



Mobilizing the Health Workforce to Reduce Hospital-Acquired Conditions January 29, 2014, 8:30am-2:45pm

Remote Participation Instructions - Streaming Audio Online

- Direct your web browser to: <http://nqf.commpartners.com>
- Under “Enter a Meeting” type in the meeting number **686655**
- In the “Display Name” field, type in your first and last name and click “Enter Meeting”

Objectives

- (1) Identify the most effective best practices to mobilize the health workforce in meeting the Partnership for Patients goals.
- (2) Identify concrete steps for achieving results through these best practices.
- (3) Enable participants to take immediate action in their organizations and membership bases.

Agenda

8:30am **Light Breakfast** (provided by National Quality Forum)

9:00am **Introduction and Meeting Overview**

Norman Kahn, MD, Meeting Chair, Executive VP & CEO, Council of Medical Specialty Societies

- Outline of meeting objectives
- Overview of the Partnership for Patients Meeting Series
- Welcome from Neal Comstock, Vice President, Member Relations, National Quality Forum
- Participant introduction

9:15am **The Partnership for Patients (PfP): Where Are We Now?**

Dennis Wagner and Paul McGann, Partnership for Patients Co-Directors

- Overview of current evaluation data
- Audience interaction around taking the Partnership for Patients goals even further in 2014

10:15am **Break**

10:30am **Embracing the Culture of Safety from Multiple Perspectives**

Norman Kahn

- Participants read two brief narratives and choose one (tables can cycle through both narratives if time permits)
- Each table answers the following:
 - What perspectives are represented in this story? Whose perspective is missing (if any)?
 - From your own perspective (as the part of the workforce you represent), what elements of a Culture of Safety are present? Which are missing?
 - Taking on another perspective (for example, a nurse might take on the perspective of

specialist, or a pharmacist might take on the perspective of a patient), what elements of a culture of safety are present? Which are missing?

- As an outsider looking in, what would you “prescribe” to the workforce in this narrative to enable a Culture of Safety?
- Tables report out key findings

11:30pm **Lunch** (provided by National Quality Forum)

12:15pm **Embracing the Culture of Safety: Best Practices for Mobilizing the Workforce**

Presentation A: Barbara Pelletreau, RN, MPH, Senior Vice President, Patient Safety, Dignity Health, presenting with Wendy Kaler MPH, CIC, Infection Control Manager, Saint Francis Memorial Hospital, Dignity Health Member

Presentation B: Charisse Coulombe, MS, MBA, CPHQ, Senior Director, American Hospital Association, presenting with Mary Cooper, MD, JD, Vice President and Chief Quality Officer, Connecticut Hospital Association

- Presentation by each speaker about creating a culture of safety across the workforce, to promote safety across the board and reduce hospital-acquired conditions
- Audience question and answer session

1:15pm **Break**

1:30pm **Moving to Action: How Will You Create Safety Across the Board at Your Organization?**

Norman Kahn

- Facilitated discussion in which participants identify action steps they can take to mobilize the health workforce around these best practices

2:30pm **Conclusion and Next Steps**

Norman Kahn

2:45pm **Adjourn**