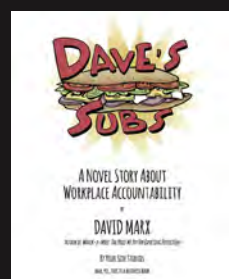


7th Annual Quality and Safety Symposium



November 20–21, 2019

Medical Education and Research Facility (MERF) &
Medical Alumni Auditorium – E331 GH
(Elevator BE, Level 3)

Provided by

University of Iowa Hospitals & Clinics and the University of Iowa Roy. J and Lucille A. Carver College of Medicine

In partnership with:

UI Department of Internal Medicine; UI Department of Pharmaceutical Care and College of Pharmacy; Quality Improvement Program; UI College of Nursing; UI Department of Surgery; UI Department of Pathology; UI Department of Pediatrics; UI Department of Obstetrics and Gynecology; Office of Operational Excellence; Healthcare Information Systems; Clinical Services; Iowa City Veterans Affairs Health Care System, UI Health Care Simulation Community

REGISTRATION

To register go to medicine.uiowa.edu/cme/
and click on Upcoming Programs.

Contact information:

CME Division
University of Iowa Carver College of Medicine
100 CMAB
Iowa City, Iowa 52242-1101
tel 319.335.8599

PURPOSE

The overarching goal of health care delivery is to provide safe, high quality care for patients. The Quality and Safety Symposium provides a unique inter-professional forum for health care providers with a wide range of experience in quality and safety to come together to learn about principles of quality and safety, initiatives, resources, and strategies to apply to their own practice. It also provides a unique opportunity for networking and collaboration.

The focus of the 7th Annual Quality and Safety Symposium is to provide participants with strategies and resources to promote a Just Culture.

INTENDED AUDIENCE

Those involved in the delivery of health care in both clinical or non-clinical roles ranging from beginners to leaders in health care improvement

OVERALL PROGRAM OBJECTIVES

Upon completion of this program, the learner should be able to:

1. Describe key components of a just culture
2. Discuss the impact of a just culture on the safety and quality of an organization
3. Identify strategies and resources that promote and support a just culture
4. Identify initiatives and resources in quality and safety that can be applied to their work
5. Collaborate, educate, and innovate in quality and safety

See agenda for specific learning objectives.

LOCATION AND PARKING

The **symposium** will take place from 3:00 to 5:00 p.m. in the Urmilia Sahai Auditorium in the Medical Education and Research Facility (MERF) and the **poster session** and reception will take place from 5:00 to 7:00 p.m., Wednesday, Nov. 20, 2019 MERF Atrium, 375 Newton Road, Iowa City. Parking is available in the Newton Ramp on Newton Road. Walk across Newton Road to enter MERF. The Atrium is on the first floor.

The **symposium** will take place from 8:00 a.m. to 1:00 p.m., Thursday, Nov. 21, 2019 at University of Iowa Hospitals & Clinics, 200 Hawkins Drive, Iowa City, in the Medical Alumni Auditorium, E331 GH (Elevator BE, Level 3).

Hospital Parking Ramp 1 offers the nearest parking. Parking rates will apply. After parking, exit the ramp toward the hospital, and enter through the West Entrance. Proceed all the way down the long hallway. Take Elevator BE to Level 3. The auditorium will be on your left as you exit the elevator.

The University of Iowa prohibits discrimination in employment, educational programs, and activities on the basis of race, creed, color, religion, national origin, age, sex, pregnancy, disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, associational preferences, or any other classification that deprives the person of consideration as an individual. The university also affirms its commitment to providing equal opportunities and equal access to university facilities. For additional information on nondiscrimination policies, contact the Director, Office of Equal Opportunity and Diversity, the University of Iowa, 202 Jessup Hall, Iowa City, IA, 52242-1316, 319-335-0705 (voice), 319-335-0697 (TDD), diversity@uiowa.edu.

Individuals with disabilities are encouraged to attend all University of Iowa sponsored events. If you are a person with a disability who requires an accommodation in order to participate in this program, please contact the Continuing Medical Education Division in advance at 319-335-8599.

CONTINUING EDUCATION CREDIT

Continuing education credits will be available for physicians, nurses, and pharmacists. All other health care professionals will receive a certificate of completion. It is the responsibility of each attendee to determine if the continuing education programs they attend meet the requirements of their professional licensure board.

The University of Iowa Roy J. and Lucille A. Carver College of Medicine is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Physician: The University of Iowa Roy J. and Lucille A. Carver College of Medicine designates this live activity for a maximum of 5.0 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurse: 5.0 contact hours will be granted by University of Iowa Hospitals & Clinics Department of Nursing (IBN Approved Provider #34). Participants must attend the entire program to receive full credit. Questions concerning nursing credits should be directed to the Nursing Clinical Education Center at 319-356-1238.



Pharmacist: CEI is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. Following completion of the online activity exam and evaluation (accessible at ceimpact.com via a Live Access Codes following the activity), participants will be able to access their CPE Statement of Credit on CPE Monitor, MyCPEMonitor.net. No partial credit will be given for this activity.

Pharmacists will receive 1.75 contact hours or 0.175 CEU of continuing pharmacy education for participation in day one of the conference. The ACPE UAN for this knowledge-based CPE activity is 0107-9999-19-344-LO5-P.

Pharmacists will receive 3.25 contact hours or 0.325 CEU of continuing pharmacy education for participation in day two of the conference. The ACPE UAN for this knowledge-based CPE activity is 0107-9999-19-345-LO5-P.

Disclosure policy: Everyone in a position to control the content of this educational activity will disclose to the CME provider and to attendees all relevant financial relationships with any commercial interest.

Determination of educational content for this program and the selection of speakers are responsibilities of the program committee. Firms providing financial support did not have input in these areas.

AGENDA

WEDNESDAY, NOVEMBER 20

Urmila Sahai Auditorium, 2117 MERF

- 3:00 p.m. **Welcome and History of Symposium**
Mike Brownlee, PharmD, MS
Chief Pharmacy Officer, UI Hospitals and Clinics
Krista Johnson, MD, MME
Educational Director, Safety & Quality, Internal
Medicine Residency Program
- 3:10 p.m. **Opening Statements**
Brooks Jackson, MD, MBA
Dean, Carver College of Medicine
Vice President for Medical Affairs
- 3:15 p.m. **Update on Safety Initiatives**
Teri Brennan, MD, FACC
Chief Medical Officer, UI Hospitals and Clinics
- 3:30 p.m. **TEDesque talks**
**1. Improving the Process of Care for Employee
Blood/Body Fluid Exposures**
Lynnette Kenne, RN, MSN
**2. Environmental Service's Quality
Assurance Program**
Bill Millard, CHESP
Oluchi Abosi, MBChB, MPH, CIC
3. Discharge Optimization
Alison Pauley, RN, MSN
4. COPE team
David Papworth, MD
- 4:15 p.m. Keynote Presentation:
Quality for Who? Addressing Health Inequities
by Providing QQuality, Stigma-Free Care for
People Who Use Drugs**
Sarah Ziegenhorn and Daniel Runde, MD, MME
Iowa Harm Reduction Coalition

MERF Atrium

- 5 - 7 p.m. **Reception and Poster Session** (No CME/CE)
Refreshments and light snacks provided

**For information about the poster session please contact:
Wendy Fiordellisi, MD, MS – wendy-fiordellisi@uiowa.edu**

THURSDAY, NOVEMBER 21

Medical Alumni Auditorium

E331 GH (Elevator B, Level 3)

- 7:30 a.m. **Registration**
Coffee and continental breakfast provided
- 8:00 a.m. **Welcome**
Krista Johnson, MD, MME;
Mike Brownlee, PharmD, MS
Symposium co-chairs
- 8:05 a.m. **Opening Statements**
Suresh Gunasekaran, MBA
CEO, University of Iowa Hospitals & Clinics
Associate VP, University of Iowa Health Care

- 8:10 a.m. **Update on UIHC Quality Initiatives**
Mike Edmond, MD, MPH, MPA
Chief Quality Officer, UI Hospitals and Clinics
Sara Caven, MSN, RN, CENP
Associate Chief Quality Officer, Nursing Services
Kyle Jenn, RN, BSN
Infection Preventionist, UI Hospitals and Clinics
Derek Zhorne, MD
Associate Chief Quality Officer, UI Stead Family
Children's

- 8:35 a.m. **Cost of Medication, Making Sense of it All**
Mike Brownlee, PharmD, MS, FASHP

- 9:00 a.m. **Poster Pearls** (No CME/CE)

Objectives:

1. Describe recent and ongoing quality improvement and patient safety projects.
2. Identify available resources and generalizable lessons learned that others on the front lines of quality improvement and patient safety can use in future work.

- 9:45 a.m. **Break/networking**

- 10:00 a.m. **Implicit Bias, Culturally Sensitive Care**
Monique Galpin
Dave Moser, PhD

- 10:25 a.m. **Conversations in Just Culture** (10 minutes to transfer to breakout rooms, 70 min CME/CE)
Paul Leonard and team

Objectives:

1. Describe how a Just Culture changes the assumptions of a difficult conversation
2. Demonstrate opening a difficult conversation with a respectful purpose
3. Demonstrate giving and asking for viewpoints respectfully

- 11:45 a.m. **Break for Networking and Pick up Lunch**

- 12:00 p.m. **Poster Awards**
Wendy Fiordellisi, MD, MS
Poster Session Chair
Clinic Director, Iowa River Landing General
Medicine Clinic

- 12:10 p.m. Keynote Presentation:
Just Culture**
David Marx, JD
Chief Executive Officer, Outcome Engenuity
Creator of Just Culture

- 1:00 p.m. **Wrap-up and Book Signing: Dave's Subs**
Medicine Library, SE 324 GH



7th Annual Quality and Safety Symposium Planning Committee:

Mike Brownlee, PharmD, MS, Symposium Co-Chair
Mike Edmond, MD, MPH, MPA
Janet Andrews, MD
Alisha Loy, BS, CRCST
Jaime Wilson, DNP, RN, PCCN-F
Sara Caven, MSN, RN, CENP

Krista Johnson, MD, MME, Symposium Co-Chair
Kim Staffey, MD
Carly Kuehn, MD
Jennifer McDanel, PhD
Stephanie Chen, MD
Brenden Boyle, MD

Wendy Fiordellisi, MD, MS, Poster Session Chair
Derek Zhorne, MD
Ethan Kuperman, MD, MSc
Alison Pauley RN, MSN
Jennifer Thompson, RD, MHA