

Registration Form

(please PRINT)

Name: _____
Title: _____
Address: _____

Phone: _____ Fax: _____
Email: _____
Organization: _____

*** A Registration form is required for each participant**

Registration fee:

- ☐ \$40.00 members
☐ \$60.00 Non-members

Return information and make checks payable to the :

**Rural and Community Health Institute
TAMHSC RCHI
Clinical Building 1
8441 State Highway 47, Suite 3200
Bryan, Texas 77807
Fax (979)436-0079**

If paying by credit card: Circle type of card:

VISA MASTERCARD DISCOVER

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Signature: _____

*** Pre-registration is required as attendance is limited.**

Early registration is recommended.

**For more information contact Suzie Van at 979-436-0412 or
van@tamhsc.edu**

The 2012 NQSC Conference will be held at :

Hilton Garden Inn Austin NW/Arboretum
11617 Research Boulevard, Austin, Texas 78759

Rooms may be reserved by calling the hotel directly at 512-241-1600 or
by calling central reservations at 877-STAYHGI and referring to **TEXAS
ATM UNIVERSITY SYSTEM- HEALTH SCIENCE CENTER.**

Online: www.austinnwarboretum.hgi.com and enter **TXATMU** into the
group/convention field when making your reservation.

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1 R13 HS021356-01 from the Agency for Healthcare Research and
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Nursing Quality and Safety Collaborative
Rural and Community Health Institute
TAMHSC RCHI
Clinical Building 1, Suite 3200
8441 State Hwy 47, Suite 3200
Bryan, Texas 77807



Nursing Quality and Safety Collaborative Annual Conference **Hospital Errors: A System's Approach to Discovering Causes and Developing Solutions**

April 25-26, 2012
Hilton Garden Inn - Arboretum NW
11617 Research Boulevard
Austin, Texas 78759



What is the Nursing Quality and Safety Collaborative?

The Nursing Quality and Safety Collaborative mission is to advance safe nursing practice through a multi-institutional collaborative which promotes patient safety and the quality of care.

Program Purpose

To teach registered nurses and other health professionals how to use a systems approach to discover the causes of errors, and to develop solutions to reduce risks, and increase patient safety and the quality of care.

Target Audience:

Registered Nurses and other health care providers working in the hospital setting.

AGENDA

Day 1 April 25, 2012

8:45 - 9:15 Registration and Reception

9:15 - 9:30 Welcome and Opening Remarks

9:30 – 10:30 *Using a Systems Approach to Analyzing Errors and Developing Solutions— Mark Galley*

- * Describe how different problems in nursing relate to the nursing work process.
- * Explain how the steps of a nursing or hospital process can be captured and communicated.

10:30 - 10:45 Break

10:45 - 12:00 *Using a Systems Approach to Analyzing Errors and Developing Solutions - Mark Galley*

- * Identify three basic steps of solving problems.

12:00 - 1:30 Lunch on your own

1:30 - 2:45 *Using a Systems Approach to Analyzing Errors and Developing Solutions - Mark Galley*

- * Define what ultimately frames a problem
- * Identify the parts of a simple cause and effect relationship.

2:45 - 3:00 Break

3:00 - 4:15 *Using a Systems Approach to Analyzing Errors and Developing Solutions - Mark Galley*

- * Describe how risks in nursing can be reduced by understanding the causes of an incident.
- * Demonstrate different methods nurses can use to document a problem or a process

4:15 - 4:30 Questions and evaluation

AGENDA

Day 2 - April 26, 2012

7:30 – 8:00 Registration and Reception – Continental Breakfast

8:00 – 9:00 *When Systems Collapse – A Physician's View of Systems Errors – Dr. J. Williams, M.D., MMM*

- * Describe the role of the physician when evaluating systems issues.
- * List at least two ways in which a systems review can be enhanced by having physician participation.
- * List at least two examples of systems failures in which the involvement of the physician could have made a difference.

9:00 – 9:50 *Eliminating Silos: Involving the System in Patient Safety and Quality Improvement - Lolly Lockhart, Ph.D. RN*

- * Describe the historical context of silos in health care setting and practice.
- * Define terms related to Complex Adaptive Systems in healthcare, transformational leadership, Culture of Safety/Just Culture, and human factors.
- * List six patient safety issues that result from silos.
- * Describe approaches to remove silos and create partnerships and collaboration for patient safety and quality of care.

9:50—10:00 Break

10:00 – 11:00 *A Pharmacist View of Systems Errors - Dr. R. Stanberry, Pharm. D., J.D.*

- * Discuss the relationship between errors and increased healthcare costs.
- * Discuss correctional difficulty
- * List individual-based barriers related to error reduction efforts: adversity to change and intentional blindness.
- * List system-based barriers to medication error reduction: narrow focus, workload.
- * Discuss Inter-Professional solutions.

11:00 – 12:30 Lunch on your own

12:30 – 2:00 *The Texas Board of Nursing's Role in Improving Patient Safety and the Quality of Care - Mary Beth Thomas, Ph.D., R.N.*

- * Discuss proactive methods that the Texas Board of Nursing utilizes to promote patient safety.
- * Describe a national nursing taxonomy and error collection data system.
- * Discuss studies conducted by staffs that have informed the board of trends in nursing regulation.

2:00 – 2:15 Break

2:15 – 3:15 *Using Data to Drive System Change and Error Reduction Efforts - Kathy Mechler, R.N., M.S., CPHQ and Tammy Wagner, R.N., CPHQ*

- * Describe why data must be transformed into information for an effective performance improvement program.
- * Demonstrate how to manipulate different data sets and conduct database queries.
- * Discuss two methods for analyzing data overtime.

3:15 - 3:30 Questions and evaluations

PRESENTERS

- Mark Galley is a Mechanical Engineer certified as Reliability Engineer through the American Society for Quality. He has facilitated incident investigations and taught Root Cause Analysis for 14 years. In the healthcare field, he has worked on issues from patient safety to patient services to medication reconciliation to risk management.
- Josie R. Williams MD, MMM is known as a quality improvement and patient safety expert. She has served as a commissioner of the Joint Commission and National Patient Safety Foundation board member. Dr. Williams is the founding director of the Texas A&M HSC Rural and Community Health Institute.
- Lolly Lockhart, Ph.D., R.N. is a healthcare consultant who assists health care facilities and professionals concerning performance improvement, quality and utilization review, regulatory compliance, education, and licensure issues. Dr. Lockhart also serves as an expert witness for nursing related litigation.
- Robert Stanberry, Pharm.D., J.D. is an assistant professor for the Texas A&M Health Science Center College of Pharmacy and has an appointment with the College of Nursing. He has worked in the hospital and retail pharmacy environment. Dr. Stanberry serves on the TAMHSC RCHI Academic and CentrEast REC advisory boards.
- Mary Beth Thomas, Ph.D., R.N. is the Director of Nursing for the Texas Board of Nursing and Chairperson of the National Council of State Board of Nursing Taxonomy of Error Root Cause Analysis of Practice –responsibility (TERCAP) Committee. Her dissertation explored the perception of nurses who had been sanctioned by the BON for practice errors to ascertain individual, health care team, and systems contributions to their errors.
- Kathy Mechler, R.N., CPHQ is a seasoned healthcare administrator. She has expertise in acute care, behavioral health, and managed care. Ms. Mechler is currently the Co-Director of the Texas A&M HSC Rural and Community Health Institute.
- Tammy Wagner, R.N., CPHQ is the Director of Quality Assurance and Patient Safety of the TAMHSC Rural and Community Health Institute. She has a strong background in quality improvement, performance improvement, clinical management, and risk management.

Texas A&M University-Corpus Christi College of Nursing and Health Sciences (TAMU-CC CONHS) is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Nurses who complete the on line evaluation tool and attend the conference will earn up to **10.25** contact hours. You must attend the entire program in order to receive a certificate

Approval as a provider refers only to recognition of the continuing education activity and does not imply endorsement or approval of any commercial products by the Texas A&M University Corpus Christi College of Nursing and Health Sciences, or the American Nurses Credentialing Center's Commission on Accreditation.