

Southeastern Pennsylvania Association for Healthcare Quality

Fall, 2012 Conference

“Errors in Healthcare: How Did That Happen?”

Date: November 28, 2012

Wednesday,

Place: ECRI, Inc.

5200 Butler Pike
Plymouth Meeting, PA 19462-1298, USA

Driving Directions:

<https://www.ecri.org/About/Visiting/Pages/default.aspx>

Who should attend?

- Quality Management Professionals
- Utilization/ Care/ Case Management Professionals
- Risk Management Professionals
- Medical Staff Management Professionals
- Physicians
- Health Information Professionals
- Other Healthcare Professionals

COURSE OBJECTIVES:

Upon completion of the presentation, the participant will be able to:

Describe the value of collaboration through introduction of the Partnership for Patient Campaign

Discuss patient safety as the responsibility of the entire organization and the benefits of “Speak Up” campaigns

Illustrate a sense of urgency and important patient safety issues and risks of error

Identification of a “transformative moment” and the importance of storytelling

Discuss Culture’s vital role in patient safety

Describe human error and how it differs from human factors

Identify how teamwork and communication play a role in identification, mitigation, analysis and management of patient safety related risk issues

Conflict of Interest:

There is no conflict of interest on the part of the presenters/ speakers, or anyone involved in planning/ preparing this educational activity.

Program Speakers:

Francesca J. Charney, RN, BS, MSHA, CPHRM, CPHQ, CPSO, CPPS, FASHRM

Fran Charney is the Director of Educational Programs for the Pennsylvania Patient Safety Authority in Harrisburg, PA. Fran dedicates herself daily to the safety of patients and healthcare providers in the state of Pennsylvania.

Fran has written numerous professional journal articles and has participated in several speaking engagements for organizations such as Institute of Healthcare Improvement (IHI), HOSPICE, National Patient Safety Foundation, Hospital and Healthsystem Association of Pennsylvania (HAP), American Society of Healthcare Risk Management (ASHRM), Department of Defense medical Command etc. Fran has testified before the Commonwealth Legislative Committee for the 100K lives program. Fran’s participation in the Color of Safety Initiative along with several other Pennsylvania hospitals won a HAP Innovation Award and Patient Safety Achievement Award. Fran also serves as faculty for the patient safety curriculum for ASHRM and has completed the HERT Patient Safety Leadership Fellowship in 2009.

Fran began her career as a registered nurse working in the ICU, OR and PACU units of hospitals in New Jersey and Pennsylvania. Fran worked for Holy Spirit Health System as an OR Unit Coordinator and Director of Risk Management and Patient Safety Officer. She left Holy Spirit in October 2008, to accept the position of Director of Educational Programs for the Pennsylvania Patient Safety Authority.

Fran is an RN with a Bachelor's of Science Degree and a Mater Degree in Healthcare Administration. Her certifications include, Certified Profession in Healthcare Risk Management (CPHRM), Certified Patient Safety Officer (CPSO), Certified Professional in Healthcare Quality (CPHQ) Certified Professional in Patient Safety (CPPS) and a Fellow in the American Society of Healthcare Risk Management (FASHRM). Fran has served as President of the Central PA Association of Health Care Risk Management (CPAHRM), sits on the PA Medical Society Executive Council on Patient Advocacy, Patient Safety Advisory Group and Committee for Quality and Care Management for HAP. Fran has been accepted as a Population Health Associate for the Health Policy Forum for Jefferson School of Population Health. She is a certified trainer in Just Culture and a master trainer in Teamstepps. Fran has also furthered her knowledge in Healthcare Risk Management by achieving certificates in Health Care Law and ASHRM Barton and Patient Safety Curriculums. She serves as a member of the FDA workgroup on Preventing Surgical Fires Initiative as well as ASHRM's Chair of the Journal Editorial Review Board and was elected to the ASHRM Board of Directors for a three year term. She also serves on NPSF's Expert CPPS Oversight Committee Meeting and was an item writer for the CPPS certification exam.

Education:

2012	National Patient Safety Foundation	Certified Professional in Patient Safety
2010	Agency for Healthcare Research	TeamSTEPPS™ Master and Quality Trainer
2010	Outcome Engineering	Certified Just Culture Trainer
2009	Health Research & Educational	Fellowship in Patient Safety Trust Leadership
2008	National Association for Healthcare Quality	Certified Professional in Health Care Quality
2008	American Society of Healthcare	Fellow Risk Management
2006	Safety Alliance for Training,	Certified Patient Safety Officer Registry, and Certification
2005	University of St. Francis	Master of Science - Health Services Administration
2004	American Hospital Association	Certified Professional in Health Care Risk Management
2004	American Society of Healthcare	Barton Certificate Risk Management
2003	Southeastern University	Health Care Law – certificate Shepard Broad School of Law
2002	University of St. Francis	Bachelors Degree in Science
1980	Mercer College	Registered Nursing Degree

Megan Shetterly, RN, MS

Megan Shetterly is a 1985 graduate of Wilkes College (now Wilkes University) where she received a B.S. in Nursing and a B.A. in Psychology. In 1994, she received a Master of Science Degree in Nursing with a focus in Education.

She has worked for the Authority in the capacity of a Patient Safety Liaison since August 2008. Since this time she has worked with various Pennsylvania health care facilities in an effort to reduce medical errors. In her current role, she works closely with the Authority's Director of Educational Programs to provide state, regional, local, and facility specific education in response to identified patient safety needs. She has given multiple educational presentations and written *Advisory* articles on various patient safety related topics. From year 2009 to 2010, she facilitated a collaborative with 9 hospitals that reduced blood specimen labeling errors within her region by a statistically significant 37%. In year 2011, she received certification in Just Culture™ Training.

Previously, she worked as a registered nurse at Berwick Hospital Center in Berwick, PA for 23 years. During this time, she assumed many roles and responsibilities to include the delivery of nursing care to patients on various inpatient and outpatient units. She also worked in the capacity of Occupational Health Nurse, Director of Performance Improvement, Director of Education, Director of Infection Control, Director of Case Management, Risk Manager, Patient Safety Officer, Director of various inpatient and outpatient units (Oncology, Cardiac Treatment Clinic, Sleep Center, Respiratory Therapy, Pain Clinic), and Women's Health Director. She assisted the facility in procuring funding for various clinical programs and patient safety projects. She was named the Cardiac Champion for the hospital in 2007 and 2008. In this role she facilitated the promotion of programs that focused upon implementation of evidence based practice for cardiac well-being (recognized for achievements in the American Heart Association's Get with the Guidelines Program). She also worked closely with the American Cancer Society and coordinated various cancer prevention activities including coordination of a telethon to encourage women to get their annual mammograms. As Risk Manager and Patient Safety Officer, she was named a liaison for 13 hospitals that encompassed 3 states in the Community Health Systems (CHS) network (owner of Berwick Hospital Center). While in this capacity, she collaborated with other Risk Managers and Patient Safety Officers in an effort to promote delivery of safe patient care.

Education:

1994	Wilkes University	Master of Science in Nursing
1985	Wilkes College	Bachelor of Science in Nursing Bachelor of Arts in Psychology

COURSE CONTENT OUTLINE:

7:30-8:15	Registration
8:15-8:30	Introductions and Ground Rules
8:30 – 10am	Moving Patient Safety Forward Organizational Patient Safety and Patient Engagement
10:00-10:15	Break
10:15-12 noon	Making the Connection: “Identifying and Managing Risk” Making the Connection: “Transformative Moment”
12:00 – 1:00	Lunch
1:00- 2:15	Making the Connection: “Patient Safety Culture” Teamwork and Communication
2:15 – 2:30	Break
2:30- 3:30	Integrating Safety into Work Practices
3:30 – 3:45	Wrap up and Evaluation

CONTINUING EDUCATION CREDITS:

Certificates of Attendance and Continuing Education Contact Hours will be awarded at the end of the Program on November 28, 2012 upon receiving an evaluation from each attendee.

This activity will be submitted to the National Association of Healthcare Quality for CPHQ CE credit. The program content has been submitted for ___ clock hours by the State Board of Examiners of Nursing Home Administrators.

HANDOUTS FOR CONFERENCE WILL BE POSTED ON THE WEBSITE HOME PAGE AND THE EVENT PAGE FOR DOWNLOADING BEGINNING November 19, 2012

REGISTRATION INFORMATION

Registration – Participants are encouraged to register early. Email confirmation will be sent to each participant, **if you supply your email address below**. Registration will be guaranteed only with receipt of funds. On-site registration will be made with payment on a first come, first serve basis, if there are openings. If you need further information please call 484-323-2546: Debra Long.

Cancellation: All cancellations must be made in writing, by mail or fax (610) 566-4036. A \$ 10.00 processing fee will be charged for cancellations. No refunds will be provided for cancellations post-marked or faxed less than 14 days prior to the date of the workshop.

REGISTRATION FORM: (*please print*) Work address Home address

Name & Professional Credentials: _____

Job Title: _____

Organization: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

License Number: _____ State: _____

CPHQ Number: _____ NHA Number: _____

Telephone Number: (_____) _____ **E-mail:** _____

PLEASE Check if you prefer **NOT** to have your name and contact information published in the Registrant List.

Conference Fee (select one): (Registration Due on, or before, November 19, 2012)

Member \$ 75.00

Non-member \$ 100.00 (includes membership)

Register:

Online: Online registration and payment may be completed via the www.spahq.org website

Debra Long 484-323-2546 Fax 610-566-4036
c/o SPAHQ, PO Box 1994, Media, PA 19063

Note: If Faxing or mailing registration form, please go to website and register and pay online thru EventBrite.

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