Day 1: Monday, August 11, 2014
7:45 a.m. - 8:00 a.m.  Registration/Coffee

8:00 a.m. – 8:15 a.m.  REACH Pins and Challenge Coins
Presenter: Herb Garrison, MD, MPH, Professor of Emergency Medicine, Interim Associate Dean for Graduate Medical Education

8:15 a.m. – 9:00 a.m.  Accelerating Momentum: National Movement for Change
Introductions: Jason Higginson, MD, MA, Chief of Neonatology, Department of Pediatrics
Presenters: Betsy Lee, RN, BSN, MSPH, Independent Consultant and James (Jeb) Buchanan, MD, CEO/DIO of the Fort Wayne Medical Education Program
1. Describe the pace and scope of national patient safety movement since the Institute of Medicine report
2. Outline current models and strategies for engaging patients and family members in patient safety
3. Review alignment of key factors in the current environment impacting interprofessional education and practice environments

9:00 a.m. - 10:00 a.m.  Human Factors and Diagnostic Failures
Presenter: Jeb Buchanan, MD
1. Identify pertinent human factors involved in near misses and harm events
2. Identify the most common heuristics and affective biases contributing to diagnostic failure

10:00 a.m. – 10:15 a.m.  BREAK

10:15 a.m.-11:00 a.m.  Human Factors and Diagnostic Failures, continued

11:00 a.m. – 11:30 a.m.  Small Group Case Study - Diagnostic Failures

11:30 a.m. – 1:15 p.m.  Lunch at Albernaz Lecture with Medical Students
Move to ECHI for lunch, then return to the Family Medicine Center for 1:15 session
Introductions: Libby Baxley, MD, Senior Associate Dean, Academic Affairs and Danielle Walsh, MD, FACS, FAAP, Associate Professor of Surgery, Division of Pediatric Surgery
Presenter: Ms. Helen Haskell, Founder of Mothers against Medical Error
1:15 p.m. – 1:45 p.m.  **Diagnostic Failures – Small Group Session**  
**Facilitator:** Jeb Buchanan, MD  
1. Small group time for reflection upon lunch presentation  
2. Reports from small groups on lunch reflection  

1:45 p.m. – 3:00 p.m.  **System Factors**  
**Presenters:** Jeb Buchanan, MD and Betsy Lee, RN, BSN, MSPH  
1. Introduce principles of system factors and the impact on patient safety and human error  
2. Review the Team STEPPS model and core competencies  
3. Discuss findings from national culture of safety survey  
4. Discuss effective tools for handoffs/handovers and transitions

3:00 p.m. – 3:15 p.m.  **BREAK**

3:15 p.m. – 4:30 p.m.  **Leadership in Crisis**  
**Presenters:** Betsy Lee, RN, BSN, MSPH, Danielle Walsh, MD, Jason Higginson, MD, MA  
1. Describe leadership behaviors and competencies for safety and transformation, to include tools for sense-making  
2. Discuss the Mann Gulch fire as an example of leadership failure in crisis  
3. Group Exercise: Assess individual and system failures of the Mann Gulch fire using War College tools  
4. Review templates for leading appropriately in breaches of patient safety, such as “When Things Go Wrong”

4:30 p.m.  **Day 1 Wrap Up**
Day 2: Tuesday, August 12, 2014

8:15 a.m. – 8:30 a.m.  Registration/Coffee

8:30 a.m. – 9:15 a.m.  Innovation and Design for Patient Safety
  Presenter: Betsy Lee, RN, BSN, MSPH
  1. Explore proven strategies for engaging inter-professional teams in patient safety
     innovation
  2. Analyze competencies for change using IDEO Deep dive methodology
  3. Apply basic concepts in brief group exercise

9:15 a.m. – 10:00 a.m.  Addressing Disruptive Professionals
  Presenter: Jeb Buchanan, MD
  1. Describe the impact disruptive physician/provider behavior has on patient safety
  2. Identify breaches in teamwork and leadership with associated corrective action tools

10:00 a.m. – 10:30 a.m.  Just Culture and Second Victims
  Presenter: Jeb Buchanan, MD
  1. Describe and apply Just Culture principles
  2. Determine the culpability for errors

10:30 a.m. – 10:45 a.m.  BREAK

10:45 a.m. – 11:45 a.m.  Case Study and Tools integration – Small Group Work
  Facilitators: Elizabeth Baxley, MD; Luan Lawson, MD, Danielle Walsh, MD, Jason
  Higginson, MD, MA, Suzanne Lazorick, MD, MPH
  1. Perform an effective root cause analysis/system-based morbidity and mortality
     review
  2. Propose effective system and/or individual changes with appropriate hierarchical
     weight for success

11:45 a.m. – 12:00 p.m.  Debrief and Group Reports from Small Group Work

12:00 p.m. – 1:00 pm  LUNCH
1:00 pm – 1:30 pm  
**Introduction to the Curriculum**

**Presenters:** Luan Lawson, MD, MEd, Assistant Dean of Curriculum Assessment and Clinical Affairs, BSOM, Department of Emergency Medicine and Leigh Patterson, MD, Assistant Professor and Residency Program Director, Department of Emergency Medicine

1. Describe an overview of the medical education curriculum at BSOM
2. Describe an overview of the Instructional Strategies course
3. Identify opportunities for dissemination of curricular innovations

1:30 p.m. – 3:00 p.m.  
**Identifying Gaps and Opportunities – Small Group Session**

**Facilitators:** Elizabeth Baxley, MD; Luan Lawson, MD, Danielle Walsh, MD, Jason Higginson, MD, MA, Herb Garrison, MD, MPH, Suzanne Lazorick, MD, MPH

1. Identify curricular gaps in patient safety/quality improvement topics through the eyes of a medical student
2. Identify opportunities to implement PS/QI topics in the BSOM curriculum (MS1-4)
3. Collaborate with other TQA faculty to identify opportunities for longitudinal enhancement of PS/QI curricula

Medical students will be seated at group tables for interactive discussion.

3:00 p.m. – 3:15 p.m.  
**BREAK**

3:15 p.m. – 4:30 p.m.  
**Quality Improvement Project Updates – Small Group Session**

**Facilitators:** Elizabeth Baxley, MD; Luan Lawson, MD, Danielle Walsh, MD, Jason Higginson, MD, MA, Herb Garrison, MD, MPH, Suzanne Lazorick, MD, MPH

4:30  
**ADJOURN**

**Accreditation:**
The Brody School of Medicine of East Carolina University is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

**Credit Designation:**
The Brody School of Medicine of East Carolina University designates this live activity for a maximum of 10.5 hours of AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Faculty Disclosure:**

**Disclosure Statement:** *In order to ensure balance, independence, objectivity and scientific rigor in all CME presentations, teaching faculty, planners and reviewers are required to disclose any financial or other relationship they have with commercial entities-pharmaceutical, equipment or other for-profit corporations-that could be construed by learners as posing a possible conflict of interest. The planners, reviewers and faculty do not have financial or other relationships with ANY commercial interest and none are aware of personal conflicts of interest related to this program.*

**Presentations Slides/Handouts:**
Presentation slides will be made available electronically on the TQA Brody School of Medicine Blackboard site. Hard copies of worksheets needed for the small group sessions will be provided.
Learning Session Program Evaluation

It is very important that we receive your feedback on this learning session so we can make improvements for future sessions.

We will send an email with a link to an online survey to complete the evaluation. If you have your laptop during the session and would like to complete the evaluation as you go through the program, please check your email for the link or type in the following: https://ecu.az1.qualtrics.com/SE/?SID=SV_8bNj6ve9tixph8V.

You will only be able to resume your survey if you use the same computer each time you return.

THANK YOU!