

2021 MAPS PSO CULTURE OF SAFETY WORKSHOP

THURSDAY, OCT. 28 VIRTUAL EVENT

The Role of Just Culture and Patient Safety Across the Care Continuum

OPEN TO MEMBERS OF MAPS, IHA AND IAHQ

The **2021 MAPS PSO Culture of Safety Workshop** will highlight strategies to boost leadership involvement and enhance communication to achieve a just culture and strengthen patient safety across the care continuum. A nationally recognized nurse leader, patient and family engagement experts, and Illinois Association for Healthcare Quality (IAHQ) leaders will lead sessions on preventing harm and improving outcomes.

AGENDA

Each session has time allotted for questions at the end.

9:00 – 9:15 AM WELCOME AND INTRODUCTION

Patient Safety Champion Awards

Crystal Lathen, Coordinator, Quality, Safety and Health Policy, MAPS

9:15 – 9:55 AM

The Art and Science of Shaping Culture and Safety Across the Continuum

Kim Werkmeister, MS, RN, CPHQ, CPP, Senior Vice President, Improvement and Implementation, Cynosure Health

Becoming a change agent is both an art and a science. No matter your job title or seniority, you can master the role by understanding safety culture and the psychology behind change and engagement. In this expert-led presentation, you'll get proven strategies to build trust with staff and orchestrate sustainable change.

9:55 – 10:05 AM TRANSITION TIME



Kim Werkmeister, MS, RN, CPHQ, CPP



Lindsey Galli



Libby Hoy

10:05 – 10:35 AM

COLLABORATIVE BREAKOUT SESSIONS

Safety Culture and the RCA Process

Kim Werkmeister

Did fatigue cause a medical error? Or was it a protocol failure? Root cause analysis (RCA) helps you discover the underlying cause of adverse events—an important element in supporting a culture of safety. This session will provide steps to ensure a thorough and consistent RCA process. You'll also gain a better understanding of which types of events should lead to an RCA.

Bringing the Patient and Family Perspective into Organizational Safety Practices

*Lindsey Galli, Director of Education, PFCCpartners
Libby Hoy, Founder/CEO, PFCCpartners*

Patients and families have a unique perspective of healthcare that can improve your organization's safety culture and health outcomes. Drawing on personal experience, Galli and Hoy will share practical strategies for effective patient and family engagement, including the use of advisory groups.



Register Today: <https://tinyurl.com/2021-MAPS-Workshop>

The Role of Just Culture and Patient Safety Across the Care Continuum

Building a Safety Culture in Ambulatory Settings

Mary Stankos, PhD, MJ, RN, CPHQ, CPPS, Senior Director, Risk Management, IHA Insurance Solutions, and MAPS PSO Patient Safety Consultant

As outpatient care grows more common—and more complex—patient safety in ambulatory settings demands greater attention. The challenges and resources may differ from inpatient care, but both require a robust safety culture.

10:35 – 10:45 AM TRANSITION TIME

10:45 – 11:00 AM RECAP OF BREAKOUT SESSIONS

Kim Werkmeister

11:00 – 11:40 AM

Lessons from the Pandemic: The Role of a Safety Culture in Workforce Well-Being Across the Continuum

Kim Werkmeister

Healthcare professionals across the care continuum endured unprecedented stress during the pandemic. So why did some organizations report higher workforce well-being than others? The answer lies in safety culture. In this session, you'll learn about leadership strategies that support a culture of safety and wellness. You'll also gain insights into leveraging the lessons of COVID-19 for a healthier workforce.

11:40 AM – 12:20 PM LUNCH BREAK



Mary Stankos, PhD,
MJ, RN, CPHQ,
CPPS



Stephen L.
Davidow, MBA-
HCM, CPHQ, APR

12:20 – 1:00 PM

Quality Improvement Methodologies and Tools to Improve Safety Culture

Stephen L. Davidow, MBA-HCM, CPHQ, APR, Consultant, Davidow Quality Advantage

Mary K. Lewis, RN, CPHQ, Research Data Specialist, AMITA Health, and Immediate Past President, IAHQ

A strong safety culture is the sum of its parts: resiliency, education, leadership, teamwork and communication. This session will provide a blueprint for leaders to ensure organization-wide change, including strategies for a systematic review of current practices, interventions and collaboration across departments.

1:00 – 1:10 PM TRANSITION TIME

1:10 – 1:40 PM COLLABORATIVE BREAKOUT SESSIONS (REPEAT OF MORNING BREAKOUT SESSIONS)

Safety Culture and the RCA Process

Kim Werkmeister

Bringing the Patient and Family Perspective into Organizational Safety Practices

Lindsey Galli
Libby Hoy

Building a Safety Culture in Ambulatory Settings

Mary Stankos

1:40 – 1:50 PM TRANSITION TIME

1:50 – 2:05 PM RECAP OF BREAKOUT SESSIONS

Kim Werkmeister

2:05 – 2:30 PM CLOSING REMARKS AND KEY TAKEAWAYS

Crystal Lathen
Mary K. Lewis

REGISTRATION FEES

Complimentary for MAPS PSO members

- IHA members who are not MAPS members – \$125 per person
- IAHQ members – \$150 per person
- Non-IHA or IAHQ members – \$200 per person

WHO SHOULD ATTEND

This workshop is designed for leaders, clinicians and professionals in:

- Quality improvement
- Patient safety
- Risk management
- Social work
- Psychological services

