Conference Agenda

THURSDAY MARCH 6, 2014

Registration: 7:30am – 4:00pm

Workshops: 8:15am - Noon
- **Workshop A: High Reliability Organizations: an Introduction**
  Instructor: Barry Silbaugh, MD
- **Workshop B: Potential Failure and Root Cause Analysis—Key Tools to Identify Potential Failures and Solve Problems to Obtain High Reliability**
  Instructors: Leon Spackman, MS, and Helene M. Eckrich, RN, MSN
- **Workshop C: Innovative Approaches for Understanding and Implementing High Reliability Collaborative Care: a Practical Workshop for Health Care Leaders**
  Instructors: Paul Uhlig, MD, Ellen Raboin, PhD, Jeff Brown, Cynthia O. Dominguez, PhD

Lunch: Noon-12:45pm

Welcome and Keynote: 12:45-2:15pm
**High Reliability: a Leadership Imperative for Safe Care**
- Featured Speaker: Julianne Morath, RN, CEO // Hospital Quality Institute of the California Hospital Association

Break: 2:15-2:30pm

Panel 1: 2:30–3:45pm
**Diagnostic Error: Reducing its Impact through Improving Reliability**
- Mark L. Graber, MD, FACP, Senior Fellow // RTI International and Professor Emeritus of Medicine // State University of New York at Stony Brook
- Michael J. Crossey, MD, PhD, Interim CEO and Executive Medical Director // TriCore Reference Laboratories
Concurrent Sessions: 4:00-5:00pm
1a  Lessons from Rural Settings Working toward Reliability with Reduced Resources
   • Linda Chase, BSN, MBA/HCM, Quality Officer // Holy Cross Hospital
   • Senora Campos, CNO // Guadalupe County Hospital
   • Tom Gessel, CEO // Mercy Regional Medical Center

1b  Health Literacy: Strategies for Care Communication Reliability
   • Barbara Balik, RN, EdD, Co-founder // Aefina Partners
   • Linda Morgan Davis, MLS, MBA, Assistant Director Collections & Community // Albuquerque Public Library
   • Joyce Naseyowma-Chalan, Manager, Native American Affairs // Sandoval Regional Medical Center

Networking Reception & Exhibits: 5:00-6:30pm

Dine with Experts – 7:00pm - small group informal networking off-site w/speakers over dinner
   • Dutch treat -- Sign up at registration to select

FRIDAY MARCH 7 2014

Registration: 7:30–10:00am

Networking Continental/ Breakfast
   • Exhibits: 7:30am -12:45pm
   • Poster Rounds: 7:30 - 8:45am facilitated by authors // on view until 12:45pm
   • National Center for Patient Safety Human Factors Museum:  7:30-8:45am

Welcome and Keynote: 8:45–10:15am
Human Factors and System Safety Engineering Approaches to Reliability and Resilience in Healthcare.
   • Featured Speaker: Rollin J “Terry” Fairbanks, MD, MS, FACEP, Director // National Center for Human Factors in Healthcare in Washington DC; Director // MedStar Health’s Simulation Education & Training Lab (SiTEL); Associate Professor of Emergency Medicine // Georgetown University, and emergency physician // MedStar Washington Hospital Center.

Meet the Exhibitors Break: 10:15-10:30am
Panel 2: 10:30-11:45am

Financial Leadership as an Element of Safe, Highly Reliable Care
- Jim H. Hinton, President and CEO // Presbyterian Healthcare Services
- Gary R. Yates, MD, President // Healthcare Performance Improvement, LLC (HPI); President // Sentara Quality Care Network, Sentara Healthcare

Boxed Lunch and Networking: 11:45am-12:45pm
- Exhibits
- Posters

Concurrent Sessions: 12:45-1:45 pm

2a Information Sharing: Relationships and Technology as Components of Reliability
- Margaret Bandy, MLS, AHIP, FMLA, Medical Librarian and Manager // Exempla Saint Joseph Hospital
- Melissa Cole, BSN, MSW, FACHE, Quality Consultant // University of New Mexico Hospitals
- Jason Mitchell, MD, CMIO // Presbyterian Healthcare Services

2b Patient Engagement as a Component of a Highly Reliable Organization
- Carlene Brown, MPH, CPHQ // HealthInsight New Mexico and colleagues

Interactive Plenary: 2:00-3:30pm

Closing in Action - High Reliability and the Wisdom in the Room (a World Café session)
- Barbara Balik, RN, EdD, Co-founder // Aefina Partners
- Lorri Zipperer, Cybrarian // Zipperer Project Management

Optional Decompression Networking Event @ off site location: // 4:15-6:00pm
Limited seating (more information to follow)