



## New York Association For Healthcare Quality, Inc.

is proud to present

### **Patient Safety: Standards and Strategies for 2009**

**Friday, May 1, 2009**  
8:30 am - 5:00 pm

**Rochester General Hospital**  
**Twig Auditorium**  
1425 Portland Avenue  
Rochester, NY 14621

## VISION/MISSION

### **NYAHQ VISION STATEMENT**

An image of our desired future

- The New York Association for Healthcare Quality will be the leader and expert in healthcare quality in New York State. Our membership influences policy and practice at the state and national level, sharing innovative ideas and building on our diversity, to shape and define the future of healthcare quality.

### **NYAHQ MISSION STATEMENT**

What the organization is here to do

- The Mission of the New York Association of Healthcare Quality is to promote quality throughout the healthcare delivery system through education and dissemination of information.

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## PROGRAM

NYAHQ is proud to present *Patient Safety: Standards and Strategies for 2009*. This conference brings regulation, accreditation and innovation together in a dynamic approach to patient care safety and quality improvement. Our key note speaker's presentation is touching and crystallizes ways to protect you and your families from experiencing preventable medical errors. Pinnacle awardees, offer the opportunity for healthcare professionals to network with leaders who have developed and implemented effective strategies that have resulted in dramatic improvement in patient care safety. A conference not to miss!!

*Attendees at this conference will:*

- Identify the new key Leadership standards for 2009
- Learn about "Lean" education concepts to create a culture of sustainable Quality
- Determine the appropriate data for collection, prioritizing initiatives, implementing strategies, and monitoring results to strengthen the culture of patient safety
- Improve the timeline for reporting of critical test and procedure results
- Target zero MRSA infections that result in decreased length of stay with potential for cost savings of \$630,000
- Address patient "throughput" issues and improve clinical quality in the Emergency Department via techniques to hard wire process changes

*The program is being submitted for 6.0 CE hours for CPHQ re-certification by the HQCB.*

# AGENDA

**8:30 am** Registration and continental breakfast

**9:00 am** NYAHQ Opening Remarks/  
Business Meeting  
Veronica Hunko, MA, BSN, CPHQ  
*President, NYAHQ*

**9:15 am** Keynote Address:  
Measuring the ROI in Patient Safety  
Sanjaya Kumar, MD, M.Sc. MPH  
*President and Chief Medical Officer*  
Quantros  
Author of Fatal Care

**10:45 am** BREAK

**11:00 am** Patient Safety Leadership Strategies:  
An Intervention Using Tracer Methods  
Nancee Bender, PhD., RN  
*Consultant, Joint Commission Resources*

**12:00 pm** Creating a Culture of Sustainable Quality  
in a Community Hospital\*  
Michael Stapleton, COO/CNO  
Lakeside Community Hospital,  
Brockport, NY

**12:30 pm** LUNCH provided on site

**1:30 pm** CMS 9th Scope of Work:  
Patient Safety Initiatives  
Denise M. Faulkner-Cameron, MPA and  
William A. Gardiner, CPHQ  
*Project Managers,*  
Island Peer Review Organization

**2:30 pm** Creating a Culture of Patient Safety\*  
Nancy Khork  
*Vice President, Performance Improvement*  
St. James Mercy Hospital, Hornell, NY

**3:00 pm** Improving the Process for Reporting  
Critical Test and Procedure Results\*  
Prudence Ferrar  
*Chief Nursing Officer*  
Schyuler Hospital, Montour Falls, NY

**3:30 pm** BREAK

**3:45 pm** Target Zero MRSA Infections,  
Blending Evidence with Innovation\*  
Linda Greene  
*Infection Control Manager*  
Rochester General Hospital  
Rochester, NY

**4:15 pm** Improving the ED Patient Experience  
by Streamlining Processes and  
Creating Necessary Change\*  
Heidi Mix, MS, RN  
*Director, Performance Improvement*  
Cayuga Medical Center, Ithaca, NY

**4:45 pm** Wrap-up. Evaluations  
  
*\* QI Initiative Submitted for  
HANYS Pinnacle Award Review*

## WHO SHOULD ATTEND

- Healthcare Quality Professionals
- Risk Managers
- Chief Nurse Executives
- Medical Directors
- Safety Officers
- Surgical Service Leaders
- Infection Control Coordinators
- JCAHO Liaisons
- Wound specialists
- Physicians
- Administrative Leadership
- Line Staff
- Emergency Department Leadership

## TRANSPORTATION:

For directions to Rochester General Hospital, please visit <http://www.viahealth.org> and click on the Directions to RGH link in the top menu bar.

Call the NYAHQ office at 631-864-1960 for information about area hotel accommodations.

## REGISTRATION FORM: Patient Safety: Standards and Strategies for 2009

May 1, 2009

| CONFERENCE REGISTRATION             |                            |
|-------------------------------------|----------------------------|
| Name: _____                         | Paid Members (\$65) _____  |
| Title: _____                        | Non-Member (\$175) _____   |
| Facility/Org: _____                 | NEW Member & _____         |
| Address: _____                      | Registration (\$125) _____ |
| City: _____ State: _____ Zip: _____ |                            |
| Phone: _____                        | E-mail: _____              |

*You may use a photocopy of this form for additional registrants. (registration deadline April 22, 2009)*

Please make check payable to NYAHQ. Mail to: NYAHQ 30 Jericho Turnpike, #178, Commack, NY 11725  
ph (631) 864-1960 fax (631) 864-8397 • email: [goldman@NYAHQ.org](mailto:goldman@NYAHQ.org)

Or pay by credit card (Mastercard, Visa or American Express)

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