

5th Annual Quality and Safety Symposium



October 25-26, 2017

Medical Alumni Auditorium – E331 GH
3rd Floor, General Hospital

Provided by

University of Iowa Health Care
University of Iowa Roy J. and Lucille A. Carver College of Medicine

In Partnership with:

University of Iowa Department of Internal Medicine, University of Iowa Department of Pharmaceutical Care and College of Pharmacy, Clinical Quality, Safety and Performance Improvement Office, University of Iowa College of Nursing, University of Iowa Hospitals and Clinics, Office of Consultation and Research in Medical Education, Society of Hospital Medicine – Iowa Chapter, Office of Operational Excellence

REGISTRATION

To register go to <https://medicine.uiowa.edu/cme/>
and click on Upcoming Programs.

Contact Information:

CME Division
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PURPOSE

The overarching goal of healthcare delivery is to provide safe, high quality care for patients. The current organization structure and information systems of health care delivery make it challenging to measure and deliver quality outcomes. In addition, there is a deficit of hours in quality improvement in most education programs. Health care stakeholders have little time or ability to begin to access the solutions that new information systems and data analysis could provide. Practitioners effectively employing technology has been shown to reduce error. By introducing learners of the 5th Annual Quality and Safety Symposium to new and underutilized solutions available and the ease with which some of them may be implemented, whether it is computerized prescription entry or systems engineering, the possibility of error reduction and patient safety and satisfaction could increase. **INTENDED AUDIENCE:** Those involved in the delivery of health care in both clinical and/or non-clinical roles ranging from beginners to leaders in healthcare improvement.

OVERALL PROGRAM OBJECTIVES

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

- Describe key components necessary to promote a culture of safety.
- Identify strategies to promote and implement informatics and big data in healthcare improvement.
- Identify resources for big data and healthcare informatics.
- Describe specific examples of using healthcare informatics and big data in patient care, education, research, policy, data, and eHealth that promote healthcare improvement.

See agenda for specific learning objectives.

LOCATION AND PARKING

The poster session and reception will take place Wednesday, October 25, from 5-7 PM in the Medical Education and Research Facility (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 on Thursday, October 26, from 8:00 AM-4:30 PM at the University of Iowa Hospitals and Clinics, 200 Hawkins Drive, Iowa City, in the Medical Alumni Auditorium (E331 GH), 3rd Floor, General Hospital.

If arriving from an off-campus location, please park in Parking Ramp 1, the nearest available parking. Prevailing rates apply. Proceed to the ground floor of the parking ramp and exit the parking ramp through the double glass doors to the east of the elevators. Using the crosswalk out of the ramp, enter through the West Entrance and proceed directly down the long hallway to the large compass on the floor, in the middle of the hallway intersection. Turn north and immediately take Elevator B to the 3rd floor. Proceed east to E331 GH.

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 6.0 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurse: .72 CEUs [7.2 contact hours] will be granted by University of Iowa Hospitals and 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) 356-4304.

Pharmacist: The Collaborative Education Institute 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 www.GoToCEI.org via a CPE Access Code following the activity), participants will be able to access their CPE Statement of Credit on CPE Monitor, www.MyCPEMonitor.net. No partial credit will be given for this activity.

Pharmacists will receive 6.0 contact hours or 0.6 CEUs of continuing pharmacy education for participation in the entire conference. The ACPE UAN for this knowledge-based CPE activity is 0107-9999-17-226-L05-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.

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.

AGENDA

Wednesday, October 25, 2017

MERF Atrium

5:00 – 7:00 pm **Reception and Poster Session** (No CME/CE)
Refreshments and light snacks provided

Thursday, October 26, 2017

Medical Alumni Auditorium

E331 GH - 3rd Floor, General Hospital

7:30 am **Registration**
Coffee and continental breakfast provided

8:00 **Welcome and History of Symposium**
Krista Johnson, MD, MME;
Mike Brownlee, PharmD, MS
Symposium Co-chairs

8:05 am **Introduction**
Mike Edmond, MD, MPH, MPA
Chief Quality Officer, UIHC

8:10 am **Opening Statements**
Jean Robillard, MD
Vice President for Medical Affairs and Dean,
Carver College of Medicine

8:15 am **A Patient & Parent Perspective:
Beyond the Medicine**
Alisha Loy, Patient, Mom, BS, CRCST
Objectives:
1. Discuss the value of a holistic healthcare team approach to improve patient outcomes.
2. Describe how patient centered care can lead to greater patient safety.
3. Identify patient & family advocacy as a method of partnership.

8:45 am **Engineering Quality and Safety into
the New Children's Hospital**
R. Erik Edens, MD, PhD
Objectives:
1. Discuss importance of end user input into the design of new space.
2. Describe principles of space design to enhance quality & safety

9:15 am **Leading Change in the Digital Era of Healthcare**
Maia Hightower, MD, MPH, MBA
Objectives:
1. Describe individual, team and organizational leadership.
2. Describe how the digitization of healthcare increases the need for leaders at all levels and throughout the organization.

9:45 am **TEdesque Talks**

**1) Pharmacist-Driven TelePrEP
(HIV Pre-exposure Prophylaxis) Clinic**
Angie Hoth, PharmD, MPH

Objective:

Describe how telemedicine, as part of an innovation strategy, can enhance care quality and the overall patient experience.

2) Nigerian Well Child App
Azeez Butali, DDS, PhD

Objectives:

1. Discuss the importance of data in creating an intervention and the importance of effective communication.
2. Explain the need to tailor intervention to identified problems and populations.

10:15 am **Break/Transfer to Breakout Sessions**

10:30 am **Breakout Sessions**

1. From Idea to Product

Dilek Ince, MD; Bradley Ford, MD PhD

Objective:

Describe implementation of institution specific guidelines using a novel technology.

Bean Conference Room, SE301 GH

2. How to Expand Coverage Through Virtual Hospitalists

Ethan Kuperman, MD, MSc; Jeydith Gutierrez-Perez, MD; Evelyn Perry, MHA

Objectives:

1. Identify the benefits of a successful virtual hospitalist program.
2. Predict potential barriers to creating a virtual hospitalist program.
3. Describe the capabilities and limitations of inpatient telemedicine

1117 MERF

3. Handoffs in 21st Century Medicine

Justin Smock, MD; Carly Kuehn, MD

Objectives:

1. Describe the educational tools available to teach handoff communication to students, trainees and staff members.
2. Identify strategies to utilize EMR technology to improve handoff communication.
3. Participate in an Objective Structured Clinical Examination (OSCE) to practice handoff techniques and receive feedback in an interdisciplinary group.

Seebohm Conference Room, EMRB 283

4. Opioid Crisis

Anureet Walia, MD; Eva Coulson, PharmD;
Lee Kral, PharmD

Objective:

Describe the factors that contribute to the opioid crisis and what is being done to manage this.

Medical Alumni Auditorium, E331 GH

5. Theory of Improvement: the Process Map

Jeffery Vande Berg, MS

Objectives:

1. Describe the uses of a process map in process improvement.
2. Develop a process map to describe a healthcare delivery process.

ICTS Conference Room, C44-A GH

6. Where to Start.....the Steps of Process Improvement for Quality and Safety

Jennifer McDanel, PhD, MS;
Lynnette Kenne, BSN, MSN

Objectives:

1. Describe the steps of systematic problem solving.
2. Identify tools that can be utilized for improvement.
3. Describe pitfalls that hinder the process of improvement

HP Smith Conference Room, W256 GH

11:30 am **Break and Pick up Lunch**

11:50 pm **Poster Awards and Wrap up** (No CME/CE)

12:00 pm **Keynote Address: Using Big Data to Improve Clinical Care**

David Bates, MD, MSc

Introduction: Maia Hightower, MD, MPH, MBA

Objectives:

1. Discuss the major use cases regarding leveraging big data to improve the value of care.
2. Describe a high-risk program and its impact on costs of care.
3. Review the ways that big data techniques and real-time monitoring can be used to detect patients who are decompensating.

1:00 **Networking/Transition** 15 minutes (No CME/CE)

1:15 pm **Leveraging Informatics for QI**

Ken Nepple, MD, FACS

Objective:

Discuss the value of informatics in generating return on investment in quality improvement.

1:45 pm

A Balanced Response to Hospital Violence: Collaborating to Focus on Patient Care and Staff Safety

Douglas Vance, Criminal Justice degree; Lance Clemens, MS, LISW; Dana Cook, MSN, RN-BC; Wendy Hochreiter, MSN, RN, CNL; Jeffery Vande Berg, MS; Jennifer McDanel, PhD, MS; Vicki Kijewski, MD

Objectives:

1. Describe that violence towards health care workers is a well-documented phenomenon occurring in medical centers across the country.
2. Discuss that the Disruptive Patient and Visitors Program resource exists as a tool for all UIHC staff.
3. Explain that all staff need to report violent or behavioral safety events.
4. Develop and implement a violence management plan in your unit.

2:45 pm

The Future of Simulation Education at UIHC

LouAnn Montgomery, PhD, RN-BC;
Tom Collins, MD, MHCDS, FACS

Objective:

Discuss ongoing efforts for integrating simulation across disciplines at UIHC.

3:15 pm

Poster Pearls (No CME/CE) (4 posters, 10 min with 5 for questions)

Jeydith Gutierrez Perez, MD

Clinical Assistant Professor of Internal Medicine
General Internal Medicine

- “Patient regionalization to improve care efficiency (PRICE)”

Brian Hoff, PharmD, BCPS

Clinical Pharmacy Specialist – Infectious Diseases
Co-Director, Antimicrobial Stewardship Program

- “Impact of Guideline-Driven QI Intervention on Intraoperative Antibiotic Redosing Compliance and Surgical Site Infections”

Emily Neddermeyer, PharmD

PGY2 Ambulatory Care Pharmacy Resident

- “Improving Patient Safety During Transitions from Hospital to Long-term Care Facility”

Eric Epping, MD, PhD

Clinical Associate Professor of Psychiatry

- “A Health Care Quality Improvement and Patient Safety Elective Course for 3rd and 4th Year Medical Students”

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.

4:00 pm **Networking Reception**

For information about the poster session please contact:

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