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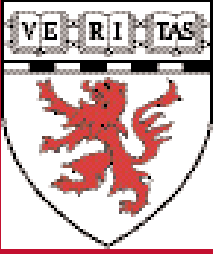
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# The Patient Safety Imperative

October 20 - 21, 2005 ■ Sheraton Boston Hotel



Harvard Medical School  
Department of Continuing Education

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# The Patient Safety Imperative

- Sheraton Boston Hotel
- Boston, Massachusetts
- Course Directors:  
Saul N. Weingart, MD, PhD  
David W. Bates, MD, MSc  
Hans Kim, MD, MPH



Dana-Farber Cancer Institute  
Center for Patient Safety



Brigham and Women's Hospital  
Department of Medicine and  
Center of Excellence for Patient Safety  
Research and Practice



Beth Israel Deaconess Medical Center  
Department of Medicine

## RATIONALE

Patient safety emerged as a major public health issue with the December 1999 Institute of Medicine report, *To Err is Human*. Since that time, there has been significant interest in the problem of medical error and patient safety in the lay media and medical literature. In addition, organizations such as the Massachusetts and American Hospital Associations, the National Quality Forum, and the US Agency for Healthcare Research and Quality have issued “best practice” recommendations for patient safety. The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) has outlined patient safety requirements for hospital accreditation, including surgical site marking and patient identity-checking. Finally, the Accreditation Council for Graduate Medical Education has implemented required competencies for graduates of all US residency programs in systems-based learning and improvement – topics intertwined with patient safety science.

Medical error is also a major liability risk for health care insurers. Misdiagnoses and delayed diagnoses are among the fastest growing areas of exposure for physicians in ambulatory care. Surgical, anesthesia, and ob-gyn errors also account for a disproportionate share of large malpractice awards.

## COURSE OBJECTIVES

- To understand the patient and provider experience of medical error
- To update learners’ knowledge about the prevalence of medical error among at-risk populations and high-hazard settings
- To understand alternative methods for identifying errors and injuries
- To use root-cause analysis and failure mode and effects analysis
- To apply human factors principles to prevent medical errors
- To examine and practice techniques for improving patient safety
- To recognize the need for disclosure of errors and accidents and to develop skills in making disclosures
- To develop strategies for improving patient safety in one’s own practice

## AUDIENCE

This is a course designed for practicing physicians. The course will also interest medical educators, medical practice directors, nurses, pharmacists, risk managers, quality improvement professionals, health administrators, and health services researchers. Specialist groups in high-risk areas such as oncologists, critical care doctors (anesthesia, pulmonary, neonatology), emergency physicians, and hospitalists may find this course particularly useful.

## COURSE DIRECTORS

### **Saul N. Weingart, MD, PhD**

Vice-President for Patient Safety, Dana-Farber Cancer Institute;  
Assistant Professor of Medicine, Harvard Medical School

### **David W. Bates, MD, MSc**

Chief, Division of General Internal Medicine,  
Brigham and Women’s Hospital;  
Professor of Medicine, Harvard Medical School

### **Hans Kim, MD, MPH**

Medical Director, Clinical Effectiveness, Beth Israel Deaconess  
Medical Center; Instructor of Medicine, Harvard Medical School

**This course is supported by the Safety  
Institute, Premier Inc.**

## ACCREDITATION

Harvard Medical School is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Harvard Medical School designates this educational activity for a maximum of 14.5 category 1 credits toward the AMA Physician’s Recognition Award. Each physician should claim only those credits that he/she actually spent in the educational activity.

The American Medical Association has determined that physicians not licensed in the US who participate in this CME activity are eligible for AMA PRA category 1 credit.

This course awards 14.5 risk management credits. Continuing education credits may also be arranged for nurses.

# The Patient Safety

## COURSE DESCRIPTION

This is a comprehensive review and update of patient safety. The goal of this course is to provide clinicians and other health care leaders with information about emerging trends and best practices that learners can take home and apply in their own organizations. The course opens with an introduction to the problem of medical error and its emergence as a public health problem. Large group lectures address the nature of error in health care, drawing heavily from human factors engineering and systems theory. Speakers will address the problem of impaired providers, and emerging concepts of physician responsibility and error disclosure. Learners will chose from talks dealing with the epidemiology of error in specific patient populations and settings (such as geriatrics, primary care, intensive care and oncology). Faculty will present tools for identifying, measuring, and analyzing adverse events, and for applying continuous quality improvement techniques for error prevention. The course will examine policy, patient, and risk management perspectives. It will offer special sessions on medical education and patient safety leadership.

## **THURSDAY, OCTOBER 20, 2005**

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### INTRODUCTION

7:30 - 8:30	<i>Registration</i>	
8:00 - 8:30	<i>Continental Breakfast</i>	
8:30 - 8:45	Welcome .....	<i>Bates, Weingart</i>

### A NEW VIEW

8:45 - 9:45	The Nature of Error in Health Care .....	<i>Leape</i>
9:45 - 10:30	Technology and Safety: Transforming the Delivery of Health Care .....	<i>Bates</i>
10:30 - 10:45	<i>Break</i>	
10:45 - 11:15	Changing Conceptions of Responsibility for Safe Care .....	<i>Leape</i>
11:15 - 12:00	Fatigue and Error .....	<i>Landrigan</i>

### MEDICAL ERROR IN SPECIAL POPULATIONS: EPIDEMIOLOGY AND STRATEGIES FOR IMPROVEMENT

12:00 - 12:15	Epidemiology of Medical Error: Overview .....	<i>Weingart</i>
12:15 - 1:30	<i>Lunch Break</i>	
1:30 - 2:45	Break-out Sessions	
	Pediatrics .....	<i>Landrigan</i>
	Ambulatory Care .....	<i>Gandhi</i>
	Older Adults .....	<i>Gurwitz</i>
	Critical Care .....	<i>Rothschild</i>
	Oncology .....	<i>Shulman, Bartel</i>
2:45 - 3:00	<i>Break</i>	

### ANALYZING CRITICAL INCIDENTS

3:00 - 3:30	Root Cause and Failure Mode/Effects Analysis .....	<i>Kim</i>
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### DISCLOSING ERRORS

3:30 - 5:00	Apology and Disclosure Workshop .....	<i>Gallagher</i>
5:30 - 7:00	<i>Reception</i>	

## **FRIDAY, OCTOBER 21, 2005**

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### LEADERSHIP AND ORGANIZATIONAL CHANGE

8:00 - 8:30	<i>Continental Breakfast</i>	
8:30 - 9:15	Current Controversies in Liability and Medical Error .....	<i>Brennan</i>
9:15 - 10:00	Teamwork Training .....	<i>Sachs</i>
10:00 - 10:30	Leading Safety by Walking Around .....	<i>Frankel</i>
10:30 - 10:45	<i>Break</i>	

# Safety Imperative

FRIDAY, OCTOBER 21, 2005 CONTINUED....

- 10:45 - 12:00 Break-out Sessions  
Creating a Patient Safety Program in Your Hospital . . . . . *Frankel, Gandhi*  
Innovations in Medical Education . . . . . *Smith, Sands, Simon*  
Innovations in Nursing Leadership . . . . . *Reid Ponte, Connor*

12:00 - 1:15 *Lunch Break*

## ASSESSING HAZARDS AND IMPROVING SAFETY IN YOUR ORGANIZATION

- 1:15 - 1:45 Medical Error Liability: Trends and Prevention . . . . . *Puopolo*  
1:45 - 2:15 The Impaired Provider . . . . . *Bush*  
2:15 - 2:45 Partnering with Patients to Improve Patient Safety . . . . . *Weingart*  
2:45 - 3:15 Preventing Adverse Drug Events with Continuous  
Quality Improvement . . . . . *Federico*  
3:15 - 3:30 *Break*  
3:30 - 4:00 High Realism Simulation Training . . . . . *Raemer*  
4:00 - 4:45 What Can You Do? Take-Home Lessons . . . . . *Panel*  
4:45 - 5:00 Closing Remarks . . . . . *Bates*

## FACULTY

### **Sylvia Bartel, RPh**

Director of Pharmacy, Dana-Farber Cancer Institute

### **Troyen A. Brennan, MD, JD, MPH**

Professor of Medicine and Public Health, Harvard Medical School and Harvard School of Public Health

### **Booker Bush, MD**

Staff Physician, Beth Israel Deaconess Medical Center; Assistant Professor, Medicine, Harvard Medical School

### **Maureen Connor, RN, MPH**

Vice President for Quality Improvement and Risk Management, Dana-Farber Cancer Institute

### **Frank Federico, RPh**

Director, Institute for Healthcare Improvement

### **Allan Frankel, MD**

Director of Patient Safety, Partners Healthcare System

### **Thomas Gallagher, MD, FACP**

Assistant Professor, Departments of Medicine and Medical History & Ethics, University of Washington

### **Tejal K. Gandhi, MD, MPH**

Director of Patient Safety, Brigham and Women's Hospital; Assistant Professor of Medicine, Harvard Medical School

### **Jerry Gurwitz, MD**

Executive Director, Meyers Primary Care Institute; Chief, Division of Geriatric Medicine, University of Massachusetts Medical School

### **Christopher P. Landrigan, MD, MPH**

Research and Fellowship Director, Boston Children's Hospital Inpatient Pediatrics Service; Assistant Professor of Medicine, Harvard Medical School

### **Lucian L. Leape, MD**

Adjunct Professor of Health Policy, Harvard School of Public Health

### **Ann Louise Puopolo, RN**

Program Director, Loss Prevention, Harvard Risk Management Foundation

### **Daniel B. Raemer, PhD**

Operations Director, Center for Medical Simulation, Massachusetts General Hospital; Associate Professor of Anesthesia, Harvard Medical School

### **Patricia Reid Ponte, RN, DNSC**

Senior Vice-President, Nursing and Patient Care Services, Dana-Farber Cancer Institute

### **Jeffrey Rothschild, MD, MPH**

Assistant Professor of Medicine, Harvard Medical School

### **Benjamin P. Sachs, MD**

Chief of Obstetrics and Gynecology, Beth Israel Deaconess Medical Center; Professor, Obstetrics and Gynecology, Harvard Medical School

### **Kenneth Sands, MD, MPH**

Vice-President for Healthcare Quality, Beth Israel Deaconess Medical Center; Assistant Professor of Medicine, Harvard Medical School

### **Lawrence N. Shulman, MD**

Chief Medical Officer and Sr. Vice President for Medical Affairs, Dana-Farber Cancer Institute; Associate Professor of Medicine, Harvard Medical School

### **Steven R. Simon, MD, MPH**

Staff Physician, Harvard Pilgrim Health Care; Assistant Professor of Ambulatory Care and Prevention, Harvard Medical School

### **C. Christopher Smith, MD**

Staff Physician, Beth Israel Deaconess Medical Center; Assistant Professor of Medicine, Harvard Medical School

## REGISTRATION INFORMATION

Full Fee: \$650 (USD)

Residents\*/Fellows in Training\*: \$350 (USD)

*\*A letter of verification from Department Chair must accompany application for a reduced fee.*

Register early, space is limited. All foreign payments must be made by a draft on a United States bank or by Visa or MasterCard. Please make check payable to Harvard Medical School and mail with application form to **Harvard MED-CME, P.O. Box 825, Boston, MA 02117-0825**. If paying by credit card, fax the completed registration form to: 617-384-8686, register online at [www.cme.hms.harvard.edu/safety](http://www.cme.hms.harvard.edu/safety), or mail it to the above address. *Telephone registrations are not accepted.* Inquiries should be directed to the above address, made by phone: 617-384-8600, Monday-Friday, 10 a.m. to 4 p.m. (EST), or by e-mail: [hms-cme@hms.harvard.edu](mailto:hms-cme@hms.harvard.edu).

**REFUND POLICY** - A handling fee of \$60 is deducted for cancellation. Refund requests must be received by mail or fax one week prior to the course. No refunds will be made thereafter.

**ONLINE INFORMATION** - To register or view course information online, visit our homepage: [www.cme.hms.harvard.edu](http://www.cme.hms.harvard.edu)

**COURSE LOCATION AND ACCOMMODATIONS** - All sessions will be held at the **Sheraton Boston Hotel - 39 Dalton Street, Boston, MA**. Hotel rooms in Boston are limited. You are urged to make your reservations early. **A limited number of rooms have been reserved at the Sheraton Boston Hotel (Telephone: 617-236-2000) until September 28, 2005.** Please specify that you are enrolled in this course to receive a reduced room rate of \$220 Single/Double per night. A map of Boston listing local hotels will be sent with your confirmation of enrollment. For additional housing assistance, call Boston Reservations at 617-332-4199.

**TRAVEL** - For information on reduced airfare, call Harvard Medical School, Department of Continuing Education at (617) 384-8600, Monday - Friday, 10 a.m. to 4 p.m. (EST).

## The Patient Safety Imperative

### Registration Form

October 20 - 21, 2005

Class #251307

### GENERAL INFORMATION - Please Print Clearly

Full Name \_\_\_\_\_ Degree \_\_\_\_\_  
Last First Middle Initial

Mailing Address \_\_\_\_\_  
Street City State Zip Code

Daytime Phone (\_\_\_\_\_) \_\_\_\_\_ Fax Number (\_\_\_\_\_) \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Please check if you wish to be excluded from receiving email notices of future Harvard MED-CME programs.

Professional School Attended \_\_\_\_\_ Profession \_\_\_\_\_

Year of Graduation \_\_\_\_\_ Principal Specialty (if applicable) \_\_\_\_\_

Board Certified? Yes  No  N/A  Organization Affiliation \_\_\_\_\_

### PAYMENT INFORMATION

Choose your fee.  Full Fee - \$650  Residents\*/Fellows in Training\* - \$350

*\*A letter of verification from Department Chair must accompany application for a reduced fee.*

Check is enclosed. Please make your check payable to *Harvard Medical School* and mail with this registration form to: **Harvard MED-CME, PO Box 825, Boston, MA 02117-0825**

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Credit Card Number \_\_\_\_\_ / \_\_\_\_\_ \$ \_\_\_\_\_  
Expiration Date Tuition Fee

Signature \_\_\_\_\_ Name as it Appears on Card \_\_\_\_\_

Registrations paid by credit card may be faxed to 617-384-8686 or submitted online at [www.cme.hms.harvard.edu/safety](http://www.cme.hms.harvard.edu/safety).

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