

SUMMER INSTITUTE ON EVIDENCE-BASED PRACTICE

Transforming Care: Friction, Heat, & Light

June 30 – July 2, 2011

Hyatt Regency Riverwalk Hotel, San Antonio

AGENDA

DAY 1 THURSDAY, JUNE 30, 2011

This day focuses on those who lead change for safety and quality. Experts light the way by exploring the national vision for improvement and how change necessitates pushing beyond friction and enduring heat generated by barriers to change in order to cast light on ideal care. Evidence-Based improvement strategies are highlighted.

- 7:15 – 8:15 AM *On-Site Registration, Continental Breakfast*
- 8:15 – 9:00 **Overview of 2011 Summer Institute on EBP**
Kathleen R. Stevens, EdD, RN, ANEF, FAAN
Professor and Director
Academic Center for Evidence-Based Practice, University of Texas Health
Science Center at San Antonio
Principal Investigator, Improvement Science Research Network
- 9:00 – 10:15 **KEYNOTE: Transforming Healthcare through Economics--The Light at the End of the Tunnel**
M. Ray Perryman, PhD
President
The Perryman Group
- 10:15 – 10:45 *Poster Viewing and Exhibits*
- 10:45 – 11:45 **Getting From Heat to Light--Conflict Skills in This World of Change**
Phyllis B. Kritek, PhD, RN, FAAN
Conflict Engagement Specialist
Sole Proprietor: "courage"
Training, Facilitation, Consultation, Coaching, and Mediation
- 11:45 – 12:00 Questions and Discussion with Morning Speakers
- 12:00 – 12:30 *Networking Lunch*
- 12:30 – 1:15 *Poster Viewing and Exhibits*
- 1:15 – 2:15 **Does Improving Quality Save Money: Answers from the Evidence**
John Øvretveit, BSc (Hons), MPhil, PhD, CPsychol, CSci, MIHM
Director of Research, Professor of Health Innovation Implementation and Evaluation
Medical Management Centre
The Karoliuska Institutet, Stockholm
- 2:15 – 4:30 **Panel: Pathways to Non-Adoption--Sources of Friction and Heat**
Resistance to change is rooted in multiple factors, none more powerful than the way each health professional "thinks" about improvement and strategies. This innovative panel will explore various underlying "mind sets" that prevent seemingly appropriate protocols and best practices from being adopted, and often derailed. The concept of atychiphobia (fear of failure) will be introduced and explored as a contributing factor in the process of "non-adoption." Notable panelists will address three key themes: "how nurses think," "how

physicians' think," and "how healthcare systems think" in a quest to peel back the problem and develop new ways of thinking about promoting improvement.

Moderator and Introduction: *Rick Rader, MD*

Director, Morton J. Kent Habilitation Center,
Orange Grove Center, Past President, American
Academy of Developmental Medicine and
Dentistry, Board, American Association on Health
and Disability, AHRQ Health Care Innovations
Exchange Editorial Board

- **How People Think**

Rick Rader, MD

Director, Morton J. Kent Habilitation Center, Orange Grove Center, Past
President, American Academy of Developmental Medicine and Dentistry, Board,
American Association on Health and Disability, AHRQ Health Care Innovations
Exchange Editorial Board

- **How Nurses Think**

Lily Thomas, PhD, RN

Vice President, System Nursing Research
North Shore Long Island Jewish Health System

- **How Physicians Think**

Robert Feinstein, MD

Professor and Vice Chairman of Clinical Education an Evidence-Based
Medicine Integration in the Department of Psychiatry and Senior Associate
Dean of Education, School of Medicine
Practice Director, University of Colorado Hospital Psychiatric Outpatient
Department
University of Colorado

- **How Healthcare Systems Think**

Stephen Mayfield, DHA, MBA, MBB

Vice President Performance Improvement
Hoag Memorial Hospital Presbyterian

4:30 – 6:00

*Reception, Book Signing, EBP Across the Nation: Attended Poster Presentations
and Exhibits*

DAY 2 FRIDAY, JULY 1, 2011

GO WESTERN DAY – Hats, boots, badges, are welcome

This day focuses on how patients and providers produce and endure the friction, heat, and light necessary to transform healthcare. Experts cast light on the momentum that is gained by connecting the energy of patients and providers toward the common goal of better healthcare and outcomes.

7:00 – 8:00 AM

Continental Breakfast, Poster Viewing

8:00 – 8:15

Overview

Robert L. Ferrer, MD, MPH

Professor

Deputy Chair & Scientific Director

Department of Family and Community Medicine

University of Texas Health Science Center at San Antonio

- 8:15 – 9:15 **Today's Healthcare Workforce--Challenges and Opportunities**
 Marcelline R. Harris, PhD, RN
 Assistant Professor of Medical Informatics
 Mayo Clinic College of Medicine
- 9:15 – 9:50 *Poster Viewing and Exhibits*
- 9:50 – 12:00 **Panel: Spotlight on Patient Centered Care**
"Patient-centered care" is one of the IOM's six core aims for health care improvement. Yet most of us work in systems where responsiveness to patients' needs and values is not the main driver of clinical decisions or system design. Can patient-centered care be achieved in a cost-cutting environment and what is the evidence that a "patient-centered care" model produces better outcomes than an "outcomes-based" model? This unique panel will explore multiple perspectives and suggest solutions for patients, providers, and administrators to achieve patient-centered care by addressing these questions:
- **What does "patient-centered care" really mean?**
 - **How do we get there?**
 - **How far are we willing to go?**
- Moderator and Introduction:** Robert L. Ferrer, MD, MPH
 Professor
 Deputy Chair & Scientific Director
 Department of Family and Community Medicine
 University of Texas Health Science Center at San Antonio
- Panelists:** Stephen J. Shields
 CEO/President
 Action Pact Development, LLC
- Susan Frampton, PhD
 President
 Planetree
- Anne-Marie Audet, MD, MSc
 Vice President, Health System Quality and Efficiency
 The Commonwealth Fund
- 12:00 – 12:30 *Networking Lunch*
- 12:30 – 1:15 **Influencing for Spread: Micro Presentations for Macro Impact**
 (Winning Abstract Presentations)
- 1:15 – 2:00 *Poster Viewing and Exhibits*
- 2:00 – 3:15 **Igniting Provider Response to City-Wide Patient Safety: Evidence from the Memphis Quality Initiative**
 Manoj Jain, MD
 Adjunct Assistant Professor, Rollins School of Public Health, Medical Director,
 Tennessee's Quality Improvement Organizations
 Emory University
- 3:15 – 4:00 *Poster Viewing and Exhibits*
- 5:30 – 8:30 **Buckhorn Saloon & Museum Dinner**

DAY 3 SATURDAY, JULY 2, 2011

This final day focuses on all messages of implications for evidence-based improvement in various roles within the health professions. Through their individual lenses, participants are guided to envision actions that will generate light for change in their own agencies. The special segment on competencies in quality improvement will provide the ultimate take-home skills.

7:15 – 8:15 AM

Continental Breakfast

8:15 – 9:15

Roles in Evidence-Based Practice: A Call to Action

(Concurrent Sessions)

a. Clinician's Circle: Developing Credible Clinical Practice Guidelines

Angela V. Klar, RN, MSN, ANP-CS
PEC Solutions
Clinical Practice Guideline Coordinator
USA Medical Command
Quality Management Division
Office of Evidence-Based Practice
Fort Sam Houston

b. Manager's Circle: Managing the Mix: New Competencies in Patient Safety and Performance Improvement

Linda A. Roussel, RN, DSN, NEA, BC
Professor
University of South Alabama College of Nursing

c. Educator's Circle: Teaching Conflict Competencies--A Plan for Education

Phyllis B. Kritek, PhD, RN, FAAN
Conflict Engagement Specialist
Sole Proprietor: "courage"
Training, Facilitation, Consultation, Coaching, and Mediation

d. Researcher's Circle: Organizational Readiness for Culture Change... Where to Start?

Katherine Jones, PhD, PT
Assistant Professor
Department of Physical Therapy Education
School of Allied Health
University of Nebraska Medical Center

9:15 – 9:30

Break

9:30 – 10:30

Quality Improvement--Building Basic Competencies (PART 1)

Robert C. Lloyd, PhD
Executive Director of Performance Improvement
Institute for Healthcare Improvement

10:30 – 10:45

Break

10:45 – 11:45

Quality Improvement--Building Basic Competencies (PART 2)

Robert C. Lloyd, PhD
Executive Director of Performance Improvement
Institute for Healthcare Improvement

11:45 – 12:00

Summary and Evaluation

Kathleen R. Stevens, EdD, RN, ANEF, FAAN
Professor and Director
Academic Center for Evidence-Based Practice, University of Texas Health
Science Center at San Antonio
Principal Investigator, Improvement Science Research Network