

**CHICAGO PATIENT SAFETY FORUM**  
an independent program of THE INSTITUTE OF MEDICINE OF CHICAGO  
presents

# Patient Safety Across the Continuum

Chicago Patient Safety Forum



Across the Continuum

**Friday, March 14, 2008**  
**7:00 – 8:30 am Registration**  
**8:30 am – 3:40 pm Program**

**University of Illinois Medical Center  
at Chicago**  
**Student Center West**  
**828 South Wolcott**  
**Chicago, IL**

SPONSORED BY CHICAGO PATIENT SAFETY FORUM  
AND THE UNIVERSITY OF CHICAGO MEDICAL CENTER AT CHICAGO  
IN CONJUNCTION WITH THE CHICAGO MEDICAL SOCIETY  
AND IN COOPERATION WITH THE ILLINOIS NURSES ASSOCIATION

CHICAGO PATIENT SAFETY FORUM RECEIVES SUPPORT FROM:  
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# Patient Safety Across the Continuum

The critical issues of patient safety have received a great deal of attention. The aim of this conference is to move ahead strategically, make gains and sustain them with respect to the best practices of patient safety. In addition, we need to assure patient safety across the entire continuum of care.

On March 14, 2008, The Chicago Patient Safety Forum in collaboration with the University of Illinois Medical Center present this day-long examination of current ideas, to share experiences and learn how to best go about the challenging and beneficial work of implementation of patient safety strategies across the entire spectrum of health care settings.

**At the end of this meeting, participants will be able to:**

1. Learn specific opportunities for research focusing on current patient safety issues across the continuum of care.
2. Learn of challenges to patient safety improvement.
3. Describe state of the art patient safety interventions and provide application-oriented information to facilitate their adoption in the acute care and ambulatory settings.

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## ACCREDITATION STATEMENTS

### Continuing Education Credits for Physicians

This activity has been planned and implemented in accordance with the Essentials Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of the Chicago Medical Society and the Chicago Patient Safety Forum.

The Chicago Medical Society is accredited by the ACCME to provide continuing medical education for physicians.

The Chicago Medical Society designates this educational activity for a maximum of 5.0 category 1 credits towards the AMA Physician’s Recognition Award. Each physician should claim only those hours of credit that he/she actually spent in the educational activity.

### Continuing Education Credits for Nurses

The Illinois Nurses Association is accredited by the American Nurses Credentialing Center’s Commission on Accreditation to provide continuing medical education for nurses.

This activity has been planned and implemented in accordance with the policies of the American Nurses Credentialing Center’s Commission on Accreditation through the joint sponsorship of the Illinois Nurses Association and the Chicago Patient Safety Forum.

The Illinois Nurses Association designates this educational activity for a maximum of 5.0 CNE credits. Each nurse should claim only those hours of credit that he/she actually spent in the educational activity.

## GOALS OF THE CHICAGO PATIENT SAFETY FORUM 2008 ANNUAL SCIENTIFIC MEETING

1. To provide a forum for learning and networking through sessions, exhibits, workshops, social events, posters, and meetings, which increases knowledge, skills and motivation for creating safer healthcare.
2. To increase understanding and to enhance awareness of new and updated information and research in the techniques and technologies of patient safety.

# Patient Safety Across the Continuum

## KEYNOTE SPEAKER



**MARK R. CHASSIN, MD, MPP, MPH**

*President, Joint Commission*

*Executive Vice President for Excellence in Patient Care  
Mount Sinai Medical Center*

*Edmond A. Guggenheim Professor of Health Policy  
Chairman, Department of Health Policy  
Mount Sinai School of Medicine*

Mark R. Chassin, M.D., M.P.P., M.P.H., is president of The Joint Commission, the predominant standards-

setting and accrediting body in health care.

Dr. Chassin previously was Commissioner of the New York State Department of Health. He then served as the Edmond A. Guggenheim Professor of Health Policy and Chairman of the Department of Health Policy at the Mount Sinai School of Medicine, New York, and Executive Vice President for Excellence in Patient Care at The Mount Sinai Medical Center. Dr. Chassin is a board-certified internist and practiced emergency medicine for 12 years. His background also includes service in the federal government and many years of health services and health policy research.

His nationally recognized quality improvement program, a combined effort of The Mount Sinai Hospital and The Mount Sinai School of Medicine created models of world-class excellence and achieved substantial, measurable, and sustainable gains in safety, clinical outcomes, the experiences of patients and families, and the work environment of caregivers. His research focuses on health care quality measures and their use in quality improvement; measurement and improvement's relationship to health policy; and trials aimed at reducing racial and ethnic disparities in health and health care.

Dr. Chassin, a member of the Institute of Medicine of the National Academy of Sciences, was named as a lifetime member of the National Associates of the National Academies in recognition of his career contributions. One of the authors of "To Err is Human" and "Crossing the Quality Chasm," Dr. Chassin has also received the Founders' Award of the American College of Medical Quality and the Ellwood Individual Award of the Foundation for Accountability.

## KEYNOTE PRESENTATION

### "Current Challenges in Quality and Safety"

Discussion of current quality and safety challenges facing the health care field and the role The Joint Commission will play in helping health care organizations meet these challenges.

1. Be apprised of the most recent trends and challenges involved in optimal activities relating to patient safety.
2. Attendees will have a menu of strategies to deal with these challenges and improve patient safety where they work.

## PLENARY SESSION

### SYLVIA W. PUBL, MBA, RHIA

*Senior Quality Advisor*

*Centers for Medicare and Medicaid Studies  
Chicago Regional Office*

*Medicare no longer will reimburse hospitals for the treatment of preventable errors, injuries and infections that occur in the facilities under a new rule scheduled for publication this week, a move that CMS officials said could save lives and millions of dollars. Under the rule, Medicare no longer will reimburse hospitals for the treatment of certain "conditions that could reasonably have been prevented," and the facilities "cannot bill the beneficiary for any charges associated with the hospital-acquired complication." (Kaisernetwork.org)*

A representative of the Center for Medicare and Medicaid Studies will present the new rules regarding these preventable medical errors.

1. Learn the new CMS rules regarding preventable medical errors and hospital-acquired conditions.
2. Learn the implementation timeline.

# Patient Safety Across the Continuum

## PROGRAM AGENDA – MORNING

- 7:00-8:30 am Registration & Continental Breakfast
- 8:30-8:45 am Welcome & Introduction  
Carrie Nelson, MD, MS (Chicago Patient Safety Forum)  
Tim McDonald, MD (University of Illinois at Chicago Medical Center)
- 8:45-9:30 am Keynote with Q & A  
“Current Challenges in Quality and Safety”  
Mark R. Chassin, MD, MPP, MPH (President, Joint Commission)
- 9:30-9:55 am Plenary Session  
“New Medicare Rules Regarding Preventable Medical Errors”  
Sylvia W. Publ, MBA, RHIA  
Senior Quality Advisor  
Centers for Medicare and Medicaid Studies, Chicago Regional Office
- 9:55-10:15 am Break & Poster Session
- 10:15-11:30 am Breakout Session A
1. “Partners in Safety: Creating an Accurate Medication List”  
Kathy Leonhardt, MD, MPH (Aurora Health Care)
  2. “Infection Control Update: How to Comply with Illinois’ MRSA Laws”  
Connie Cutler, RN, MS (Swedish Covenant Hospital)  
Mary Alice Lavin, RN, MJ (Northwestern Memorial Hospital)
  3. Health Literacy Monograph and Tools  
Patricia Sokol, RN, JD (American Medical Association)  
Joanne Schwartzberg, MD (American Medical Association)
  4. Disclosure and Mediation  
Doug Wojcieszak (Sorry Works! Coalition)  
Allen Schwartz (Kralovec, Jambois & Schwartz)
  5. “Medication Reconciliation – Designing an approach to focus on what’s important”  
Kristine Gleason, RPh (Northwestern University)  
Mary Lou Green, MHA (Northwestern University)
  6. “Historic Examples of Unsafe or Misleading Pharmaceutical Marketing”  
Bruce Lambert, PhD (UIC College of Pharmacy)
  7. Healthcare Executives Roundtable (by invitation, AM only)  
Gary Wainer, DO (Chicago Health System)

# Patient Safety Across the Continuum

## PROGRAM AGENDA – AFTERNOON

- 11:30 am–12:30 pm Lunch/Clinical Forums
- ER – Chris Beach, MD (Northwestern University)
  - Pediatrics – Donna Woods, EdM, PhD (Northwestern University)  
Jane Holl, MD, MPH (Northwestern University)
  - Long-term Care – Lisa Bridwell, BA (Illinois Foundation for Quality Health Care)
  - Simulation – Stephen D. Small, MD (University of Chicago Medical Center)
  - Pharmacy – Bob Anselmo, RPh (Target Pharmacy)
  - Ambulatory Care – Mary Gerard, MD (Illinois Foundation for Quality Health Care)
- 12:30–12:45 pm Break & Poster Session
- 12:45–2:00 pm Breakout Session B  
(Repeat session A except for Healthcare Executives Roundtable)
7. “Wrist Bands or Risk Bands?”  
Dawn Neidner (Metropolitan Chicago Healthcare Council)  
Becky Steward, BSN (Illinois Hospital Association)
- 2:00–2:15 pm Break & Poster Session
- 2:15–3:30 pm PM Panel  
“Retail Health Clinics: A Risks and Patient Safety Benefits Dialogue”  
Moderator: Gabriel Spitzer (Chicago Public Radio)  
Panelists:  
Kenneth Richmond, MD (MedicalMarts)  
Sandra Festa Ryan, RN, MSN (Take Care Clinics)  
Eric Henley, MD, MPH (Illinois Academy of Family Physicians)  
Timothy Wall, MD (American Academy of Pediatrics, Illinois Chapter)  
Rodney Osborn, MD (Illinois State Medical Society)
- 3:30–3:40 pm Closing Remarks  
Carrie Nelson, MD, MS (Chicago Patient Safety Forum)

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Visit [www.ChicagoPatientSafety.org](http://www.ChicagoPatientSafety.org) for patient safety events, initiatives and news.  
Encourage your colleagues to join CPSF.

# Patient Safety Across the Continuum

## BREAKOUT SESSION AND PANEL DESCRIPTIONS AND OBJECTIVES

### **PARTNERS IN SAFETY: CREATING AN ACCURATE MEDICATION LIST IN THE OUTPATIENT SETTING THROUGH A PATIENT-CENTERED APPROACH**

*Kathy Leonhardt, MD, MPH*

The workshop will provide an overview of the family centered care initiative and its impact in establishing a culture that encourages patients and families to identify ways to improve care and enhance safety efforts. Specific changes that have resulted from family suggestions will be discussed. A case study that demonstrates how to involve families will be presented with opportunities for audience participation. This session will motivate and give you insight into how and why to partner.

1. Gain knowledge about factors that contribute to medication safety problems.
2. Learn how to implement a patient-centered, community-based approach to improving medication safety.

### **INFECTION CONTROL UPDATE: HOW TO COMPLY WITH ILLINOIS' MRSA LAWS**

*Connie Cutler, RN, MS, CIC, FSHEA*  
*Mary Alice Lavin, RN, MJ, CIC*

This session will update attendees on current strategies for controlling and managing infections in the healthcare workplace.

1. Learn the current epidemiology of hospital-associated infections.
2. Learn strategies to prevent and control hospital-associated infections.
3. Learn strategies for managing outbreaks of infection within the healthcare workplace.

### **HEALTH LITERACY AND PATIENT SAFETY**

*Patricia Sokol, RN, JD*  
*Joanne Schwartzberg, MD*

The demands on self-care are so great that it can no longer be assumed that patients and their caregivers have the ability to competently grasp and safely act on complicated health information. Our directive to patients, "Now, go home and safely manage your care," rings shallow when settings of care are not designed, in the first place, to optimize communication, understanding, and patient safety.

1. Define the scope of patient safety problems caused by low health literacy and the need to manage the risk they present.
2. Identify patient safety practices that reduce the risk of miscommunication and optimize the patient's ability to safely manage his/her own care.

### **DISCLOSURE AND MEDIATION**

*Doug Wojcieszak*  
*Allen Schwartz*

This workshop will discuss the concepts of full disclosure and mediation and why they are important to patient safety.

1. Learn the value of the full disclosure.
2. Learn the value of mediation.
3. Be able to differentiate between full disclosure and mediation as part of transparency and accountability.
4. Recognize the implications of transparency and disclosure for an organization, including regulatory, financial, liability and public relations.
5. Learn ways to implement one or both programs.
6. Summarize the kinds of cases that led to disclosures, the reactions and outcomes.

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**Please remember to submit your evaluations for continuing education credits.  
Please ask at the registration table for more information.**

# Patient Safety Across the Continuum

## MEDICATION RECONCILIATION — DESIGNING AN APPROACH TO FOCUS ON WHAT'S IMPORTANT

*Kristine Gleason, RPh  
Mary Lou Green, MHA*

The implementation and hope that medication reconciliation would provide additional safety for patients demonstrated importance by highlighting that medication errors do occur at admission and discharge. The purpose of this study was to identify where medication discrepancies at discharge originated during a patient's hospital course.

1. Learn how to build on your organization's current medication management process and implement a solution that works in your hospital.
2. Gather new ideas to gain executive sponsorship and create momentum around a team approach.

## HISTORIC EXAMPLES OF UNSAFE OR MISLEADING PHARMACEUTICAL MARKETING

*Bruce Lambert, PhD*

Presentation of Formulary Leveraged Improved Prescribing (FLIP) online learning module. (FLIP is a collaboration between John H. Stroger, Jr. Hospital of Cook County and the University of Illinois at Chicago College of Pharmacy and College of Medicine.)

1. Define "false and misleading" in the context of claims about the safety and efficacy of prescription drugs.
2. Explain the federal laws and FDA rules that govern prescription drug advertising and promotional labeling.
3. Explain the structure and function of the Division of Drug Marketing, Advertising and Communications within the FDA.
4. Identify at least three examples of unsafe or misleading advertising or promotion.
5. List at least three tactics that manufacturers use when they engage in false or misleading advertising and promotion.

## WRISTBANDS OR RISK BANDS? — SAFETY ISSUES IN PATIENT WRISTBAND COLORS

*Becky Steward, BSN  
Dawn Neidner*

Discussion of current efforts to implement voluntary standardization of wristband colors in Illinois hospitals and the challenges associated with it.

1. Describe the current situation on patient wristband safety.
2. Describe how wristband safety can be improved.
3. Describe efforts in Illinois to improve wristband safety.
4. Describe efforts in other states to improve wristband safety.

## RETAIL HEALTH CLINICS: A RISKS AND PATIENT SAFETY BENEFITS DIALOGUE

*Gabriel Spitzer  
Kenneth Richmond, MD  
Sandra Festa Ryan, RN, MSN*

*Eric Henley, MD, MPH  
Timothy Wall, MD  
Rodney Osborn, MD*

Moderated dialogue to discuss the benefits and risks of retail clinics in the area of patient safety. This panel will inform the audience of the current issues of patient safety in retail clinics from the retail clinics' viewpoint and from professional and credentialing organizations.

1. Learn the basis and functioning of retail health clinics.
2. Learn evaluation strategies for safety and efficacy of retail health clinics.
3. Learn the barriers to optimal care delivery in retail health clinics.

## LUNCHTIME CLINICAL FORUMS

Informal dialogues to allow colleagues to share lessons learned, discuss successful programs and discussion on a variety of clinical environment-specific patient safety topics.

## HEALTHCARE EXECUTIVES ROUNDTABLE

*Gary Wainer, DO*

This event is intended to act as a brainstorming and best practice sharing session for those in leadership positions.

**Help support more events like our Annual Meeting.  
Make an individual donation or encourage your organization to partner with CPSF.  
Visit [www.ChicagoPatientSafety.org](http://www.ChicagoPatientSafety.org) for more information.**

# Patient Safety Across the Continuum

## SPEAKER LIST

**BOB ANSELMO, RPH**

*Government Relations/Legal Specialist  
Target*

Facilitator: Lunchtime Clinical Forums –  
Pharmacy



**CHRIS BEACH, MD**

*Assistant Professor, Emergency Medicine  
Northwestern University Feinberg School of  
Medicine*

Facilitator: Lunchtime Clinical Forums –  
Emergency Room

**LISA R. BRIDWELL, BA**

*QI Coordinator-Provider Liaison  
Illinois Foundation for Quality Health Care*

Facilitator: Lunchtime Clinical Forums –  
Long-Term Care



**MARK R. CHASSIN, MD, MPP, MPH**

*President, Joint Commission*

Keynote Speaker



**CONNIE CUTLER, RN, MS, CIC, FSHEA**

*Director, Infection Control & Employee Health  
Swedish Covenant Hospital*

Speaker: “Infection Control Update: How to  
Comply with Illinois’ MRSA Laws”



**SANDRA FESTA RYAN, RN, MSN, CPNP**

*Chief Nurse Practitioner Officer  
Take Care Health Systems*

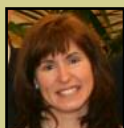
Panelist: Retail Health Clinics: A Patient  
Safety Risks and Benefits Dialogue



**MARY N. GERARD, MD**

*Quality Improvement Director – Physician Office  
Illinois Foundation For Quality Health Care*

Facilitator: Lunchtime Clinical Forums –  
Amb Care



**KRISTINE GLEASON, RPH**

*Clinical Quality Leader  
Northwestern Memorial Hospital*

Speaker: Medication Reconciliation –  
Designing an approach to focus on what’s  
important

**MARY LOU GREEN, MHA**

*Process Improvement Leader  
Northwestern Memorial Hospital*

Speaker: Medication Reconciliation – Designing  
an approach to focus on what’s important



**ERIC HENLEY, MD, MPH**

*Chair of Dept. Family & Community Medicine  
University of Illinois at Rockford*

Panelist: Retail Health Clinics: A Patient  
Safety Risks and Benefits Dialogue



**JANE HOLL, MD, MPH**

*Assistant Professor of Pediatrics and  
Preventive Medicine  
Northwestern University Feinberg School of  
Medicine*

Facilitator: Lunchtime Clinical Forums –  
Pediatrics



**BRUCE LAMBERT, PHD**

*Associate Professor  
University of Illinois at Chicago College of  
Pharmacy*

Speaker: Historic Examples of Unsafe or  
Misleading Pharmaceutical Marketing

**MARY ALICE LAVIN, RN, MJ, CIC**

*Manager, Infection Control and Prevention  
Northwestern Memorial Hospital*

Speaker: “Infection Control Update: How to  
Comply with Illinois’ MRSA Laws”



**KATHY LEONHARDT, MD, MPH**

*Patient Safety Officer, Medical Director,  
Care Management  
Aurora Health Care*

Speaker: Partners in Safety: Creating an  
Accurate Medication List in the Outpatient  
Setting through a Patient-Centered Approach

**TIM McDONALD, MD**

*Asst. Medical Officer Patient Safety  
University of Illinois Medical Center at Chicago*

Host, Speaker: Introductory Remarks

# Patient Safety Across the Continuum

**DAWN NEIDNER**

*Program Manager, Patient Safety  
Metropolitan Chicago Healthcare Council*

Speaker: Wristbands or Risk Bands? – Safety  
Issues in Patient Wristband Colors

**CARRIE NELSON, MD, MS**

*Chair, Steering Committee  
Chicago Patient Safety Forum*

Host, Speaker: Introductory and Closing Remarks

**RODNEY C. OSBORN, MD**

*President  
Illinois State Medical Society*

Panelist: Retail Health Clinics: A Patient Safety  
Risks and Benefits Dialogue

**SYLVIA W. PUBL, MBA, RHIA**

*Senior Quality Advisor, Special Program Office  
for Value-based Purchasing  
Centers for Medicare & Medicaid Services,  
Chicago Regional Office*

Speaker: Plenary Session

**KENNETH RICHMOND, MD**

*Vice President, Chief Medical Officer  
Medical Marts*

Panelist: Retail Health Clinics: A Patient Safety  
Risks and Benefits Dialogue

**ALLEN N. SCHWARTZ**

*Partner  
Kralovec, Jambois & Schwartz*

Speaker: Disclosure and Mediation

**JOANNE SCHWARTZBERG, MD**

*Director, Aging and Community Health  
American Medical Association*

Speaker: Health Literacy and Patient Safety

**STEPHEN D. SMALL, MD**

*Director, Center for Simulation and Safety in Healthcare  
University of Chicago*

Facilitator: Lunchtime Clinical Forums – Simulation



**PATRICIA SOKOL, RN, JD**

*Senior Policy Analyst, Clinical Quality  
Improvement and Patient Safety  
American Medical Association*

Speaker: Health Literacy and Patient Safety



**GABRIEL SPITZER**

*Co-Host, Eight Forty-Eight  
Chicago Public Radio*

Moderator: Retail Health Clinics: A Patient  
Safety Risks and Benefits Dialogue



**BECKY STEWARD, BSN**

*Manager, Patient Safety Learning Collaborative  
Illinois Hospital Association*

Speaker: Wristbands or Risk Bands? – Safety  
Issues in Patient Wristband Colors

**GARY WAINER, DO**

*Chief Medical Officer  
Chicago Health System*

Facilitator: Healthcare Executives Roundtable

**TIMOTHY R. WALL, MD**

*Practicing Physician  
Pediatric Health Associates*

Panelist: Retail Health Clinics: A Patient  
Safety Risks and Benefits Dialogue

**DOUG WOJCIESZAK**

*Spokesperson  
SorryWorks! Coalition*

Speaker: Disclosure and Mediation



**DONNA WOODS, EdM, PhD**

*Research Assistant Professor, Institute for  
Healthcare Studies  
Northwestern University Feinberg School of  
Medicine*

Facilitator: Lunchtime Clinical Forums –  
Pediatrics



*All financial relationships to any commercial entity will be disclosed  
in the speaker disclosures, which is provided in the meeting binders  
given to each participant.*

**CPSF would like to thank all of the presenters and speakers for contributing their time and knowledge to help improve patient safety in the Chicago area.**

# Patient Safety Across the Continuum

## DIRECTIONS

### From the north

Take the Kennedy Expressway (I-90/94) to the Eisenhower Expressway (I-290) westbound and keep to the right; take the second exit from the Eisenhower Expressway, which is Ashland Avenue; take Ashland Avenue south to Taylor Street; then go west on Taylor Street to the campus.

### From the west

Take the Eisenhower Expressway (I-290) to the Ashland Avenue exit; take Ashland Avenue south to Taylor Street; then go west on Taylor Street to the campus.

### From the east

Take Harrison Street or Roosevelt Road west to Wood Street. If you take Harrison Street, go south on Wood Street to the campus, or from Roosevelt Road go north on Wood Street to the campus.

### From the south

Take the Dan Ryan Expressway (I-90/94) and exit on Roosevelt Road (1200 south); go west on Roosevelt Road to Wood Street; then go north on Wood Street to the campus.



Student Center West outlined in Blue  
Parking Structures outlined in Red

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## CPSF 2007 ANNUAL MEETING PLANNING COMMITTEE

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