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# 2015 *Patient Safety Conference*

In partnership with

American  
Data  
Network  
—PSO

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**April 10, 2015**

**Pulaski Academy  
Meyer Student Center  
12301 Hinson Road  
Little Rock**

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**ArONE & AAHQ are affiliates of  
The Arkansas Hospital Association**

**ArONE & AAHQ**  
*In partnership with American Data Network PSO*

Present

## **2015 Arkansas Patient Safety Conference**

### AGENDA

- 8:00 a.m. Registration & Refreshments**
- 8:30 a.m. Welcome and Opening Remarks**  
Rick Billingsley, ArONE President  
Connie Taylor, AAHQ President  
Sherry Bird, ADN PSO
- 8:45 a.m. Art, Assassination and America: How Transparency Disrupts an Industry and Changes a Nation**  
**Marty Makary, MD, MPH**, Director of Quality and Safety, Department of Surgery, Johns Hopkins Hospital, Baltimore
- Objectives:**
- Describe the heritage of American Medicine
  - Identify disruptive innovations in American business
  - Describe the new efforts aimed at improving medical quality through increasing transparency
  - Review the current literature on teamwork and communication and explain the successes and failures in improving patient safety
  - Describe what to expect in the next five years in healthcare policy
- 10:30 a.m. Break**
- 10:45 a.m. Designing a Patient Safety Evaluation System to Withstand Legal Challenges**  
**Paul E. Dwyer**, Partner, Locke Lord LLP, Providence, Rhode Island
- Objective:**
- Discuss information that must remain privileged and confidential under the Patient Safety Act
- 12:15 p.m. Lunch (provided)**  
**12:15 p.m. ArONE Business Meeting**  
**1:00 p.m. AAHQ Business Meeting**
- 1:15 p.m. Occurrence Reporting: Building a Robust Problem Identification and Resolution Process**  
**Kenneth R. Rohde**, President, KR Rohde LLC, Granby, Connecticut
- This session will discuss practical tips that can assist your organization in improving the value of your Occurrence Reporting process.
- Topics to be discussed:
- The seven steps in the Problem Identification & Resolution process
  - Getting to underlying causality – Managing WHY vs. WHAT
  - Analysis of all that data – Tips & Tricks to better communicate the data
  - Managing a “Corrective Actions Portfolio” – It’s an investment
  - The power of aggregation
- 2:15 p.m. Break**
- 2:30 p.m. Occurrence Reporting: Building a Robust Problem Identification and Resolution Process (continued)**
- 3:30 p.m. Evaluations & Closing Remarks**

## Faculty

**Marty Makary, MD, MPH**, is the director of quality and safety for the Department of Surgery at Johns Hopkins Hospital in Baltimore. Dr. Makary also serves as Associate Professor of Surgery with Johns Hopkins University School of Medicine and Associate Professor of Health Policy & Management with Johns Hopkins Bloomberg School of Public Health. Dr. Makary is the *New York Times* bestselling author of *Unaccountable*, a book about modern medicine's transparency revolution. He also writes for *Newsweek* magazine, *The Wall Street Journal* and *The Daily Beast*, and he is a frequent health policy commentator for NBC and Fox News.

**Paul E. Dwyer** is a partner at the law firm of Locke Lord LLP. For the past 16 years, he has represented a retail pharmacy chain as national coordinating counsel and trial counsel defending pharmacy malpractice claims throughout the United States. Attorney Dwyer regularly advises healthcare providers and patient safety organizations regarding third-party liability and regulatory issues involving patient safety. He has designed patient safety evaluation systems for providers and patient safety organizations on a national basis. He currently serves as the director of the Litigation Center for the Alliance for Quality Improvement and Patient Safety, an association of patient safety organizations and providers devoted to improving patient safety in healthcare. Attorney Dwyer has successfully tried to verdict cases alleging medical malpractice, product defect, consumer fraud and environmental damage.

**Kenneth R. Rohde** is president of KR Rohde LLC, a consulting company specializing in assisting organizations in dealing with problems. He brings more than 35 years of experience in quality management to his work with hospitals, medical centers, power plants and high risk manufacturing facilities across the country. Rohde's roles in performance improvement and project management make him uniquely qualified to assist medical staffs and hospital leaders in developing solutions to their toughest challenges. He instructs, speaks and consults in the areas of error reduction strategies, root-cause analysis, improving performance through process simplification, effective procedure writing, apparent cause analysis, engineering effectiveness and error reduction, failure modes and effects analysis; effective data collection, analysis and trending; and patient safety evaluation and improvement.

Previously, Rohde was a senior consultant with The Greeley Company, and has served as a director for Performance Improvement International and director of corrective actions processes at Westinghouse Electric Company.

## Continuing Education Credit

**5.2 nursing contact hours** will be awarded to nurses who attend the entire workshop and sign in at the registration desk.

**Arkansas Hospital Association is an approved provider of continuing nursing education by South Central Accreditation Program, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.**

**5.2 CPHQ continuing education hours** are pending approval by the National Association for Healthcare Quality.

## Conference Vendors/Sponsors

The Arkansas Organization of Nurse Executives and the Arkansas Association for Healthcare Quality will recognize their generous supporters upon arrival to the conference.

***Approved contact hours do not constitute approval or endorsement for any commercial products by the American Nurses Credentialing Center's COA.***

## Directions & Hotel Information

The conference will be held at the Pulaski Academy Meyer Student Center, 12301 Hinson Road, Little Rock. The Arkansas Hospital Association has negotiated reduced sleeping room rates at nearby hotels. Please mention that you are with the Arkansas Hospital Association to receive the special rates.

### Nearby Hotels Include:

**Crown Plaza** 501.223.3000

**Courtyard by Marriot** 501.227.6000

**Holiday Inn West - Financial Centre** 501.225.1075

# REGISTRATION FORM

**WHAT:** ArONE & AAHQ 2015 Patient Safety Conference

**WHERE:** Pulaski Academy – Meyer Student Center, Little Rock

**WHEN:** Friday, April 10, 2015

**REGISTRATION FEE:**

- \$150 ArONE or AAHQ Member  
 \$200 Non-Member

**PERSON(S) ATTENDING** *(You may make copies of this registration form for additional attendees)*

Name	Title
E-Mail Address	Phone Number
Hospital/Institution	
Mailing Address	City, State, Zip

**MAKE CHECK PAYABLE TO:**

**Arkansas Association for Healthcare Quality (AAHQ)**

**PLEASE REGISTER (by mail or fax) NO LATER THAN APRIL 3 TO:**

Arkansas Association for Healthcare Quality (AAHQ)  
419 Natural Resources Drive  
Little Rock, AR 72205  
Telephone #501-224-7878  
Fax #501-224-0519

### **Cancellation and Refund Policy**

If cancellations are received **after April 3**, \$50 of the registration fee is refundable. Registrants who cancel the day of the program, or fail to attend, must pay the entire fee. Registrants unable to attend may send an alternate. If the alternate is not a member, the non-member registration fee will be required. Registrations that are phoned in, faxed or e-mailed are subject to the same cancellation policy.