University of Missouri Health Care

This presentation describes the impact of an unexpected clinical event on employee psychological safety, professional quality of life, and emotional adjustment. Participants will gain insights into the lived experience of clinicians suffering as "second victims," hear about evidence-based interventional strategies, and learn about specific strategies for personal as well as institutional support. The discussion will also increase participants' awareness of key institutional interventional strategies to aid in mitigating clinician distress in order to promote individual clinician and team resilience. An introduction of various tools to measure the use and success of a second victim program will be reviewed. Participants who have existing supportive interventions will be provided with tips and insights into evolving programs to optimize emotional well-being of the workforce.



**Patient Safety Executive Development Program**

Sept. 20-26, 2018  
Boston, MA

**Institute for Healthcare Improvement** **NPSF**  
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Ensure safe care for all patients.  
Learn more: [ihi.org/PatientSafetyExec](http://ihi.org/PatientSafetyExec)





10:00 AM – 11:00 AM

## E WORKSHOP SESSIONS

### Track 1: Advancing Safety Science

#### E1: The Business Case for an Innovative Systems Approach to Safety and Risk: Doing the Right Thing for Our Patients

##### ROOM 200

**Rollin (Terry) Fairbanks, MD, FACEP, CPPS** (Panel Chair), Assistant Vice President, Ambulatory Quality and Safety, MedStar Health; Founding Director, National Center for Human Factors in Healthcare, MedStar Institute for Innovation, MedStar Health; Associate Professor of Emergency Medicine, Georgetown University  
**Kathryn (Kate) Kellogg, MD, MPH**, Associate Medical Director and Director of Human Factors Safety Integration, National Center for Human Factors in Healthcare, MedStar Health; Assistant Professor of Emergency Medicine, Georgetown University  
**Seth Krevat, MD, FACP**, Assistant Vice President, Safety, MedStar Health; Assistant Professor of Clinical Medicine, Georgetown University  
**Larry L. Smith, Esq.**, Vice President, Risk Management Services, MedStar Health

The purpose of this panel is to share the methods and structure that a large health system has used to demonstrate a dramatic improvement in quality, safety, and risk management (QSRM) outcomes. A seven-year transformation focused on a quality and safety program leveraging human factors engineering principles, married with an existing innovative risk management program that focused on transparency, disclosure, and early resolution for patient and family and care for the caregiver. This \$5.6 billion health care organization has now experienced four consecutive years of progressively increasing significant savings on QSRM costs and serious safety events, demonstrating a clear return on investment and a business case for this innovative, proactive, transparent, and fully integrated QSRM approach. The approach, methods, and outcomes will be described in a lighting round-type panel discussion presented by the experts who designed and currently lead each component of the system. This will be followed by discussion and audience participation.

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### Track 2: Patient Safety in the Ambulatory Setting

#### E2: Reaping Rewards, Overcoming Barriers: Partnering with Patients in Care Redesign

##### ROOM 202

**James Benneyan, PhD**, Director, Healthcare Systems Engineering Institute, Northeastern University  
**Lindsay Hunt, MEd**, Director of Systems Transformation, Harvard Medical School Center for Primary Care  
**Erin Ward, MEd**, Parent, Patient Partner, and Redesign Team Member at Boston Children's Hospital

The value of patient and family engagement in quality improvement is being increasingly recognized. While literature is still emerging, evidence finds patient engagement takes many forms, is feasible, and can be both satisfying and frustrating. This session draws on the experience of four project teams testing strategies for engaging patients in quality improvement projects as part of an AHRQ patient safety learning lab. This session will highlight the value of partnering with patients on quality improvement teams, roles patients can play, lessons learned about effective partnerships, and strategies for overcoming resistance and challenges to patient engagement.

### Track 3: Culture of Safety in the Workplace

#### E3: Clinician-Directed Performance Improvement

##### ROOM 210

**Lara Goitein, MD**, Medical Director, Clinician-Directed Performance Improvement, Christus St. Vincent Regional Medical Center

Christus St. Vincent Regional Medical Center, a 200-bed community hospital in Santa Fe, New Mexico, developed a quality program designed to give practicing clinicians protected time, support, and training to conduct performance improvement projects of their choosing. The program has generated 33 projects with a 92 percent success rate (defined as demonstrating statistically significant improvement) and has been associated with large improvements in physician engagement, culture of safety, and patient experience. In this session, attendees will learn how to empower frontline clinicians to direct quality improvement based on their expertise and insight.

### Track 4: Harnessing Technology to Improve Safety

#### E4: Harnessing the Electronic Health Record to Optimize Monitoring and Follow-Up of Oral Anti-Cancer Therapies

##### ROOM 203

**Kate Jeffers, PharmD, MHA, BCOP**, Ambulatory Oncology Clinical Specialist, UCHHealth  
**Amy Walde**, Quality Assurance Manager, UCHHealth

UCHHealth is a nine-hospital health system located on the front range of the Rocky Mountains. In 2016, UCHHealth Cancer Care

diagnosed or treated more than 6,400 analytic cases. In this session, presenters will discuss how they formulated a response to the organizational need for improved monitoring of adherence and toxicity of patients taking oral cancer therapy medications. The response plan included creation of consents, policies, educational plans for staff, treatment plans, alerts to signal follow-up phone calls when a patient starts a medication, alerts to signal during the patient visit that the patient is on a medication, and follow-up reporting of staff compliance with completing the required monitoring. Examples of the treatment plans, alerts including clinical decision support mapping, and reporting metrics will be provided.

#### Track 5: Medication Safety Across the Continuum

### E5: Improving Medication Safety by Incorporating Indications into Prescribing, Communicating, and Educating about Drugs

#### ROOM 207

**Pamela Neri Garabedian**, Project Specialist, Partners HealthCare Systems

**Gordon Schiff, MD**, Associate Director, Brigham and Women's Center for Patient Safety Research and Practice

Currently, medication orders omit a critical piece of information: the drug indication, i.e., the reason for taking the drug. Integrating

indications could pave the way for a safer, more complete continuum of care and save time during prescribing and related tasks (e.g., medication reconciliation). Indication-based prescribing has the potential to revolutionize prescribing by re-engineering the prescriber workflow to incorporate indications. In addition, it has the potential to increase patient medication safety, adherence, and knowledge. Presenters used a user-centered design process to develop an innovative indications-driven computerized provider order entry (CPOE) prototype and conducted head-to-head testing against two leading electronic medical record commercial vendors to compare efficiency, satisfaction, and error rates. Presenters will discuss their findings from this trial and what they mean for the future of indication-based prescribing.



## SAVE \$100

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# IHI National Forum

## on Quality Improvement in Health Care

Attend this leading health care conference to learn how to use improvement science to address your organization's most pressing challenges.

**December 9–12, 2018 | Orlando, FL, USA | [ihi.org/Forum](http://ihi.org/Forum)**

## Track 6: Workforce Safety: A Prerequisite for Joy in Work

### E6: Promoting an Injury-Free Workplace: Our Health System's Journey

#### ROOM 208

**Anna Belote**, Director of Safety and Emergency Preparedness, Parkview Health

**Jeffrey Boord, MD, MPH**, Chief Quality Officer, Parkview Health

**Diane Casey**, Director of Occupational and Employee Health, Parkview Health

With increases in patient volumes, acuity levels, and workplace demands, is it really possible for health care organizations to increase reporting while reducing injuries? By implementing a solid accident and incident investigation process as an essential component of your safety program — it is. Participants in this session will learn why taking a proactive versus a reactive approach to safety will help identify the conditions that cause incidents before they happen. They will also learn how conducting a thorough root-cause analysis will help to identify what, how, and why an incident happened, so that steps can be taken to prevent a recurrence. Additionally, session attendees will learn how soliciting coworker feedback, bringing injury awareness to all levels within the organization, and employing a multidisciplinary, nonpunitive injury review process can assist with the reduction of recordable injuries, nonrecordable injuries, and near misses.



## Become a Certified Professional in Patient Safety

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11:15 AM – 12:15 PM

## KEYNOTE FOUR

### Hot Topics in Patient Safety: Selected Papers Advancing the Field in the Past Year

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#### VETERANS MEMORIAL AUDITORIUM

**Kaveh Shojania, MD**, Director, Centre for Quality Improvement and Patient Safety, University of Toronto; Editor-in-Chief, *BMJ Quality & Safety*

The session will offer key elements of the top research papers of the past year and address how the evidence-based patient safety interventions and effective strategies identified in these papers can be translated into practice.

### Best Poster Award Presentation

Grab a box lunch before you leave.  
Safe travels!

We look forward to seeing you at the  
IHI Patient Safety Congress next year  
in Houston, May 15–17, 2019.

For information about CE and CME  
credits, see page 32.

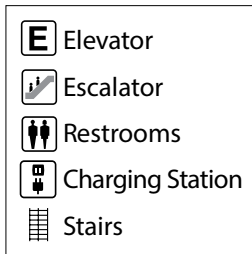
Deadline to apply and claim credits is  
June 24, 2018, 11:59 PM ET

## Hynes Convention Center Level 2

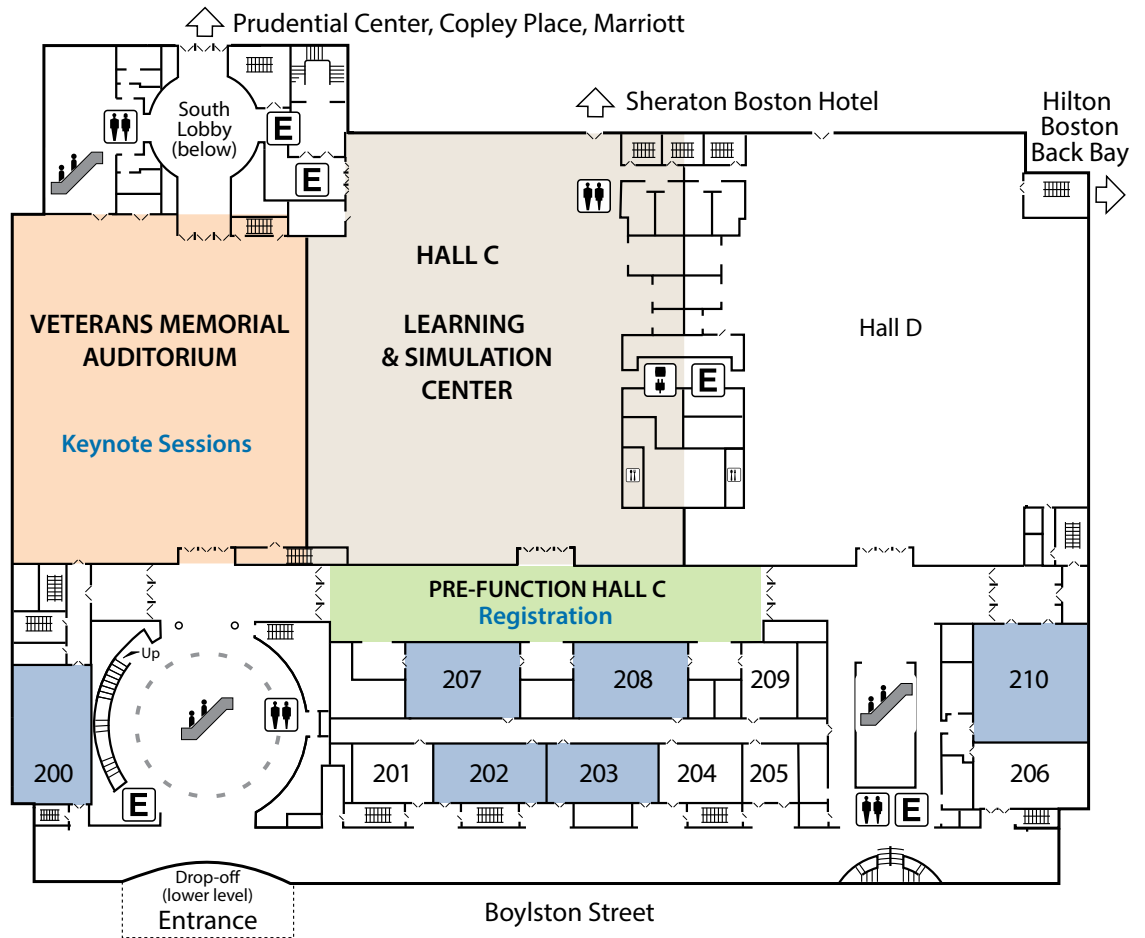
### Immersion Workshops:

1. CPPS Course 207
2. Leadership 210
3. Human Factors 200
4. Diagnosis 208

- Track 1. Safety Science 200  
Track 2. Ambulatory 202  
Track 3. Culture 210  
Track 4. Technology 203  
Track 5. Medication 207  
Track 6. Workforce 208



Luggage storage open  
on Level 1 on Friday



## Hynes-Prudential-Copley Place Complex



# Supporter Guide

Details about our 2018 Congress supporters appear on the following pages.



Technology and Medication Safety  
Session Tracks



Board and Faculty Reception



IHI/NPSF Lucian Leape Institute Keynote



Learning & Simulation Center



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Research Keynote and  
Culture of Safety Session Track



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Workforce Safety Session Track



Society for Simulation in Healthcare

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Innovation Theater: 3M, BD, Bruin Biometrics, CRICO and I-PASS, Pacira, RL Solutions, Vocera

# Supporter Guide continued

IHI offers sincere thanks to these organizations, whose generous support of the 2018 Patient Safety Congress demonstrates their commitment to the goal of safer health care for all



Thank you

## **BD**

### **TECHNOLOGY AND MEDICATION SAFETY SESSION TRACKS**

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1 Becton Drive  
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BD is a medical technology company advancing health by improving discovery, diagnostics and delivery. Our portfolio, leadership and partnerships make a difference for global healthcare.

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AIG has been providing insurance solutions for our healthcare clients and broker partners for over 50 years. We are a recognized market leader in providing cutting-edge risk management, insurance, and claims services for wide-ranging healthcare risks. Our continuous, flexible coverage options are paired with AIG's patient safety expertise and resources to provide the healthcare industry with the full spectrum of protection.

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RL Solutions designs innovative healthcare software for patient feedback, incident reporting and risk management, infection surveillance, peer review, root cause analysis and claims management. At RL, nurturing long-lasting relationships with our clients is what we do best. RL is proud to be the American Hospital Association's Champion Sponsor for Quality. RL has over 1,800 clients globally, including healthcare networks, hospitals and long-term care facilities. Follow @rlsolutions on Twitter, Facebook and Instagram.

## **The Doctors Company Foundation**

### **IHI/NPSF LUCIAN LEAPE INSTITUTE KEYNOTE**

185 Greenwood Road  
Napa, CA 94558  
[www.tdcfoundation.com/](http://www.tdcfoundation.com/)

The Foundation was created in 2008 by The Doctors Company, the nation's largest insurer of medical professional liability for physicians, surgeons, and other health professionals. The Foundation is a charitable organization with 501(c)3 nonprofit status. It is governed by a

## **Booth 501**

nine-member Board of Directors that includes physicians and corporate representatives.

## **Laerdal Medical**

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### **SILVER SUPPORTER**

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**Taylor Healthcare****PATIENT AND FAMILY KEYNOTE**

1725 Roe Crest Drive  
North Mankato, MN 56003  
[www.taylorcommunications.com/healthcare](http://www.taylorcommunications.com/healthcare)

Taylor Healthcare's team delivers better patient communications solutions because we understand the complexity and nuance of patient care, satisfaction and engagement. Leveraging our deep insight of the constantly changing market and best practices allows us to evolve and tailor solutions to help you meet your goals. Taylor Healthcare is a part of Taylor Communications.

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Your goal is our goal: zero patient harm. With a foundation in accreditation and certification that spans the globe, The Joint Commission provides evidence-based solutions, expert consulting services, tools and resources that help you lead the way to zero. Visit our booth to learn more.

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**Society for Simulation in Healthcare****SAFETY SCIENCE SESSION TRACK**

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Washington, DC 20036  
866.730.6127 | [www.SSiH.org](http://www.SSiH.org)

The Society for Simulation in Healthcare (SSH) represents the rapidly growing group of educators and researchers who utilize a variety of simulation techniques for education, testing, and research in healthcare. We are a broad-based, multidisciplinary, multispecialty, international society with ties to all medical specialties, nursing, allied health paramedical personnel, and industry.

**Anthem, Inc.****BRONZE SUPPORTER**

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317.488.6000 | [www.antheminc.com](http://www.antheminc.com)

Anthem is working to transform health care with trusted and caring solutions. Our health plan

**Booth 428**

companies deliver quality products and services that give their members access to the care they need. With over 74 million people served by its affiliated companies, including more than 40 million within its family of health plans, Anthem is one of the nation's leading health benefits companies.

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Los Angeles, CA, 90024  
310.268.9494 | [www.bruinbiometrics.com](http://www.bruinbiometrics.com)

BBI modernizes care pathways with medical technologies. We do this collaboratively for the purpose of making prevention of preventable conditions real.

**CRICO Strategies and I-PASS****BRONZE SUPPORTER**

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617.450.5500 | [www.rmhf.harvard.edu/Strategies](http://www.rmhf.harvard.edu/Strategies)

161 Worcester Road, Suite 402  
Framingham, MA 01701  
888.442.3899 | [ipassinstitute.com](http://ipassinstitute.com)

I-PASS Institute and CRICO Strategies are partnering to offer hospitals a cost-effective patient safety assessment and solution to handoff communication issues. Through the analytic and consultative capabilities of CRICO Strategies and the implementation of the I-PASS solution, hospitals have the data and expertise to enact and sustain improved communication initiatives.

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The Gordon and Betty Moore Foundation's Patient Care Program aims to improve the experience and outcomes people have with their care. Currently our work focuses on patient safety, with an emphasis on diagnostic excellence, and serious illness care.

**HCA Healthcare****BRONZE SUPPORTER**

1 Park Plaza  
Nashville, TN 37203  
615.344.9551 | [hcahealthcare.com/](http://hcahealthcare.com/)

HCA Healthcare is one of the nation's leading providers of healthcare services, operating 178 hospitals and 1,800 outpatient facilities, including surgery centers, freestanding ERs, urgent care centers and physician clinics, in 20 states and England. HCA, through its 28 million annual patient encounters, aims to advance science, improve patient care and save lives.

**Masimo****BRONZE SUPPORTER**

52 Discovery  
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949.297.7000 | [www.masimo.com](http://www.masimo.com)

A key medical technology innovator, Masimo is responsible for the invention of award-winning noninvasive technologies, medical devices, and a wide array of sensors that are revolutionizing patient monitoring in various care settings.

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*IHI/NPSF Patient Safety Coalition Member*

5 Sylvan Way, Suite 300  
Parsippany NJ 0705  
973.254.4321 | [www.pacira.com](http://www.pacira.com)

Pacira Pharmaceuticals, Inc. (NASDAQ:PCRX), is a specialty pharmaceutical company dedicated to advancing and improving postsurgical outcomes for acute care practitioners and their patients, including the corporate mission to reduce overreliance on opioids. The company's flagship product, EXPAREL® (bupivacaine liposome injectable suspension) was commercially launched in the United States in April 2012. EXPAREL utilizes DepoFoam®, a unique and proprietary product delivery technology that encapsulates drugs without altering their molecular structure, and releases them over a desired period of time.

**Quantros****BRONZE SUPPORTER**

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Quantros helps thousands of hospitals, health systems and retail pharmacies perform the clinical, financial and operational reporting and analysis needed for accountable care. Through the better use of data and analytics, Quantros empowers customers to accurately measure and benchmark quality, improve safety performance and lower the total cost of care.

**ivWatch, LLC****PROGRAM SUPPORT**

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ivWatch is a medical device and biosensor company focused on improving the safety and effectiveness of intravenous (IV) therapy. Our technology aids clinicians by continuously monitoring a patient's peripheral IV, providing early detection of IV infiltrations.

**Booth 417****Booth 516****Booth 408**

# Supporter Guide continued

## Northwell Health

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2000 Marcus Ave.  
New Hyde Park, NY 11042  
516.321.6100 | [Northwell.edu](http://Northwell.edu)

Northwell Health is New York's largest healthcare provider and private employer, with 23 hospitals, 650 outpatient facilities and 66,000 employees. We're making research breakthroughs at the Feinstein Institute, and training the next generation of medical professionals at the Zucker School of Medicine at Hofstra/Northwell and the Hofstra Northwell School of Graduate Nursing and Physician Assistant Studies.

## eClinicalWorks

### FRIEND SUPPORTER AND EVENT HOST

*IHI/NPSF Patient Safety Coalition Member*

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866.888.6929 | [www.eclinicalworks.com](http://www.eclinicalworks.com)

eClinicalWorks is a leader in healthcare IT, providing cloud-based, comprehensive EHR, practice management, and billing solutions to 850,000 medical professionals worldwide. We emphasize patient safety in our solutions for ambulatory and acute care settings, health centers, and 50+ medical specialties, including tools for patient engagement and population health.

## Medical Interactive Community Booth 519

### EVENT HOST

One Galleria Blvd., Suite 700  
Metairie, LA 70001  
844.923.9899 | [medicalinteractive.com](http://medicalinteractive.com)

Medical Interactive is an accredited eLearning organization that offers risk management solutions focused on the clinician-patient interaction. We work with all types of healthcare organizations, large and small, to reduce clinical risk. Let us help you power up your providers' patient safety practices.

## Philips

### EVENT HOST

*IHI/NPSF Patient Safety Coalition Member*

Royal Philips  
Amstelplein 2, Breitner Center  
P.O. Box 77900, 1070 MX Amsterdam  
The Netherlands  
+31 20 59 77777 | [philips.com](http://philips.com)

Philips is a health technology company focused on improving people's lives through meaningful innovation across the health continuum – from healthy living and prevention to diagnosis, treatment and home care. Applying advanced technologies and deep clinical and consumer insights, Philips partners with customers to deliver integrated solutions that enable better outcomes at lower cost.

## ClearLine MD

### FRIEND SUPPORTER

300 Trade Center Drive, Suite 5400  
Woburn, MA 01801  
781.933.6500 | [www.ClearLineMD.com](http://www.ClearLineMD.com)

ClearLine MD is founded and funded by forward-thinking device engineers based on first-hand knowledge of an avoidable adverse event, air burden and air embolism. The company is delivering a new standard of care for eliminating iatrogenic air from IV lines and avoiding the clinical complications associated with air inadvertently infused into patients during medical interventions.

## Michigan Health & Hospital Association

### FRIEND SUPPORTER

2112 University Park Drive  
Okemos, MI 48864  
517.323.3443 | [www.mha.org](http://www.mha.org)

MHA is the statewide leader representing all community hospitals in Michigan. Established in 1919, the MHA represents the interests of its member hospitals and health systems in both the legislative and regulatory arenas on key issues and supports their efforts to provide quality, cost-effective and accessible care.

## Northwestern University Graduate Programs in Healthcare Quality and Patient Safety

### FRIEND SUPPORTER

633 N. St. Clair St., 20th Floor  
Chicago, IL 60611  
312.503.5520  
[www.northwestern.edu/quality-safety](http://www.northwestern.edu/quality-safety)

The fields of healthcare quality and patient safety have emerged as central to the development of good healthcare, and require acquisition of substantive knowledge and skills. The goal of Northwestern's graduate programs is to educate and develop leaders in quality improvement and patient safety. All programs are part-time and designed for working healthcare professionals.

## Spok, Inc.

### FRIEND SUPPORTER

6850 Versar Center, Suite 420  
Springfield, VA 22151  
952.230.5200 | [www.spok.com](http://www.spok.com)

Spok, Inc., proud to be the global leader in healthcare communications, delivers clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect® platform to enhance workflows for clinicians, support administrative compliance, and provide a better experience for patients.

## Vizient

### FRIEND SUPPORTER

290 E. John Carpenter Fwy.  
Irving, TX 75062  
888.766.8283 | [www.vizientinc.com/](http://www.vizientinc.com/)

Vizient, Inc., the largest member-owned health care company in the country, represents the

## Booth 420

integration of VHA Inc., University HealthSystem Consortium, Novation, and MedAssets' Spend and Clinical Resource Management (SCM) segment which includes Sg2. Vizient offers innovative data-driven solutions, expertise and collaborative opportunities to lower costs and enable improved patient outcomes.

## Westat

### FRIEND SUPPORTER

1600 Research Blvd.  
Rockville MD 20850  
301.251.1500 | [www.westat.com](http://www.westat.com)

Westat, an employee-owned corporation, has provided research services to federal and state government agencies, foundations, and private organizations since 1963. As one of the foremost research organizations in the United States, we are recognized for our evaluation, policy, and statistical skills and expertise in health policy and patient safety.

## Patient Safety & Quality Healthcare

### MEDIA SUPPORTER

35 Village Road, Suite 200  
Middleton, MA 01949  
800.753.0131 | [www.psqh.com](http://www.psqh.com)

*Patient Safety & Quality Healthcare (PSQH)* is known throughout the industry for its detailed coverage of the successful implementation of patient safety and quality improvement initiatives in the hospital setting. *PSQH* is written for senior-most leadership, quality and safety management, and clinical staff. Sign up for our free e-newsletter: [/hcmarketplace.com/hcproreg/register/form/id/14/](http://hcmarketplace.com/hcproreg/register/form/id/14/)

**Thank you to Hill-Rom  
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IHI/NPSF DAISY Award  
for Extraordinary Nurses**

**Hill-Rom**



## IHI/NPSF Patient Safety Coalition

Accelerate visibility and thought leadership for your organization. Join vendors, solutions providers, and health care associations committed to safety.

For more information, visit the IHI Booth #401 or [npsf.org/safetycoalition](http://npsf.org/safetycoalition)



## Visit the Innovation Theater in the Learning & Simulation Center

EXHIBIT HALL C, BOOTH 233

Wednesday, May 23

**4:00 PM – 4:30 PM Think Skin Deeper: The Impact of Skin on Patient Safety.** Supported by 3M

**Denise Ziemann, RN, BSN**, Senior Technical Services Engineer, 3M Health Care

**5:00 PM – 5:30 PM Co-designing a Culture of Safety, Resilience, and Well-Being.** Supported by Vocera

**Liz Boehm**, Research Director, Vocera Communications

Thursday, May 24

**12:15 PM – 12:45 PM Uncovering Insights, Implementing Solutions: CRICO Strategies and the I-PASS Institute, Improving Handoffs Together.**

Supported by CRICO and I-PASS

**Penny Greenberg, MS, RN, CPPS**, Senior Program Director, Patient Safety Services, CRICO Strategies

**Christopher P. Landrigan, MD, MPH**, Professor of Pediatrics, Harvard Medical School; Pediatric Hospitalist, Boston Children's Hospital; Founder at I-PASS Patient Safety Institute

**1:00 PM – 1:30 PM The Innovative Road to Zero: Using Sensor Technology to Identify Pressure Injuries Before They Occur to Achieve Prevention.** Supported by

Bruin Biometrics

**Henry Okonkwo, PA**, Chief Operating Officer and Chief Clinical Officer, Skilled Wound Care Surgical Group

**4:45 PM – 5:30 PM Drug Diversion by Healthcare Personnel: Are You Keeping Your Patients Safe?**

Supported by BD

**Kimberly New, JD, BSN, RN**, Founder, Diversion Specialist, LLC; Executive Director, International Health Facility Diversion Association

**5:45 PM – 6:15 PM Good Girl Gone Bad: Why We Did Not Choose ENFit at Shands.** Supported by BD

**Keliana O'Mara, PharmD, BCPS**, NICU Clinical Pharmacy Specialist, University of Florida Health System, Shands Hospital

Friday, May 25

**7:15 AM – 7:45 AM Safe and Effective Pain Control after Surgery: A Multi-Association Consensus on an Opioid Sparing Decision Aid.** Supported by Pacira

**Kathleen Heneghan, PhD, MSN, RN, PN-C**, Assistant Director of Patient Education, American College of Surgeons, Division of Education

**8:00 AM – 8:30 AM Integrating Quality and Safety Data for Better Staff and Patient Outcomes.** Supported by RL Solutions

**David Bach**, Product Manager, RL Solutions

## IHI/NPSF Patient Safety Coalition

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**AORN**

**NCSBN**  
National Council of State Boards of Nursing

**COVERYS**

**Mallinckrodt**  
Pharmaceuticals

**hfma**

**RL** software for safer healthcare

**OHPI**

**PRESS GANEY**

**eClinicalWorks**

**IVENIX**

**MEDITECH**

**wellsense | VU**  
mission: zero pressure injuries



# Simulation Guide

## Located in the Learning & Simulation Center (Exhibit Hall C)

- Observe and participate in live interactive simulation scenarios
- Collaborate with faculty
- Take the patient safety risks challenge



## Live! Simulation Scenarios at Simulation Headquarters

### “There’s No Place Like Home.” But First, You Need to Practice.

There truly is no place like home, but leaving the hospital with unfamiliar equipment and responsibilities can be daunting and leave patients vulnerable to numerous safety concerns. This program offers two core patient safety-focused simulation scenarios. Each 30-minute interactive scenario will demonstrate educational training programs designed for patients and families to ensure safe and effective care in the home.

### Simulation Headquarters Learning Objectives

- Summarize the training and education opportunities for patients and families before they leave the hospital
- Identify ways to use simulation when training and educating patients and families
- Discuss opportunities and approaches for engaging Patient and Family Advisory Council (PFAC) members in designing appropriate patient education and instructions
- List ways to empower patients and families to troubleshoot and provide safe care in the home
- Identify opportunities in your organization for educating and training patients and families for safer care at home

### Simulation Scenario 1

#### “We’re Not in Kansas Anymore”: A Premie Homecoming

Wednesday, May 23, 4:00 PM – 4:30 PM

Thursday, May 24

12:15 PM – 12:45 PM and 4:45 PM – 5:15 PM

Caring for a premature (preemie) baby involves new knowledge and skills. Preemie babies are at higher than average risk for complications, and many parents feel overwhelmed and scared to bring their new baby home. Simulation provides an opportunity for parents to practice in a safe environment with the supplies and medical equipment they may need to have at home. This scenario will demonstrate how to build effective and supportive simulation scenarios for new parents before they take their baby home.

### Learning Objectives

- Identify ways to address patient safety issues through practice
- Discuss ways to train new parents on new equipment
- Recognize techniques for building a successful simulation scenario to train parents of premature babies

### Simulation Scenario 2

#### “You’ve Always Had the Power”: Empowering Peritoneal Dialysis Patients for Home Care

Wednesday, May 23, 5:00 PM – 5:30 PM

Thursday, May 24

1:00 PM – 1:30 PM and 5:45 PM – 6:15 PM

The opportunity to perform dialysis treatments at home or on the go allows patients more freedom and a sense of power to take back their lives. However, the process can be daunting and challenging. The education and training of patients and their caregivers is essential to ensuring safe and proper

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helping save lives

practice once they are home. This scenario will demonstrate how simulation can be used for skills training, including what the patient or caregiver should do when something doesn't go as planned.

### Learning Objectives

- Gain familiarity with peritoneal dialysis training programs for adult patients and caregivers
- List ways to encourage patients and caregivers to use checklists
- Identify opportunities to ensure health literacy is addressed and provide a variety of approaches to accommodate learning styles
- Discuss the importance of encouraging communication between the patient and the care provider once they go home

## Breakfast Roundtable: Collaborate with Simulation Faculty

Friday, May 25, 7:15 AM – 8:00 AM

On Friday morning, during the breakfast reception, bring your breakfast to Simulation Headquarters. You'll have the opportunity to draw on the knowledge, experiences, and

expertise of our exceptional simulation faculty. Come with scenario design challenges, burning questions, or simply a desire to engage in thoughtful discussions around applying patient safety methodologies and solutions into simulation programs in your organization. Faculty will share how they've navigated the world of patient safety through simulation and offer tips, techniques, and tools for all stages of your simulation journey.

## Patient Safety Risks Challenge: A Room of Errors

**BOOTH 110/112**

**Open during all Learning & Simulation Center hours.**

As you walk through this simulation scenario, can you identify and address the risks to patient and workforce safety? Use the response form available at this booth to identify three of each of these types of error: communication, medication, environmental, and human factors. Submit your form to be entered into a prize drawing! Developed in collaboration between IHI and the Society for Simulation in Healthcare, this interactive simulation scenario offers the opportunity for participants to gain familiarity with simulation equipment and effective learning techniques.

---

### Simulation Program Committee and Faculty

**Connie M. Lopez, MSN, CNS, RNC-OB, CPHRM, CHSE,** *Committee Co-Chair.* Clinical Nurse Specialist and Simulation Lead, Perinatal Services, Kaiser Permanente

**Cate Nicholas, EdD, PA,** *Committee Co-Chair.* Director, Simulation Education and Operations, UVM Clinical Simulation Laboratory, University of Vermont

**Andrea Burtnick,** Executive Assistant, Society for Simulation in Healthcare

**Jeff Convissar, MD,** Medical Director, Kaiser Permanente Care Management Institute

**Chad A. Epps, MD,** Professor and Executive Director, Center for Healthcare Improvement and Patient Simulation, University of Tennessee Health Science Center

**Roxane Gardner, MD, MSHPEd, DSc,** Assistant Professor, Ob/Gyn, Brigham and Women's Hospital; Senior Director, Clinical Programs, Center for Medical Simulation

**Jared Kutzin, DNP, MPH, RN, CPPS, FSSH,** Associate Dean, Harriet Rothkopf Heilbrunn School of Nursing, Long Island University

**Susan Lawson,** Member, Patient Safety Team; former President, Patient and Family Advisory Council; former member of Quality Council, Baystate Health

**Jennifer L. Manos, MBA, MSN, RN,** Executive Director, Society for Simulation in Healthcare

**Allison F. Perry,** Senior Project Manager, IHI

---

Supplies and equipment for simulations provided by:

Patient simulator and simulation support: **Laerdal**, [www.laerdal.com](http://www.laerdal.com)

Medical supplies for education and simulation: **Pocket Nurse**, [www.pocketnurse.com](http://www.pocketnurse.com)

Patient bed: **Stryker Medical**, [www.stryker.com](http://www.stryker.com)

**Foundation for Healthcare Simulation Safety**, [www.healthcaresimulationsafety.org](http://www.healthcaresimulationsafety.org)

Mobile headwall: **DiaMedical USA**, [Simlabsolutions.com](http://Simlabsolutions.com)

# Exhibitor Guide

## IHI extends appreciation to these organizations for their participation in the 2018 Patient Safety Congress

### Learning & Simulation Center Hours

Wednesday, May 23, 3:30 PM – 5:30 PM

Thursday, May 24, 12:00 PM – 1:30 PM and 4:30 PM – 6:30 PM

Friday, May 25, 7:00 AM – 8:30 AM

Thank you

### BOOTH DIRECTORY

For more information on exhibitors, see the following pages.

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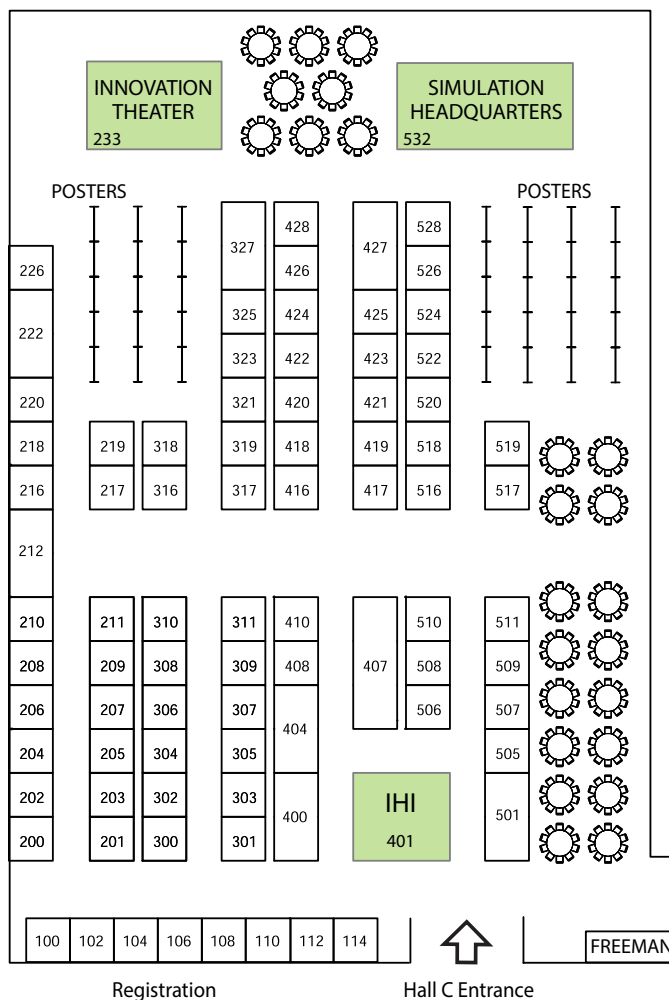
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<b>Agency for Healthcare Research and Quality (AHRQ)</b> 5600 Fishers Lane, Room #07N58A Rockville, MD 20852 301.427.1364   www.ahrq.gov <p>The Agency for Healthcare Research and Quality's (AHRQ) mission is to produce evidence to make health care safer, higher quality, more accessible, equitable and affordable, and work within the U.S. Department of Health and Human Services and with other partners to make sure that the evidence is understood and used.</p>	304	<b>Baxter Healthcare Corporation</b> <i>IHI/NPSF Patient Safety Coalition Member</i> One Baxter Parkway Deerfield, IL 60015 224.948.2000   www.baxter.com <p>Baxter Healthcare Corporation provides a broad portfolio of essential renal and hospital products, including home, acute and in-center dialysis; sterile IV solutions; infusion systems and devices; parenteral nutrition; biosurgery products and anesthetics; and pharmacy automation, software and services.</p>	106	<b>Center for Patient Safety</b> 2410A Hyde Park Road Jefferson City, MO 65109 573.636.1014   www.centerforpatientsafety.org <p>Since 2005, the Center for Patient Safety, a non-profit organization, has been, and continues to be, dedicated to providing creative solutions to improve patient safety across the continuum of care.</p>	505
<b>Airgas Healthcare</b> 259 N. Radnor Chester Rd. #100 Radnor, PA 19087 800.201.0552   AirgasHealthcare.com <p>As a specialized brand of Airgas, Airgas Healthcare offers the most comprehensive range of gases, gas supply modes, gas delivery systems, and related safety products for Healthcare customers across the U.S.</p>	309	<b>BD</b> <b>SUPPORTER: TECHNOLOGY AND MEDICATION SAFETY SESSION TRACKS</b> <i>IHI/NPSF Patient Safety Coalition Member</i> 1 Becton Drive Franklin Lakes, NJ 07417 201.847.6800   bd.com <p>BD is a medical technology company advancing health by improving discovery, diagnostics and delivery. Our portfolio, leadership and partnerships make a difference for global healthcare.</p>	510	<b>Clarity Group, Inc.</b> 8725 West Higgins Road, Suite 810 Chicago, IL 60631 773.864.8299   www.claritygrp.com <p>Clarity Group is a healthcare resource company specializing in Risk, Quality and Safety (RQS) management. Our products and services include the Healthcare SafetyZone® Portal – a simple, web-based patient safety and incident reporting tool; RQS consulting and educational services; captive insurance; and Clarity PSO, a Patient Safety Organization.</p>	318
<b>Alliance for Quality Improvement and Patient Safety</b> 5114 Cherokee Ave. Alexandria, VA 22312 703.581.9285   www.AQIPS.org <p>AQIPS is the nonprofit professional association for Patient Safety Organizations and their provider members that leads efforts to measurably improve patient safety and the quality of patient care by fostering the ability of providers to implement a culture of safety and high reliability.</p>	217	<b>Bernoulli Health</b> 200 Cascade Blvd. Milford, CT 06460 800-337-9936   www.BernoulliHealth.com <p>Early detection of critical events saves lives. Designed on this truth, Bernoulli One™ is the most advanced real-time clinical surveillance solution for hospitals. Smart alarms with real-time data are a friendly tap on the shoulder for clinicians that facilitates early intervention, reduces risks, and protects patients.</p>	308	<b>ClearLine MD</b> <b>FRIEND SUPPORTER</b> 300 Trade Center Drive, Suite 5400 Woburn, MA 01801 781.933.6500   www.ClearLineMD.com <p>ClearLine MD is founded and funded by forward-thinking device engineers based on first-hand knowledge of an avoidable adverse event, air burden and air embolism. The company is delivering a new standard of care for eliminating iatrogenic air from IV lines and avoiding the clinical complications associated with air inadvertently infused into patients during medical interventions.</p>	420
<b>American College of Surgeons</b> 633 N. Saint Clair St. Chicago IL 60611-3295 312.202.5000 www.facs.org/education/patient-education <p>The American College of Surgeons' Patient Education Program empowers patients and caretakers with knowledge and training to support informed choice and full participation in their surgical care. Skill-based training developed with multi-association consensus supports improved outcomes, decreased readmissions, and overall greater satisfaction. Come see our award-winning quality programs.</p>	104	<b>Beterra Health</b> 110 Field Street, Suite A-181 Newnan, GA 30263 855.923.8377   beterra.com <p>Beterra is a healthcare technology company focused on patient safety culture and unit-based improvement. Our solutions help clients across the globe accelerate improvement via collection, analysis, sense making, and utilization of safety and quality data.</p>	307	<b>Code</b> 12393 S Gateway Park Place, Suite 600 Draper, UT 84020 801.495.2200   www.codecorp.com <p>A technology leader in image-based barcode reading solutions Code's patented technology is designed to maximize efficiency in mission critical healthcare environments. Code's complete line of image-based barcode reading hardware and software solutions enhance productivity and exceed expectations. Code readers come standard with CodeShield healthcare-grade plastics (PVC and BPA free) with the highest industry IP rating. Real-time decision making starts with blazing fast scan speeds and ends with an exceptional ability to read barcodes others can't. Expect more from Code.</p>	422
<b>Anthem, Inc.</b> <b>BRONZE SUPPORTER</b> 120 Monument Circle Indianapolis, IN 46204 317.488.6000   www.antheminc.com <p>Anthem is working to transform health care with trusted and caring solutions. Our health plan companies deliver quality products and services that give their members access to the care they need. With over 74 million people served by its affiliated companies, including more than 40 million within its family of health plans, Anthem is one of the nation's leading health benefits companies.</p>	507	<b>BioVigil</b> 924 N. Main St., Suite 2 Ann Arbor, MI 48104 248.533.1664   www.biovigil.com <p>BioVigil is a healthcare technology company and a market leader in electronic hand hygiene monitoring solutions. BioVigil's patented technology enables hospitals to sustain 97%+ hand hygiene compliance, reduce Healthcare Acquired Infections, and increase patient engagement. BioVigil's foundation is built on a smart data engine which delivers actionable insights for hospitals to optimize workflow. These insights are available on demand or in easy to understand reports.</p>	425	<b>CRICO Strategies</b> <b>BRONZE SUPPORTER</b> 1325 Boylston St. Boston, MA 02215 617.450.5500   www.rm.f.harvard.edu/Strategies <p>CRICO Strategies is your comprehensive risk management partner, offering data analytics and benchmarking, risk assessments, and educational programming. We partner with national healthcare organizations to develop data-driven insights into clinical themes driving malpractice claims through our National Comparative Benchmarking System (CBS)—a database representing 30% of US medical professional liability claims.</p>	311



# Exhibitor Guide continued

## **Dartmouth-Hitchcock Value Institute Learning Center** 421

1 Medical Center Drive  
Lebanon, NH 03756  
603.653.1024

[med.dartmouth-hitchcock.org/value\\_institute](http://med.dartmouth-hitchcock.org/value_institute)

We provide training in Lean Six Sigma process improvement methodologies specifically designed for healthcare. Our curriculum is designed to train healthcare staff to support and lead improvement work focused on improving patient safety and quality, patient experience, and decreasing cost and waste.

## **Datix** 212

155 North Wacker Drive  
Suite 1930  
Chicago, IL 60606  
312.724.7776 | [www.datixhealth.com](http://www.datixhealth.com)



Datix is the leading provider of software for patient safety, risk management and incident reporting for the healthcare sector. Datix aims to build and promote a culture of safety within healthcare organisations and continually invests in its software and services maintaining a leadership position at the forefront of the worldwide patient safety movement.

## **DaVita Hospital Services** 419

2000 16th Street  
Denver, CO 80203  
888.484.7505  
[www.davita.com/providers/hospitals](http://www.davita.com/providers/hospitals)

DaVita Hospital Services is the only Joint Commission-accredited national provider of inpatient dialysis and apheresis therapies. DaVita Hospital Services is an industry leader in patient safety and clinical quality initiatives and with over 900 hospitals, providing over 1.3 million inpatient dialysis treatments annually.

## **De Novo Labs, LLC** 302

280B Route 130, Suite 2 #205  
Forestdale MA 02644  
866.888.7222 | [surisign.com](http://surisign.com)

A physician-led company committed to ending wrong-site surgeries. Our device, the Surg-Sign, is a dissolving temporary tattoo that places the operator's initials on the skin at the operative site and prompts the entire team, including the patient, to mark and confirm the correct site before every procedure.

## **DiaMedical USA** 114

7013 Orchard Lake Road, Suite 110  
West Bloomfield, MI 48322  
248.855.3966 | [www.DiaMedicalUSA.com](http://www.DiaMedicalUSA.com)

DiaMedical USA is the #1 source for medical equipment and supplies for healthcare education and simulation. Representing over 500 manufacturers, we save our clients time and money by being a one stop source for their entire facility. We Can Do That! is not just the DiaMedical USA motto, it's our team mission. We pride ourselves on being able to provide our customers with any product they need!

## **EarlySense** 323

800 W. Cummings Park  
Suite 6400  
Woburn, MA 01801  
781.373.3228 | [earlysense.com](http://earlysense.com)



EarlySense® provides contact-free, continuous monitoring solutions for hospitals, rehab and skilled nursing facilities. EarlySense's FDA-cleared solutions leverage big data analytics to assist clinicians in delivering proactive care through early detection of patient deterioration, helping to prevent adverse events, including code blues, preventable ICU transfers, patient falls and pressure ulcers.

## **eBroselow** 528

9 Main St., Suite 1700  
Southborough, MA 01772  
508.944.3343 | [www.ebroselow.com](http://www.ebroselow.com)

Headquartered in Southborough, Massachusetts, eBroselow is dedicated to developing a simple, safe, and effective international standard for acute drug administration. Co-founded by Dr. Broselow, Peter Lazar and Dr. Luten in 2010, eBroselow offers the latest medical innovations to improve care, increase treatment efficiency, and save lives.

## **ECRI Institute** 506

5200 Butler Pike  
Plymouth Meeting, PA 19462  
610.825.6000 | [www.ecri.org](http://www.ecri.org)

ECRI Institute is an independent nonprofit with 50 years of experience researching the best approaches to improving patient care. Our unbiased, evidence-based research, information, membership programs, and educational services help you to lead your organization in assessing and addressing patient safety, quality and risk management challenges.

## **EMSL Analytical, Inc.** 418

200 Route 130 North  
Cinnaminson, NJ 08077  
800.220.3675 | [www.EMSL.com](http://www.EMSL.com)

EMSL Analytical, Inc. is a nationally recognized, locally focused laboratory specializing in Microbiology, Legionella, USP<797>, Pathogens and more with over 40 laboratories across North America.

## **Endur ID, Inc.** 517

8 Merrill Industrial Drive  
Hampton, NH 03842  
603.758.1488 | [www.endurid.com](http://www.endurid.com)

Endur ID will be presenting and demonstrating our Patient Identification Solutions. Endur ID offers a complete solution including wristband media and software products. Endur ID wristbands are produced using standard laser printers, are waterproof, easy to produce and comfortable. Endur ID offers media to fit almost any situation and from infants to seniors. Endur ID also leads in the incorporation of Color Coded Alerts on the Primary Wristband.

## **Food and Drug Administration FDA/CDER/DDI** 508

10001 New Hampshire Ave.  
Silver Springs, MD 20903  
[www.fda.gov](http://www.fda.gov)

The FDA's Center for Drug Evaluation and Research (CDER) makes sure that safe and effective drugs are available to improve the health of the American people. CDER ensures that prescription and over-the-counter drugs, both brand name and generic, work correctly and that the health benefits outweigh known risks.

## **GOJO Industries, Inc.** 200

One GOJO Plaza, Suite 500  
Akron, OH 44311  
330.255.6000 | [www.gojo.com](http://www.gojo.com)

GOJO, the inventors of PURELL® Hand Sanitizer, is committed to improving the well-being of patients and healthcare workers. We are focused on bringing innovative hand hygiene products, smart dispensing solutions and compliance-building programs to market that help reduce the spread of infections and improve hand hygiene compliance.

## **Halo Innovations, Inc.** 226

111 Cheshire Lane, Suite 100  
Minnetonka, MN 55305  
952.641.5137 | [www.halosleep.com](http://www.halosleep.com)

HALO SleepSack wearable blankets are used in over 1,500 hospitals in NICU's, well baby units and as discharge gifts to promote safe sleep education. The new HALO Bassinet Swivel Sleeper for hospitals helps mothers easily tend to her baby, support breastfeeding and provide a safe sleep environment. Learn more: [www.haloforhospitals.com](http://www.haloforhospitals.com)

## **Harvard Medical School** 522

4 Blackfan Circle  
4th Floor  
Boston, MA, 02115  
617.432.5822 | [hms.harvard.edu/global](http://hms.harvard.edu/global)



Global Education at Harvard Medical School provides a range of educational programs to help clinicians and health care professionals build knowledge and skills in key areas. The blended learning approach of our programs combines online and live teaching in an interactive format to allow participation from busy health professionals worldwide.

## **Health Scholars** 222

2100 S. Oak St., Suite 100  
Champaign, IL 61820  
217.239.6195 | [www.healthscholars.com](http://www.healthscholars.com)

Health Scholars was founded by healthcare professionals who saw the need to better manage and measure the effectiveness of clinical education and simulation programs. We developed a single enterprise platform to manage clinical education at scale, create scenarios, measure impact and report on outcome and cost – ensuring your investments in education have the most impact possible on outcomes.



**Hill-Rom / Welch Allyn**

Hill-Rom Corporate Headquarters  
130 E. Randolph St., Suite 1000  
Chicago, IL 60601  
312.819.7200 | [www.hill-rom.com](http://www.hill-rom.com)

**Welch Allyn**

4341 State Street Road  
Skaneateles Falls, NY 13153  
800.535.6663 | [www.welchallyn.com](http://www.welchallyn.com)

Hill-Rom is a global medical technology company that's constantly innovating to ensure doctors, nurses and caregivers have the products they need to protect their patients, speed up recoveries, and manage conditions. From beds and vital signs devices to operating tables and airway clearance systems, our products and services are everywhere you need them.

**Institute for Healthcare Improvement**

53 State St., 19th floor  
Boston, MA 02109  
617.301.4800 | [www.ihl.org](http://www.ihl.org)

IHI is a leading innovator in health and health care improvement worldwide. For more than 25 years, we have partnered with visionaries, leaders, and frontline practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations. On May 1, 2017, IHI and the National Patient Safety Foundation (NPSF) merged into one organization, called IHI. Together, we are combining our knowledge and resources to focus and energize the patient safety agenda in order to build systems of safety across the continuum of care.

**I-PASS Patient Safety Institute****BRONZE SUPPORTER**

161 Worcester Road, Suite 402  
Framingham, MA 01701  
888.442.3899 | [ipassinstitute.com](http://ipassinstitute.com)

I-PASS is an evidence-based bundle of interventions created to reduce communication failures during patient handoffs. In a large multicenter trial, the implementation of I-PASS was associated with a significant reduction in preventable adverse events. The I-PASS Patient Safety Institute helps hospitals successfully implement the I-PASS program by providing customized training, expert consultation and implementation tools to facilitate adoption of I-PASS and ensure long-term sustainment.

**ivWatch, LLC****PROGRAM SUPPORTER**

1100 Exploration Way  
Suite 209  
Hampton, VA 23666  
855.489.2824 | [www.ivWatch.com](http://www.ivWatch.com)

ivWatch is a medical device and biosensor company focused on improving the safety and effectiveness of intravenous (IV) therapy. Our technology aids clinicians by continuously monitoring a patient's peripheral IV, providing early detection of IV infiltrations.

**306****Jefferson College of Population Health**

901 Walnut St.  
10th Floor  
Philadelphia, PA 19107  
215.503.5305  
[www.jefferson.edu/population-health](http://www.jefferson.edu/population-health)

**219**

The Jefferson College of Population Health is dedicated to exploring the policies and forces that define the health and well-being of populations. We prepare leaders with global vision to examine the social determinants of health and to evaluate, develop and implement health policies to improve the health of populations.

**The Joint Commission****SUPPORTER: LEADERSHIP DAY**

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
630.792.5000 | [www.jointcommission.org](http://www.jointcommission.org)

Your goal is our goal: zero patient harm. With a foundation in accreditation and certification that spans the globe, The Joint Commission provides evidence-based solutions, expert consulting services, tools and resources that help you lead the way to zero.

**Laerdal Medical****SUPPORTER: LEARNING & SIMULATION CENTER**

*IHI/NPSF Patient Safety Coalition Member*

167 Myers Corners  
Wappingers Falls, NY 12590  
845.297.7770 | [www.laerdal.com](http://www.laerdal.com)

For more than 50 years, healthcare providers and educators have trusted Laerdal to offer products, services and solutions that help improve patient outcomes and survivability. By supporting the advancement of resuscitation science, improving medical education and strengthening the chain of survival in communities worldwide, we help you save more lives.

**Life QI**

Science Park Centre  
Exeter, EX5 2FN, UK  
+44 0 845 8681276 | [www.lifeqisystem.com](http://www.lifeqisystem.com)

Life QI provides quality improvement software for healthcare. Used in 28 countries, Life QI is the collaborative platform for people working to improve healthcare. It allows users to run, track, and share QI projects with colleagues and the QI community.

**Limbs & Things, Inc.**

12127 Apache Ave.  
Savannah, GA 31419  
912.629.0357 | [limbsandthings.com](http://limbsandthings.com)

With over 25 years of research and experience in healthcare simulation, Limbs & Things is a leader in the medical education field. Recognized globally for our superior and comprehensive product offering, our trainers provide a realistic hands-on learning experience for academic and clinical professionals. With distributors in over 80 countries, offices in the UK, USA and Australia, and UK manufacturing, Limbs & Things provides hand-crafted, quality task trainers that aid in the improvement of patient outcomes.

**219****Mallinckrodt Pharmaceuticals****SUPPORTER: INTERNET ACCESS**

*IHI/NPSF Patient Safety Coalition Member*

1425 Route 206  
Bedminster, NJ 07921  
908.238.6600 | [www.mallinckrodt.com](http://www.mallinckrodt.com)

Mallinckrodt is a global business that develops, manufactures, markets and distributes specialty pharmaceutical and biopharmaceutical products and therapies, as well as nuclear imaging products.

**Marsh ClearSight, LLC**

540 W. Madison St., Suite 1200  
Chicago, IL 60661  
855.478.2771 | [www.marshclearsight.com/](http://www.marshclearsight.com/)

Marsh ClearSight is the global leader in risk, patient safety and claims software for healthcare organizations. Helping over 100 healthcare organizations increase patient safety, improve quality of care and lower the total cost of risk.

**MCN Healthcare**

1777 S. Harrison St., Suite 405  
Denver, CO 80210  
800.538.6264 | [mcnhealthcare.com](http://mcnhealthcare.com)

MCN Healthcare provides document compliance management and web-based learning solutions that help healthcare organizations reduce risk and streamline workflows. For more than 30 years, more than 32,500 customers worldwide have created safer care environments by using MCN Healthcare's solutions to help them manage documents and maintain compliance.

**Medical Interactive Community****FRIEND SUPPORTER**

One Galleria Blvd., Suite 700  
Metairie, LA 70001  
844.923.9899 | [medicalinteractive.com](http://medicalinteractive.com)

Medical Interactive is an accredited eLearning organization that offers risk management solutions focused on the clinician-patient interaction. We work with all types of healthcare organizations, large and small, to reduce clinical risk. Let us help you power up your providers' patient safety practices.

**MedStar Health**

10980 Grantchester Way  
Columbia, MD 21044  
410.772.6500 | [medstarhealth.org](http://medstarhealth.org)

MedStar Health combines the best aspects of academic medicine, research and innovation with a complete spectrum of clinical services to advance patient care. MedStar Health is a \$5 billion, not-for-profit, regional healthcare system based in Columbia, Maryland, and one of the largest employers in the region.

**Medtronic**

*IHI/NPSF Patient Safety Coalition Member*

710 Medtronic Parkway  
Minneapolis, MN 55432-5604  
800.633.8766 | [www.medtronic.com](http://www.medtronic.com)

As a global leader in medical technology, services, and solutions, Medtronic improves the lives and

**410****424****423****519****416****317**

# Exhibitor Guide continued

health of millions of people each year. We use our deep clinical, therapeutic, and economic expertise to address the complex challenges faced by health care systems today. Let's take healthcare Further, Together.

**Merck** **509**  
*IHI/NPSF Patient Safety Coalition Member*  
 Merck Corporate Headquarters  
 2000 Galloping Hill Road  
 Kenilworth, NJ 07033  
 908.740.4000 | [www.merck.com](http://www.merck.com)

For more than a century, Merck has been inventing for life, bringing forward medicines and vaccines for many of the world's most challenging diseases. Today, Merck continues to be at the forefront of research to deliver innovative health solutions and advance the prevention and treatment of diseases that threaten people and animals around the world.

**Midas Health Analytics Solutions from Conduent** **305**  
  
 100 Campus Drive  
 Suite 200  
 Florham Park, NJ 07932  
 844.663.2638  
[www.conduent.com/healthcare-solutions/](http://www.conduent.com/healthcare-solutions/)

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

**Molnlycke Health Care** **518**  
 5550 Peachtree Pkwy.  
 Norcross, GA 30092  
 800.882.4582 | [www.molnlycke.us](http://www.molnlycke.us)

Molnlycke is a world-leading medical solutions company. We design and supply solutions to enhance performance at every point of care – from the hospital to the home. We specialize in wound management, pressure ulcer prevention and surgical solutions with respected brands including Safetac®, Mepitel®, Mepilex, HiBi® and Biogel®.

**National Decision Support Company** **426**  
  
 316 W. Washington Ave.  
 Suite 500  
 Madison, WI 53703  
 855.475.2500 | [nationaldecisionsupport.com/](http://nationaldecisionsupport.com/)

National Decision Support (NDSC) is a leader of cloud-based solutions that deliver medical guidelines to the point of care through EHR systems. NDSC's CareSelect™ Platform includes solutions for Imaging, Lab, Pharmacy, and Blood. These powerful change management tool results in reduced variation of care; rapid, seamless integration; and the data to improve performance. Together, these factors lead to better patient care, better population health, better provider efficiency and lower cost of care.

**National Practitioner Data Bank** **210**  
 5600 Fishers Lane  
 Rockville, MD 20857  
 301.443.2300 | [www.npdb.hrsa.gov/](http://www.npdb.hrsa.gov/)

The National Practitioner Data Bank (NPDB) is a web-based repository of reports containing information on medical malpractice payments and certain adverse actions related to health care practitioners, providers, and suppliers. The NPDB assists in promoting quality health care and deterring fraud and abuse within health care delivery systems.

**NextPlane Solutions** **511**  
 1200 West Magnolia Ave  
 Fort Worth, TX 76104  
 817.591.1010 | [www.nextplanesolutions.com](http://www.nextplanesolutions.com)

The NextPlane safety ecosystem brings healthcare providers and patient safety organizations together in a secure environment to share experiences and lessons learned. From front line reporting, analysis and improvement, to sharing with your patient safety organization, providers break through barriers seamlessly to eliminate harm before it occurs.

**Pacira Pharmaceuticals, Inc.** **417**  
**BRONZE SUPPORTER**  
*IHI/NPSF Patient Safety Coalition Member*  
 5 Sylvan Way, Suite 300  
 Parsippany NJ 0705  
 973.254.4321 | [www.pacira.com](http://www.pacira.com)

Pacira Pharmaceuticals, Inc. (NASDAQ:PCRX) is a specialty pharmaceutical company dedicated to advancing and improving postsurgical outcomes for acute care practitioners and their patients, including the corporate mission to reduce overreliance on opioids. The company's flagship product, EXPAREL® (bupivacaine liposome injectable suspension) was commercially launched in the United States in April 2012. EXPAREL utilizes DepoFoam®, a unique and proprietary product delivery technology that encapsulates drugs without altering their molecular structure, and releases them over a desired period of time.

**Palarum, LLC** **201**  
 986 Belvedere Drive, Suite B  
 Lebanon, Ohio 45036  
 513.228.1000 | [www.palarum.com](http://www.palarum.com)

Palarum, LLC, is a new medical technology company offering innovative solutions that improve patient care, mobility and safety through the use of smart wearable materials, predictive analytics and data management. Our initial product platform is specifically designed to improve patient safety by reducing patient falls and associated costs.

**PeraHealth** **325**  
 6302 Fairview Road Suite 310  
 Charlotte, NC 28210  
 704.385.4660 | [www.perahealth.com](http://www.perahealth.com)

PeraHealth is transforming healthcare through the intelligent use of data. PeraHealth solutions, powered by the Rothman Index, provide a visual representation of the patient's condition and progress in real time. Leading hospitals and health systems utilize PeraHealth predictive analytics to improve

quality and reduce cost. Clinical results include reducing all-cause mortality rates, length of stay, and readmissions.

**Pocket Nurse®** **526**  
 610 Frankfort Road  
 Monaca, PA 15061-2218  
 800.225.1600 | [www.PocketNurse.com](http://www.PocketNurse.com)

Pocket Nurse® is a leading manufacturer and distributor of medical supplies and equipment for simulation and healthcare education. A nurse-owned-and-operated company, Pocket Nurse has been a trusted partner in nursing, EMS, pharmacy, and allied healthcare education since 1992.

**PolicyMedical** **520**  
 28 Fulton Way, Unit 2  
 Richmond Hill, ON L4B 1J5 Canada  
 888.697.6331 | [www.policymedical.com](http://www.policymedical.com)

PolicyMedical's comprehensive SaaS-based solutions enable healthcare organizations to centralize and standardize the administration of policies and procedures, contracts and third-party vendor assessments. With the solutions' robust risk, compliance, policy and regulatory change management capabilities, healthcare professionals can respond to clinical alignment, policy, regulatory, and exclusion changes faster and easier.

**Quantros** **516**  
**BRONZE SUPPORTER**  
*IHI/NPSF Patient Safety Coalition Member*  
 220 North Main St., Suite 300  
 Greenville, SC 29601  
 877.QUANTROS | [www.quantros.com](http://www.quantros.com)

Quantros helps thousands of hospitals, health systems and retail pharmacies perform the clinical, financial and operational reporting and analysis needed for accountable care. Through the better use of data and analytics, Quantros empowers customers to accurately measure and benchmark quality, improve safety performance and lower the total cost of care.

**radloop** **216**  
 2678 South Road, Suite 202  
 Poughkeepsie, New York 12601  
 845.372.4798 | [radloop.net](http://radloop.net)

The radloop™ application automatically recognizes follow up recommendations in radiologist's reports and allows the referrer to act on the recommendations. radloop™ revolutionizes the report process by delivering the final radiology report direct to the referrer's cell phone and desktop PC via the radloop™ web application. It allows the referrer to accept, decline, modify or defer the radiologist's recommendation.

**RepScrubs** **404**  
 4033 West 1st St.  
 Sanford, FL 32771  
 407.547.2680 | [www.repscrubs.com](http://www.repscrubs.com)

RepScrubs is a simple turnkey solution designed to manage vendor attire that will help hospitals reduce the risk of hospital-acquired infections, improve

security inside the OR, and reduce costs associated with providing vendor scrubs.

## RL Solutions 501

### SUPPORTER: RESEARCH KEYNOTE AND CULTURE OF SAFETY SESSION TRACK

IHI/NPSF Patient Safety Coalition Member

1 Broadway, 14th Floor  
Cambridge, MA 02142  
416.410.8456 | www.rlsolutions.com

RL Solutions designs innovative healthcare software for patient feedback, incident reporting and risk management, infection surveillance, peer review, root cause analysis and claims management. At RL, nurturing long-lasting relationships with our clients is what we do best. RL is proud to be the American Hospital Association's Champion Sponsor for Quality. RL has over 1,800 clients globally, including healthcare networks, hospitals and long-term care facilities. Follow @rlsolutions on Twitter, Facebook and Instagram.

## Society for Simulation in Healthcare 112

### SUPPORTER: SAFETY SCIENCE SESSION TRACK

2021 L St. NW, Suite 400  
Washington, DC 20036  
866.730.6127 | www.SSiH.org

The Society for Simulation in Healthcare (SSH) represents the rapidly growing group of educators and researchers who utilize a variety of simulation techniques for education, testing, and research in healthcare. We are a broad-based, multi-disciplinary, multi-specialty, international society with ties to all medical specialties, nursing, allied health paramedical personnel, and industry.

## Southmedic, Inc. 218

50 Alliance Blvd.  
Barrie, ON L4M 5K3 Canada  
800.463.7146 | www.thebetteroxygenmask.com

Are you sure your patient is sleeping? OxyMask™ is a revolutionary open design oxygen mask that does not cause rebreathing of exhaled CO2 at low flow oxygen, addressing concerns for sentinel events. 1 Not only will OxyMask™ improve patient safety, but it will also significantly reduce costs.

## Spok, Inc. 310

### FRIEND SUPPORTER

6850 Versar Center, Suite 420  
Springfield, VA 22151  
952.230.5200 | www.spok.com

Spok, Inc., proud to be the global leader in healthcare communications, delivers clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect® platform to enhance workflows for clinicians, support administrative compliance, and provide a better experience for patients.

## Stryker 407

4100 E. Milham Av.  
Kalamazoo, MI 49001  
800.253.3210 | www.stryker.com

Stryker is one of the world's leading medical technology companies offering a diverse array of

innovative products and services in Surgical, Medical, Orthopaedic, Neurotechnology and Spine, helping to improve patient and hospital outcomes. Stryker is active in over 100 countries around the world. Please contact us for more information at [www.stryker.com](http://www.stryker.com).

## System Improvements/TapRoot® 316

238 S. Peters Road  
Knoxville, TN 37923  
865.539.2139 | [www.taproot.com](http://www.taproot.com)



System Improvements is the creator of the TapRoot® system for advanced root cause analysis, offering public/onsite training and software solutions worldwide. TapRoot® is perfect for investigating sentinel events, improving patient/employee safety, and preventing repeat problems and costs. Let us show you how we can help in your improvement efforts.

## Talis Clinical, LLC 319

650 Mondial Pkwy.  
Streetsboro, OH 44241  
234.284.2400 | [talisclinical.com](http://talisclinical.com)

Talis Clinical was formed to meet the higher purpose of supporting safe patient care, while positively impacting the clinicians and providers. Our suite of solutions provides Clinical and Operational Guidances throughout the Perioperative Care Episode.

## Taylor Healthcare 428

### SUPPORTER: PATIENT AND FAMILY KEYNOTE

1725 Roe Crest Drive  
North Mankato, MN 56003  
[www.taylorcommunications.com/healthcare](http://www.taylorcommunications.com/healthcare)

Taylor Healthcare's team delivers better patient communications solutions because we understand the complexity and nuance of patient care, satisfaction and engagement. Leveraging our deep insight of the constantly changing market and best practices allows us to evolve and tailor solutions to help you meet your goals. Taylor Healthcare is a part of Taylor Communications.

## University of Illinois at Chicago 303

1333 S. Halsted St., Suite 205  
Chicago, IL 60607  
866.772.2268 | [www.go.uic.edu/npsf](http://www.go.uic.edu/npsf)

The University of Illinois at Chicago's College of Medicine offers an online master's degree and graduate certificate for professionals in patient safety leadership and quality through interprofessional education. These programs develop leaders in quality patient care practices who measurably improve healthcare outcomes and help create an organizational culture of patient safety and quality.

## Verge Health 327

11 Ewall St.  
Mt. Pleasant, SC 29464  
843.628.4168 | [www.vergehealth.com](http://www.vergehealth.com)

Software and services that empower healthcare organizations to proactively protect and defend patients, caregivers, and facilities against errors, adverse events, and policy violations for optimal quality and safety. Rooted in best practice, the Converge Platform delivers robust analytics, a

comprehensive operational solution and support for organizations working towards high reliability.

## Vigilant Labels 220

950 East State Hwy. 114, Suite 160  
Southlake, TX 76092  
817.722.5714 | [www.vigilantlabels.com](http://www.vigilantlabels.com)

Vigilant Labels solves the critical challenges surrounding Anesthesia syringe labeling in the operating room where compliance and safety are foremost concerns. Our solution focuses on the caregiver simplifying their workflow increasing safety and solving compliance concerns.

## Vigilanz 108

5775 Wayzata Blvd., Suite 970  
Minneapolis, MN 55416  
855.525.9078 | [www.vigilanzcorp.com](http://www.vigilanzcorp.com)

Founded in 2001, Vigilanz Corporation is a privately held, rapidly growing provider of SaaS health care intelligence and predictive analytics. The firm is focused on aggregating disparate EHR transactional workflow and documentation data across health systems to identify real-time clinical issues that avoid or minimize harm, optimize clinical outcomes and support preventive care along the entire health system continuum.

## Vizient 300

### FRIEND SUPPORTER

290 E. John Carpenter Fwy.  
Irving, TX 75062  
888.766.8283 | [www.vizientinc.com/](http://www.vizientinc.com/)

Vizient, Inc., the largest member-owned health care company in the country, represents the integration of VHA, Inc., University HealthSystem Consortium, Novation, and MedAssets' Spend and Clinical Resource Management (SCM) segment, which includes Sg2. Vizient offers innovative data-driven solutions, expertise and collaborative opportunities to lower costs and enable improved patient outcomes.

## Waldorf University 524

106 S. 6th St.  
Forest City, IA 50436  
877.267.2157 | [www.waldorf.edu](http://www.waldorf.edu)

Waldorf University is a friendly, private liberal arts school located in Forest City, Iowa. For more than 100 years, Waldorf has been the cornerstone in the lives of thousands, setting the solid foundation for success among students, their families and the community. Offering a degree in Applied Science in Health Care Management that is designed for mid-level health care managers in various health care settings, with special focus on the efficiency and quality of care provided in hospitals and other health facilities.

## Wellness Consultants 102

582 Tam O Shanter  
Las Vegas, NV 89109  
424.386.9455 | [www.wellnessconsultantllc.com](http://www.wellnessconsultantllc.com)

We offer a variety of healthcare solutions to many industries.

# Continuing Education

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the **Accreditation Council for Continuing Medical Education (ACCME)**, the **Accreditation Council for Pharmacy Education (ACPE)**, and the **American Nurses Credentialing Center (ANCC)** to provide continuing education for the health care team.

Congress carries a maximum of **16 credits for physicians, nurses, and pharmacists**. The Institute for Healthcare Improvement designates this live activity for a maximum of **16 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This program has been approved by the **National Association for Healthcare Quality** for **16** continuing education credits.

This meeting has been approved for the following contact hours of Continuing Education Credit toward fulfillment of the requirements of **ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow)** and toward **CPHRM renewal**.

#### Immersion Workshops Maximum Hours:

Certified Professional in Patient Safety (CPPS) Review Course: 6.5

Leadership Day. Leading a Culture of Patient Safety: A Blueprint for Success: 5.5

Application of Human Factors and Systems Safety Principles: 6.5

The Next Frontier to Improve Diagnosis: 5.75

General Session Congress Maximum Hours: 9.5

Day 1: 1.0

Day 2: 5.5

Day 3: 3.0



JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION

IHI is authorized to award **16 hours of pre-approved ACHE Qualified Education credit** for this program toward advancement, or recertification, in the American College of Healthcare Executives. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit must self-report their participation. To self-report, participants must log into their MyACHE account and select ACHE Qualified Education Credit.

All Congress sessions are eligible for **Certified Professional in Patient Safety (CPPS)** recertification credit. Attendees can receive a maximum of **16** hours toward recertification.

All Congress sessions offer **ACCME, ACPE, ANCC, CPHQ, CPHRM, ACHE, and CPPS** credits, with the exception of the following sessions:

Sessions that do not offer pharmacy contact hours:  
A2, A4, B2, C6

#### How to receive a certificate of credit:

All attendees will receive an email with a link to take applicable surveys at the conclusion of the conference on Friday, May 25. Attendees must complete the surveys **within 30 days** to obtain their continuing education certificate. To be eligible for a continuing education certificate, you must ensure you have selected your sessions prior to the end of the conference. **If your agenda is inaccurate, you will need to visit the registration edits desk for assistance.**

**Deadline to apply and claim credits is June 24, 2018, 11:59 PM ET**

If you have questions after Congress concludes,  
please email [info@ihi.org](mailto:info@ihi.org)



# Congress Planning Committee

Sincere thanks go to those who generously gave their time for the planning of the 2018 Patient Safety Congress:

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Associate Executive Director, NYC Health + Hospitals–Woodhull

### **Viviana Rodriguez, MD, PhD, CPPS**

Coordinator, Department of Quality of Medical Care and Patient Safety, Instituto de efectividad clínica y sanitaria

## Poster Judges

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Manager, Quality, Medical Staff Services, and Care Management, Allina Health

### **Erin Graydon-Baker, MS, RRT, CPPS**

Patient Safety Officer, Maine Medical Center

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Executive Director, Massachusetts Coalition for the Prevention of Medical Errors

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Oakland, CA

**Sam R. Watson, MSA, CPPS**  
Senior Vice President, Patient Safety  
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