



2007 QUALITY EXPO

Real Patient Safety Spectacular!

Improving Transitions of Care

Hospital • Nursing Home • Home Health

September 11 and 12, 2007

(Tuesday and Wednesday)

Radisson Plaza Hotel Kalamazoo

**MPRO**
The Medicare Quality Improvement
Organization for the State of Michigan

**Keynote Address:
Lucian Leape, MD**

Patient Safety Spectacular!

2007
QUALITY
EXPO

Conference Dates

Tuesday, September 11, 2007:

- 7:30 a.m. – 9 a.m. Registration, Continental Breakfast and Storyboard Set-up
- 9 a.m. – 4:45 p.m. Plenary Sessions
Lunch, break snacks, and beverages
- 5 p.m. – 7 p.m. Networking Reception
Appetizers and beverages

Wednesday, September 12, 2007:

- 8 a.m. – 4:30 p.m. Conference
- Break-out sessions for each unique setting and cross-setting topics.
(A continental breakfast, break snacks, lunch, and beverages will be served.)

About the Conference

The 2007 QUALITY EXPO is presented by MPRO, Michigan's Medicare Quality Improvement Organization. In today's health care market, patient safety and safety policies are an expectation among patients, caregivers, payors, regulators and staff. This includes safely transitioning patients from one setting to another. The need for improving transitions of care is apparent across the continuum of care as providers deliver safe, appropriate, and patient-centered care. This year's EXPO has been molded to open the lines of communication for **hospitals, home health agencies** and **nursing homes**. Discussions will drill into issues of patient safety and quality improvement. The conference is poised to deliver thought provoking and innovative strategies.

Presenting at the QUALITY EXPO is a line-up of nationally renowned experts on the cutting edge of patient safety. Local health care providers will also share best practices applied in Michigan. After the EXPO, you will be prepared to redefine your organization's delivery system to provide every person with the right care, every time.

The two-day conference is a long-standing forum for Michigan's hospitals to network, share, and learn. New this year is the inclusion of two additional settings of care – nursing home and home health. Quality improvement and patient safety strategies will be shared concerning some of the Centers for Medicare & Medicaid Services' (CMS) national priorities.



New Location

Radisson Plaza Hotel Kalamazoo

100 West Michigan Avenue
Kalamazoo, MI 49007
(269) 343-3333
www.radisson.com/kalamazoomi/

Parking

Registered hotel guests: \$5
Non-hotel registered guests: \$8
Valet: \$10

Shuttle Service

Complimentary shuttle service from 6 a.m. - 11:30 p.m. to and from the Kalamazoo/Battle Creek International Airport, call (269) 343-3333 to reserve a time or call from the airport courtesy phone located in the airport's baggage claim. Shuttle is based on availability.

Hotel Reservations

Radisson Plaza Hotel
Kalamazoo
100 West Michigan Avenue
Kalamazoo, MI 49007
(269) 343-3333
www.radisson.com/kalamazoomi

To receive the discounted rate, you must mention "MPRO" when making your reservation.

Reservation deadline for discounted rate is August 20, 2007. Check-in after 4 p.m.; check-out is at noon.

Additional accommodations can be found on the QUALITY EXPO Web site at www.mpro.org/qualityexpo/.

Conference Overview

- Discover systems and processes which foster safe patient transitions
- Understand the importance of patient safety and learn how to implement its principles
- Understand the implementation and benefits of health information technology
- Identify immunization strategies for every health care setting
- Network with your peers and colleagues in three settings of care
- Discover fraud and abuse/risk management techniques
- Discuss setting-specific barriers and strategies regarding clinical topics
- Identify ways to reduce errors through medication reconciliation
- Highlight your team's patient safety and quality improvement successes with a storyboard



CE, CPHQ Educational Credits

Approval for continuing education hours for Certified Professional in Healthcare Quality (CPHQ) recertification by the Healthcare Quality Certification Board is pending. The specific number of Continuing Education contact hours have not been finalized.

Appropriate Audience

- CEOs
- Executive leadership
- Patient safety officers
- Physicians
- Risk managers
- Emergency room staff
- Discharge planners
- Information technology
- Boards of directors
- Chief medical officers
- Quality improvement staff
- Infection control
- Pharmacy personnel
- Operating room staff
- Case managers
- Human resources

Attire

Attire is casual dress for the 2007 QUALITY EXPO. It is suggested that you dress in layers; the temperature in the facility may fluctuate.

Networking Reception

September 11; 6 p.m. – 8 p.m.

Join us for an evening of appetizers and conversation. Price is \$25 per person. *Must pre-register.*

Day One – Conference Agenda

- 7:30 a.m. – 9 a.m.** **Continental Breakfast, Conference Registration, Storyboard Set-up**
- 9 a.m. – 9:15 a.m.** **Opening Remarks and Welcome**
Colleen Cieszkowski, RN, MA, CPHQ
Sr. Vice President, Quality and Review Operations; MPRO

Debra Moss, MD, MBA
President and CEO; MPRO
- 9:15 a.m. – 10:45 a.m.** **“Are we Safer, Yet?”**
Lucian Leape, MD
*Adjunct Professor of Health Policy,
Department of Health Policy and Management; Harvard School of
Public Health*
- 10:45 a.m. – 11:15 a.m.** **Break, Storyboard Review**
- 11:15 a.m. – 12:15 p.m.** **“CMS’ Progress Toward Implementing Value Based Purchasing”**
Susan M. Nezda, MD, MBA, FACEP
*Special Program Office, Values Based Purchasing, Centers for
Medicare & Medicaid Services*
- 12:15 p.m. – 1:30 p.m.** **Lunch**
- 1:30 p.m. – 2:30 p.m.** **“The Patient Safety and Quality Improvement Act of 2005”**
William Munier, MD
Acting Director; Agency for Healthcare Research and Quality (AHRQ)
- 2:30 p.m. – 4 p.m.** **“Improving Care Transitions through Communications
and Coaching”**
William L. Lyons, MD
*Assistant Professor, Section of Geriatrics and Gerontology,
Department of Internal Medicine; University of Nebraska Medical Center*
- 4 p.m. – 4:15 p.m.** **Break, Storyboard Review**
- 4:15 p.m. – 5:30 p.m.** **“There is No They: One Family’s Journey through the
Healthcare System”**
Larry Johnson
Motivational Speaker; Johnson Training Group
- 6 p.m. – 8 p.m.** **Networking Reception** (Must pre-register)

Day One – Speakers

Keynote Speaker: **Lucian L. Leape, MD**



Lucian Leape is an Adjunct Professor of Health Policy in the Department of Health Policy and Management at the Harvard School of Public Health. Prior to joining the faculty at Harvard in 1988, he was Professor of Surgery and Chief of Pediatric Surgery at Tufts University School of Medicine.

Dr. Leape is internationally recognized as a leader of the patient safety movement, starting with the publication in JAMA of his seminal article, *Error in Medicine*, in 1994. His subsequent research demonstrated the success of the application of systems theory to the prevention of adverse drug events. Dr. Leape was a member of the Institute of Medicine committee which published *To Err is Human* in 1999 and *Crossing the Quality Chasm* in 2001. He has published over 125 papers on patient safety and quality of care.

In 2004, he received the John Eisenberg Patient Safety Award from the JCAHO and National Quality Forum. In 2006, *Modern Healthcare* named him as one of the 30 people who have had the most impact on health care in the past 30 years. Dr. Leape is a graduate of Cornell University and Harvard Medical School.



William Munier, MD

Acting Director, Agency for Healthcare Research and Quality

William B. Munier, MD, is currently serving as Acting Director of the Center for Quality Improvement and Patient Safety (the Center) at the Agency for Healthcare Research and Quality (AHRQ) within the Department of Health and Human Services. The Center has lead responsibility for implementing the new Patient Safety and Quality Improvement Act of 2005; production of the annual National Health Quality Report and National Health Disparities Report; and development and maintenance of the widely-used CAHPS surveys that measure patients' health care experience. The Center also supports a broad array of initiatives designed to further quality improvement and patient safety.

Dr. Munier has been in health care management most of his career with a particular focus on performance measurement, quality and safety, and clinical software development. Prior to joining AHRQ, Dr. Munier was President and CEO of Wang Healthcare, which produced an electronic health record for physicians' offices; president of Quality Standards in Medicine, which produced an expert system for measuring quality in hospitals; director of the Department of Defense Civilian Peer Review of Military Care Program (for CPHA, the prime contractor); partner at Ernst & Whinney; and Executive Vice President of the Massachusetts Medical Society, publishers of *The New England Journal of Medicine*. Dr. Munier received a BA degree from the University of Pennsylvania, an MD from Columbia University, and an MBA from Harvard University.

Day One – Speakers



William L. Lyons, MD

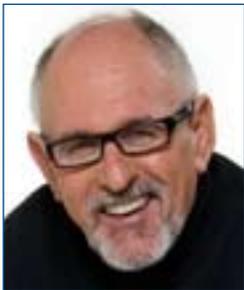
*Assistant Professor, Section of Geriatrics and Gerontology,
Department of Internal Medicine, University of Nebraska Medical Center*

Dr. Lyons' expertise is focused in hospital medicine with an emphasis on transitional care, communication with patients and families around setting goals of care, and end of life decision making. He is the Geriatric Fellowship Director and directs the education program for students and residents. He has lectured extensively at national and regional conferences and to fellows, residents and medical students on these and other topics related to health care of older patients. He has been awarded several Top Teacher and Teacher of the Year awards.

Dr. Lyons has written extensively on end of life care in nursing homes, dementia, palliative care, hospital care, and transitional care of the elderly between hospital and other care settings. His other academic interests are acute care of elders, teaching emergency care of elders, medical decision making in end of life care, medical resident education, and practice based quality improvement. Dr. Lyons also donates time to community education on aging issues.

Dr. Lyons is a member of the Gerontological Society of America, American Geriatrics Society, Society of General Internal Medicine, American College of Physicians, and American Medical Directors Association. He is a member of the American Board of Internal Medicine Geriatric Test Committee.

Dr. Lyons earned his medical degree in 1995 from the Washington University School of Medicine, St. Louis, MO. He served his internship and residency at UCSF where he also completed a fellowship in geriatrics. Dr. Lyons is certified with the American Board of Internal Medicine and holds a Certificate of Added Qualifications in Geriatric Medicine.



Larry Johnson

Motivational Speaker, Johnson Training Group

Mr. Johnson delivers fresh insights and practical "how to's" for leading change, improving quality, and developing effective work cultures. His clients include American College of Health Care Administrators, American Health Care Association, Arizona Health Care Association, Arizona State Office of Health Care Licensure, Care Providers of Minnesota, Florida Health Care Association, Home Health Care Association of Mass., Indiana Health Care Association, Iowa Health Care Association, New Mexico Health Care Association, Ohio Rehabilitation Association, Oregon Health Care Association, Royal College of Nursing (London, England), South Carolina Health Care Association, Unison Health Care Corporation and Wisconsin Health Care Association.

Since 1986, Mr. Johnson has presented to more than 1,800 audiences in every state in the Union, as well as in the United Kingdom, Hong Kong, Malaysia, Indonesia and Australia. Larry was the #1 ranked speaker at the Inc. Magazine Workforce 2000 Conference.

Mr. Johnson has four years of experience in long-term health care management. He spent seven years as a training manager in government and the private sector. For the past 17 years he has been the president of his own training and consulting firm.

Hospital Setting Conference Agenda – Day Two

Session A

8 a.m. - 9 a.m.

Future of Health Information Exchanges in Michigan
Jim Lee, MHA
VP, Data Policy & Development
Michigan Health & Hospital Association

OR

8 a.m. - 9 a.m.

Using In-Situ Simulation to Evaluate Transitions of Care
Ilan Rubinfeld, MD, MBA, FACS, FCCP
Trauma Surgeon
Henry Ford Hospital

William Hamman, MD, PhD
Western Michigan University

Session B

9:10 a.m. - 10:10 a.m.

Abstraction: Are You Building From Scratch or Do You Need an Extreme Makeover?
Jane Tehel, RN, BS
Program Manager, Hospital Reporting Program Quality
Improvement Organization Support Center -
Iowa Foundation for Medical Care

OR

9:10 a.m. - 10:10 a.m.

Immunizations: Protecting Our Most Vulnerable Across Settings For Home Health, Hospital And Nursing Home
Dale W. Bratzler, DO, MPH
Medical Director, Hospital Interventions Quality
Improvement Organization Support Center -
Oklahoma Foundation for Medical Quality
This is a cross-setting session with Nursing Home and Home Health.

Session C

10:30 a.m. - Noon

The Surgical Care Improvement Project: A National Initiative to Improve Patient Outcomes
Dale W. Bratzler, DO, MPH
Medical Director, Hospital Interventions Quality
Improvement Organization Support Center -
Oklahoma Foundation for Medical Quality

OR

11:30 a.m. - 12:30 p.m.

Telemedicine: Employing Communication Technologies to Provide Health Care
Pam Whitten
Assistant Dean and Professor
College of Communication Arts and Sciences,
Michigan State University
This is a cross-setting session with Home Health.

Noon - 1:15 p.m. - Lunch

Box lunches are provided between noon and 1:15 p.m.

Session D

1:15 p.m. - 2:45 p.m.

Pneumonia Quality of Care: Measuring Process and Outcome
Dale W. Bratzler, DO, MPH
Medical Director, Hospital Interventions Quality
Improvement Organization Support Center -
Oklahoma Foundation for Medical Quality

OR

1:15 p.m. - 2:45 p.m.

Getting to Zero: Strategies to Get There (Wounds/Pressure Ulcers)
Elizabeth O'Connell - Gifford, BSN, ET/CWOCN,
DAPWCA, MBA
Clinical Education Specialist
Medline Industries, Inc.
Panel Discussion
This is a cross-setting session with Nursing Home and Home Health.

OR

1:30 p.m. - 2:30 p.m.

Refrain - Don't Restrain
Cathy Campbell
Director of Nursing Quality
William Beaumont Hospital - Royal Oak

OR

1:30 p.m. - 2:30 p.m.

Health Care Fraud - An FBI Overview
Sandra Berchtold
Special Agent
Federal Bureau of Investigations
This is a cross-setting session with Home Health.

Session E

3 p.m. - 4 p.m.

Abstraction: Are You Building From Scratch or Do You Need an Extreme Makeover?
Jane Tehel, RN, BS
Program Manager for the Hospital Reporting Program Quality
Improvement Organization Support Center -
Iowa Foundation for Medical Care
(encore presentation from Session B)

OR

3 p.m. - 4:30 p.m.

Medication Reconciliation
Steven Meisel, Pharm D
Director, Medication Safety
Fairview Health Services
This is a cross-setting session with Nursing Home and Home Health.

Nursing Home Setting Conference Agenda – Day Two

Session A

8 a.m. - 9 a.m.

Stop the Master Blast

(Staff Training Assessment)

Elizabeth O'Connell-Gifford, BSN, ET/CWOCN,
DAPWCA, MBA

Clinical Education Specialist
Medline Industries, Inc.

Panel Discussion

OR

8 a.m. - 9 a.m.

Resident Events: A Risk Management Approach

Jennifer Rauser

Risk Manager
Tendercare, Inc.

Session B

9:10 a.m. - 10:40 a.m.

Pain Management in Long Term Care

Annette Carron, DO

William Beaumont Hospital - Royal Oak

Panel Discussion

OR

9:10 a.m. - 10:10 a.m.

**Immunizations: Protecting Our Most Vulnerable
Across Settings for Home Health, Hospital and
Nursing Home**

Dale W. Bratzler, DO, MPH

Medical Director, Hospital Interventions Quality
Improvement Organization Support Center -
Oklahoma Foundation for Medical Quality

*This is a cross-setting session with Hospital and
Home Health.*

Session C

10:50 a.m. - 12:30 p.m.

**Managing Collateral Damage:
Mood and Behavioral Disturbances**

Suzann Ogland-Hand Ph.D.

Clinical Psychology, Senior Care
Pine Rest Christian Mental Health Services

Panel Discussion

OR

11:30 a.m. - 12:30 p.m.

12 Steps to a Culture of Retention

Hollis Turnham

Michigan Policy Director

Paraprofessional Healthcare Institute

Maureen Sheahan, BA

Michigan Practice Specialist

Paraprofessional Healthcare Institute

This is a cross-setting session with Home Health.

Noon - 1:15 p.m. - Lunch

Box lunches are provided between noon and 1:15 p.m.

Session D

1:15 p.m. - 2:45 p.m.

Why Green Houses?

Lisa Maxwell, MBA, NHA

Nursing Home Administrator

The Village of Redford, a Senior Living Community

Mariellen Davis

Regional Vice President

Presbyterian Villages of Michigan

OR

1:15 p.m. - 2:45 p.m.

**Getting to Zero: Strategies to Get There
(Wounds/Pressure Ulcers)**

Elizabeth O'Connell - Gifford, BSN, ET/CWOCN,
DAPWCA, MBA

Clinical Education Specialist
Medline Industries, Inc.

Panel Discussion

*This is a cross-setting session with Hospital and
Home Health.*

Session E

3 p.m. - 4:30 p.m.

Medication Reconciliation

Steven Meisel, Pharm D

Director, Medication Safety

Fairview Health Services

*This is a cross-setting session with Hospital and
Home Health.*

Home Health Setting Conference Agenda – Day Two

Session A

8 a.m. - 9 a.m.

Telemonitoring/Acute Care Hospitalization
Jill Pahl
Telehomecare Program Manager
VNA of SE Michigan

Session B

9:10 a.m. - 10:10 a.m.

Immunizations: Protecting Our Most Vulnerable Across Settings for Home Health, Hospital and Nursing Home
Dale W. Bratzler, DO, MPH
Medical Director, Hospital Interventions Quality Improvement Organization Support Center - Oklahoma Foundation for Medical Quality
This is a cross-setting session with Hospital and Nursing Home.

Session C

10:20 a.m. - 11:20 a.m.

Keeping Patients at Home: Decreasing Acute Hospitalizations
Jan Bersted
Executive Director
Mercy Home Care Grayling

AND

11:30 a.m. - 12:30 p.m.

12 Steps to a Culture of Retention
Hollis Turnham
Michigan Policy Director
Paraprofessional Healthcare Institute

Maureen Sheahan, BA
Michigan Practice Specialist
Paraprofessional Healthcare Institute
This is a cross-setting session with Nursing Home.

OR

11:30 a.m. - 12:30 p.m.

Telemedicine: Employing Communication Technologies to Provide Health Care
Pam Whitten
Assistant Dean and Professor
College of Communication Arts and Sciences,
Michigan State University
This is a cross-setting session with Hospital.

Noon - 1:15 p.m. – Lunch

Box lunches are provided between noon and 1:15 p.m.

Session D

1:15 p.m. - 2:45 p.m.

Getting to Zero: Strategies to Get There (Wounds/Pressure Ulcers)
Elizabeth O'Connell - Gifford, BSN, ET/CWOCN, DAPWCA, MBA
Clinical Education Specialist
Medline Industries, Inc.
Panel Discussion
This is a cross-setting session with Hospital and Nursing Home.

OR

1:30 p.m. - 2:30 p.m.

Health Care Fraud - An FBI Overview
Sandra Berchtold
Special Agent
Federal Bureau of Investigations
This is a cross-setting session with Hospital.

Session E

3 p.m. - 4:30 p.m.

Medication Reconciliation
Steven Meisel, Pharm D
Director, Medication Safety
Fairview Health Services
This is a cross-setting session with Hospital and Nursing Home.

Storyboard Topics

Hospital Setting

- Transitioning Patients
- Appropriate Care Measures
- Acute Myocardial Infarction
- Pneumonia
- Heart Failure
- Surgical Care Improvement Program
- Systems Improvement
- Organizational Culture
- Computerized Physician Order Entry
- Bar Coding
- Telehealth
- Rural Organization Safety Culture
- Inpatient Immunizations
- IHI 5 Million Lives Saved
- DVT Prophylaxis for Surgical Patients
- Early Emergency Department Indicators
- Moving to a "Just" Culture
- Innovative Patient Safety/Quality Improvement Programs
- Data Abstraction

Nursing Home Setting

- Transitioning Patients
- Pressure Ulcers
- Pain
- Restraints
- Depression
- Workforce Retention
- Organizational Culture Change
- Immunizations
- Moving to a "Just" Culture
- Innovative Patient Safety/Quality Improvement Program
- Satisfaction Surveys

Home Health Setting

- Transitioning Patients
- Acute Care Hospitalization
- Oral Medication Management
- Immunizations
- Telehealth
- Ambulation
- Urinary Incontinence
- Bathing
- Dyspnea
- Pain
- Any Emergent Care
- Moving to a "Just" Culture
- Innovative Patient Safety/Quality Improvement Program

Storyboard Presentations

Don't miss the opportunity to highlight your achievements! Last year there were more than 50 storyboards at the EXPO representing a unique venue to share experiences of innovative approaches to system process improvements. The storyboard is an opportunity for every organization to showcase their quality improvement and patient safety. Storyboards should be clear and concise.

Visit www.mpro.org/qualityexpo/ and click on "Storyboards" for a sample template of a storyboard and for the storyboard specifics.

Storyboard Awards

Throughout the conference you and your peers can vote for the storyboards you find to be the "Most Creative" and another that is "Most Informative." Each setting of care will have two winners chosen for the awards. Votes will be tabulated and posted at the end of the second day. You do not need to be present to receive your award.

If you have questions about storyboards or would like to discuss ideas, please contact Nancy Tadjewski, Administrative Assistant, at (248) 465-7318 or ntadajew@mpro.org.



2006 QUALITY EXPO Most Creative Storyboard winner:

Community Health
Center of Branch
County –
"Surgical Care
Process: No Mission
is Impossible"

2006 QUALITY EXPO Most Informative Storyboard winner:

Gratiot Medical
Center –
"The Domino Effect"



Conference Registration

Online registration available, go to: www.mpro.org/qualityexpo/

Your registration fee includes attendance to the conference; conference materials; and continental breakfast, lunch, snacks, and beverages for each day attending.

Make checks payable to MPRO. **We are sorry we will not be able to issue refunds. You are more than welcome to send a representative in your place.** Please use your cancelled check as confirmation and receipt.

If you have any questions regarding conference registration and details, please contact: Marti Edens, Administrative Assistant, at (248) 465-7332 or medens@mpro.org.

(All information should be written as you want it to appear on your name badge.)

Please mail completed registration form with payment to:
Marti Edens
 MPRO
 22670 Haggerty Rd., Ste 100
 Farmington Hills, MI 48335

Name: _____ Credentials: _____

Title: _____

Facility: _____

Address: _____

Phone: _____ Fax: _____ E-mail: _____

Yes, I want vegetarian meals Applicable Credits: Nursing CPHQ CME

Pick your Day 2 Sessions

Early registration (Post-marked prior to Aug. 24)	Late registration (Aug. 24 - Sept. 5)
<input type="checkbox"/> Day One and Day Two (\$175)	<input type="checkbox"/> Day One and Day Two (\$225)
<input type="checkbox"/> Day One Only (\$100)	<input type="checkbox"/> Day One Only (\$150)
<input type="checkbox"/> Day Two Only (\$100)	<input type="checkbox"/> Day Two Only (\$150)
<input type="checkbox"/> Networking Reception (\$25)	<input type="checkbox"/> Networking Reception (\$25)

Choose only one option per session*. Each session must have an option selected.

Session A	Session B	Session C	Session D	Session E
<input type="checkbox"/> Future of Health <input type="checkbox"/> In-Situ Simulation <input type="checkbox"/> Stop the Master Blast <input type="checkbox"/> Resident Events: A Risk Management Approach <input type="checkbox"/> Telemonitoring/Acute Care Hospitalization	<input type="checkbox"/> Abstraction <input type="checkbox"/> Immunizations <input type="checkbox"/> Pain Management	<input type="checkbox"/> The Surgical Care Improvement Project <input type="checkbox"/> Telemedicine <input type="checkbox"/> Managing Collateral Damage <input type="checkbox"/> 12 Steps <input type="checkbox"/> Keeping Patients at Home*	<input type="checkbox"/> Pneumonia Quality of Care <input type="checkbox"/> Refrain - Don't Restrain <input type="checkbox"/> Getting to Zero <input type="checkbox"/> Why Green Houses? <input type="checkbox"/> Health Care Fraud	<input type="checkbox"/> Abstraction <input type="checkbox"/> Medication Reconciliation

*Home Health participants that select Keeping Patients at Home are encouraged to also select and attend another choice from Session C.

Storyboard Registration

You may display more than one storyboard. For a full list of suggested storyboard options, see page 10. My storyboard will focus on quality improvement/patient safety initiatives for:

 Please, only register one person per form. For additional registration forms, please photo copy or visit www.mpro.org/qualityexpo/.

(By registering for this event, you provide permission for MPRO to use any photographs taken of you at the conference in future marketing materials.)