

ROOT CAUSE ANALYSIS

COMMUNICATION

HIGH RELIABILITY

HUMAN FACTORS

RESILIENCE

CULTURE OF SAFETY

PATIENT SAFETY MATTERS: IMPROVING PATIENT SAFETY ACROSS THE CONTINUUM

TEAMWORK

FAILURE MODE AND EFFECTS ANALYSIS

MINDFULNESS

HUMAN ERROR

SEPTEMBER 24, 2011

HUMAN FACTORS ENGINEERING

PATIENT AND
FAMILY CENTERED

Saturday September 24, 2011 8 a.m - 4 p.m.

Toldo Health Education Centre

University of Windsor

www.uwindsor.ca/nursing/patientsafety



PATIENT SAFETY MATTERS: IMPROVING PATIENT SAFETY ACROSS THE CONTINUUM

Who should attend?

- Anyone interested in improving patient safety: nurses, physicians, pharmacists, social workers, engineers, students, educators, researchers, administrators, policy makers, and board members

Conference Goals

- To create an opportunity for all disciplines, roles and sectors in healthcare to learn together about patient safety
- To select speakers for their expertise, and not because they represent a discipline, a profession, or an organization

Interdisciplinary Conference Objectives

- Increase the knowledge of the science of patient safety for those responsible for the delivery, design or management of healthcare
- Explore human factors and their role in safe system design
- Explore the characteristics of high-reliability organizations and lessons that can be learned and applied in healthcare settings
- Describe the patient/family perspective of the importance of improving patient safety in all settings in our healthcare system
- Discuss how providers and patients/families can work together to make healthcare safer

Planning Committee:

Faculty of Nursing Medication and Patient Safety Advisory Committee (MAPSAC): Michelle Freeman (Chairperson), Susan Dennison, Judy Bornais, Pat McKay, Debbie Rickeard

Faculty of Nursing, University of Windsor hosts the Windsor Chapter of Institute for Healthcare Improvement (IHI) Open School for Health Professionals.

For information or to join IHI: www.uwindsor.ca/nursing
(News and Events)

SCHEDULE

LOCATION Room 100 Toldo Health Education Centre

TIME

0800- 0830	Registration, Breakfast & Networking
0830 - 0845	Welcome
0845 - 1000	Using Human Factors Engineering to Improve Patient Safety: Part 1 – John Gosbee
1000 - 1030	Break & Networking
1030 - 1145	Using Human Factors Engineering to Improve Patient Safety: Part 2 – John Gosbee
1145 - 1300	Lunch and Networking
1300 -1400	Mindful Organizing for Reliability: Pathways to Resilience – Kathleen Sutcliffe
1400 - 1430	Break & Networking
1430 - 1530	The Missing Ingredient to Improve Patient Safety: The Wisdom of Patients and Families – Deborah Prowse
1530 - 1600	Closing Remarks, Evaluations & Draw for prizes

CONFERENCE SPONSORS

Please join us in thanking our sponsors for their financial support of this conference.

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International Honour Society of Nursing

SPEAKERS



USING HUMAN FACTORS ENGINEERING TO IMPROVE PATIENT SAFETY

John W. Gosbee, M.D., M.S.

Ann Arbor, MI www.RedForestConsulting.com

This session will focus on human factors engineering (HFE) and the application of this science to improve patient safety. Participants will learn HFE methods (e.g., RCA, FMEA) and develop strategies to assist in both choosing and implementing safer healthcare software, devices, and systems using HFE tools.

John Gosbee, MD, MS is a human factors engineering (HFE) and healthcare specialist providing expertise to the design of healthcare devices, software, and architecture. His clients include large medical device companies such as Medtronic, healthcare delivery organizations, Northwestern University, the American College of Surgeons, the Food and Drug Administration, and other countries, including Sweden and Japan.

He assists with integration of human factors engineering into product development process, as well as HFE program development, including personnel selection, test bed design, FDA mock survey, and user-centered style guide creation. Dr. Gosbee served as a visiting professor at several medical schools, including Yale, and as an advisory panel member or consultant to such patient safety programs as Johns Hopkins University, the American Heart Association, and the World Health Organization. He is widely published and, in 2010, edited and was a major contributor to the book, *Using Human Factors Engineering to Improve Patient Safety*.



MINDFUL ORGANIZING FOR RELIABILITY: PATHWAYS TO RESILIENCE

Kathleen M. Sutcliffe

University of Michigan
Stephen M. Ross School of Business

The purpose of this session is to take a closer look at the practices and principles that lead to effective work under trying conditions. At the end of this program, participants will better understand High Reliability Organizations (HROs) and how they remain productive and relatively error-free despite facing trying conditions daily. In addition, the participants will better understand the ideas related to mindfulness and learn ways to shape a mindful infrastructure in their own units. Participants will be exposed to a language, a set of examples, and a framework to help identify the capabilities that they wish to strengthen in their units and organizations, broaden their options for dealing with unexpected situations, and develop a mindset to discover and correct errors before they escalate into crisis.

Kathleen M. Sutcliffe (Ph.D.) is the Gilbert and Ruth Professor of Management and Organizations at the Stephen M. Ross School of Business at the University of Michigan. For the past decade, her research has aimed at understanding how organizations and their members cope with uncertainty and unexpected events, and how complex organizations can be designed to be more reliable and resilient. She is currently investigating these issues in wildland firefighting, healthcare, and other high-hazard industries. Her research has appeared in such scholarly journals as *Academic Medicine*, *Medical Care*, *Academy of Management Journal*, *Harvard Business Review* and *Sloan Management Review*. She has authored two books: *Medical Error: What Do We Know? What Do We Do?* (co-authored with Marilyn Rosenthal, Jossey-Bass, 2002) and *Managing the Unexpected: Resilient Performance in an Age of Uncertainty* 2nd ed. (co-authored with Karl E. Weick, Jossey-Bass, 2007).



THE MISSING INGREDIENT TO IMPROVE PATIENT SAFETY: THE WISDOM OF PATIENTS AND FAMILIES

Deborah Prowse, Patients for Patient Safety, Canada

An event leading to harm of a patient often results in an investigation of policies and procedures of a hospital or health region. Deborah Prowse will provide her perspective as a family member involved in such an event, and describe her personal journey from harm to healing. Drawing on her background as a lawyer and social worker, she will describe the impact that this type of event has on patients and families and discuss how providers and patients/families can work together to make healthcare safer.

Deborah Prowse has a professional background in social work and law. She is a private consultant in the areas of respectful workplace, human rights and conflict management offering mediation, investigation, and training. Deborah served as panel chair for the Alberta Human Rights Commission for four years and a full-time Tribunal member for one year. She was a sitting justice of the peace in the Provincial Court of Alberta, Traffic Division for 11 years. She is a founding member of the Calgary Health Region's Patient/Family Safety Council, Patients for Patient Safety Canada and the Alberta Health Quality Council's Patient/Family Safety Panel. Her mother's tragic death in 2004 was a triggering event for the Calgary Health Region and healthcare professionals to think, plan and practise differently when it comes to the safety of patient care. She is often asked to give similar addresses in other regions and health systems where there is a desire to listen, learn and make improvements to safety from the patient/family perspective. She is qualified to teach disclosure and healthcare communication workshops and consults in difficult disclosure cases.

REGISTRATION FORM

IMPROVING PATIENT SAFETY ACROSS THE CONTINUUM

Hosted by the University of Windsor, Faculty of Nursing

Please register online at www.uwindsor.ca/nursing/patientsafety or complete the information below and submit to:

Mail: Patient Safety Conference 2011
University of Windsor
Faculty of Nursing
3rd Floor - Toldo Health Education Centre
401 Sunset Avenue
Windsor, ON N9B 3P4 Canada

Fax registration form: 519-973-7084
Final date for registration: Friday, September 16, 2011
No refunds issued after September 16, 2011

Please print:

(Title) (First Name) (Surname)

(Institution / Organization) (Position/Role)

(Mailing Address) (City) (Province/State) (Country) (Postal Code/Zip Code)

(Area Code) – (Phone Number) (E-mail) NOTE: Confirmation of registration will be sent by e-mail

Registration: (includes continental breakfast, lunch, breaks, conference materials, and parking in lot Q)

General \$ 95.00 (\$84.07 + \$10.93 HST) by August 15th. After August 15th: \$110.00 (\$97.35 + \$12.65 HST).

Graduate Students \$70.00 (\$61.95 + \$8.05 HST)

Undergraduate Students \$40.00 (\$35.40 + \$4.60 HST)

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Payment Information:

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