

QUALITY

TEAMWORK AND TECHNIQUE:

ACHIEVING CRITICAL CARE
EXCELLENCE

TWO LOCATIONS:

SEPTEMBER 17, 2007
EAST SYRACUSE

SEPTEMBER 18, 2007
EAST ELMHURST

HANYS

“Our systems are too complex to expect merely extraordinary people to perform perfectly 100 percent of the time. We as leaders have a responsibility to put in place systems to support safe practice.”

**JAMES CONWAY, Senior Vice President,
Institute for Healthcare Improvement;
former Executive Vice President and
Chief Operating Officer,
Dana Farber Cancer Institute**

The *Hospital Newspaper* recently published a story on the LifeWings training program at Vassar Brothers Medical Center in Poughkeepsie. In that story, Daniel Aronzon, M.D., President and Chief Executive Officer of Vassar Brother Medical Center, commented,

“LifeWings teaches everyone involved in patient care that they have a voice. As a result of this training, every member of the team works in a synchronized fashion in preparation for a procedure, as opposed to the old model, which puts each professional on an independent track as they each prepare for their own role.”



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CHOOSE BETWEEN TWO LOCATIONS:

(Both programs begin at 8 a.m.
and end at 4 p.m.)

MONDAY, SEPTEMBER 17, 2007

DOUBLETREE HOTEL
6301 State Route 298
East Syracuse

TUESDAY, SEPTEMBER 18, 2007

LAGUARDIA MARRIOTT HOTEL
102-05 Ditmars Boulevard
EAST ELMHURST

AUDIENCE:

Hospitals are encouraged to register their critical care teams, including physicians, nurses, respiratory therapists, pharmacists, allied professionals, and quality managers.

*Achieving critical care excellence using proven **crew resource management (CRM)** principles from aviation and evidence-based clinical practices from the Institute for Healthcare Improvement (IHI) 5 Million Lives Campaign and the Critical Care IMPACT Community.*

Teamwork and Technique: Achieving Critical Care Excellence is an innovative educational series designed to assist HANYS' members in their efforts to meet internal quality and efficiency goals, and fulfill external requirements in areas such as the Centers for Medicare and Medicaid Services (CMS) market-based quality measures.

This session integrates aviation industry crew management principles with evidence-based clinical practices drawn from IHI's quality initiatives. The crew management principles will address teamwork training concepts, communication, and the application of safety tools drawn from aviation and other high-reliability organizations. The quality improvement strategies will focus on reducing hospital-associated infections, complications, and mortality.

These conferences were developed with grant funding from the New York State Assembly.

FACULTY:



Michael Osborn, A.T.P., C.F.I., B.S., is Vice President of Operations and a senior project lead for aviation-based patient safety programs for LifeWings. He has conducted *Aviation-Based Safety Tools* workshops with multiple health care clients, creating system processes, safety protocols, and checklists that support the use of error-reducing team skills. He has led patient safety initiatives in a number of prestigious teaching institutions, including Vanderbilt University Medical Center and Missouri University Medical Center.

Before joining LifeWings, Mr. Osborn spent more than a decade as a Naval Aviator. His experiences included carrier-based flight operations throughout the Western Pacific, combat operations in the Persian Gulf, and a tour as an instructor pilot teaching the F/A-18 Hornet to Naval and Marine Aviators. After his military career, Mr. Osborn joined Northwest Airlines where he is currently qualified as a First Officer in the DC-9 aircraft with an Airline Transport Pilot Rating. Mr. Osborn is a graduate of Embry-Riddle Aeronautical University with a Bachelor of Science degree in Aeronautics, and has civilian flight ratings up to and including Instructor Pilot.



To learn more about LifeWings, go to www.saferpatients.com.



Sean Townsend, M.D., is a Pulmonary and Critical Care Fellow at Massachusetts General Hospital, and Assistant Professor at Brown University Medical School. He graduated from the University of Chicago Pritzker School of Medicine and completed residency in Internal Medicine at Beth Israel Deaconess Medical Center in Boston, Massachusetts. He currently devotes his research efforts to health care improvement at the Institute for Healthcare Improvement, with a particular interest in critical care. He is a frequent speaker and author of publications on topics related to improving outcomes for high-risk critical care patients.



John J. Pelizza, Ph.D. is a leading authority on wellness, change process, stress management, productivity, team building, and personal growth. He has spoken to more than 2,500 business, school, professional, and civic groups throughout North America. Dr. Pelizza received his Bachelor of Science degree from Pittsburg State University in Pittsburg, Kansas and his Master's degree from Temple University in Philadelphia, Pennsylvania. He received his Doctor of Philosophy degree from the University of New Mexico at Albuquerque. He is the former Hospital Wellness Director and former chair of Health Education at The Sage Colleges in Troy, New York. His books include: *A Journal to Live By*, *The Big Secret*, *There's Magic in Discovery*, *Foot in the Door*, and *Thoughts to Make You Think and Feel Better*. He has recorded three audio tapes and recently released a CD, *I'm Here & I'm Ready! Unleashing your Potential!* He is currently a Professor of Health Education at The Sage Colleges.

PRELIMINARY AGENDA:

FOLLOW-UP TELECONFERENCES TO BUILD ON YOUR TRAINING:

After completing one of the two educational sessions, participants are encouraged to take part in a series of 12 teleconferences to discuss in detail the specific practices and interventions. The teleconference topics will be divided between crew management techniques and clinical practices in critical care. Faculty will be drawn from national and state experts, including LifeWings. (Please see *Project Description*.)

CREW RESOURCE MANAGEMENT

Each session is scheduled from 2 - 3 p.m.

October 10, 2007
November 14, 2007
December 5, 2007
January 9, 2008
February 13, 2008
March 12, 2008

CRITICAL CARE BEST PRACTICES

Each session is scheduled from 2 - 3 p.m.

October 24, 2007
November 28, 2007
December 19, 2007
January 23, 2008
February 27, 2008
March 26, 2008

7:30 - 8:30 A.M.	REGISTRATION
8 - 8:30 A.M.	CONTINENTAL BREAKFAST
8:30 - 8:45 A.M.	WELCOME AND INTRODUCTION <i>Kathleen Ciccone, Vice President of Quality and Research Initiatives, HANYS</i>
8:45 - 9:45 A.M.	CREW RESOURCE MANAGEMENT INTRODUCTION <i>Michael Osborn, Vice President of Operations, LifeWings</i>
9:45 - 10 A.M.	Break
10 - 11 A.M.	TEAM MANAGEMENT TECHNIQUES <i>Michael Osborn</i> Does your team have a shared vision? The LifeWings faculty will address the balance between authority and responsibility, along with action steps for developing an effective team.
11 A.M. - NOON	RED FLAGS PRINCIPLES <i>Michael Osborn</i> Mr. Osborn will review the impact of “red flags” in aviation and how to recognize the top common red flags in health care.
NOON - 12:45 P.M.	Lunch
12:45 - 1:45 P.M.	COMMUNICATION TECHNIQUES <i>Michael Osborn</i> Mr. Osborn will highlight top communication techniques with a proven record of creating effective outcomes.
1:45 - 2 P.M.	Break
2 - 3 P.M.	CRITICAL CARE INFRASTRUCTURE AND STANDARDIZATION: A PREREQUISITE TO SUSTAINING SUCCESS <i>Sean Townsend, M.D.</i> Dr. Townsend will discuss implementation strategies that drive reductions in complications, including improving communications, and using critical care rounds and checklists.
3 - 4 P.M.	CAPITALIZING ON CHANGE <i>John Pelizza, Ph.D.</i> Dr. Pelizza will emphasize the importance of developing personal strategies that allow individuals to improve their focus, maintain balance, and become top performers.

GENERAL INFORMATION:

HOTEL RESERVATIONS:

Doubletree Hotel, East Syracuse: A block of rooms is reserved at a rate of \$112 until September 2. Please contact the hotel directly at (315) 432-0200.

LaGuardia Marriott Hotel, East Elmhurst: A block of rooms is reserved at a rate of \$239 until September 3. Please contact the hotel directly at (718) 565-8900.

DIRECTIONS:

CANCELLATIONS:

We appreciate notification of cancellations. Substitutions are encouraged and should be indicated either before or at the time of the conference. The fee for the conference is non-refundable.

Doubletree Hotel, East Syracuse

From Interstate 81 North: Take I-81 North to I-481 North (Exit 16A). Travel 481 North to Exit 7 (Bridgeport Exit). Make a right onto Route 298 West. Go about three miles and the hotel will be on the right.

From Interstate 81 South: Take I-81 South to the New York State Thruway (I-90) going East. Travel I-90 East to exit 35 (East Syracuse and Route 298 East). Enter traffic circle and exit at Route 298 East. Take Route 298 East; the hotel will be on the left.

From New York State Thruway I-90: Take I-90 Exit 35 (same exit traveling from East or West). After toll booth, enter traffic circle and get off Route 298 East. Travel Route 298 East; hotel will be on left.

From Downtown Syracuse: Take Route 690 East to Thompson Road North Exit (16N). Travel Thompson Road North 3 miles to Carrier Circle. Take Route 298 East; hotel will be on left.

LaGuardia Marriott Hotel, East Elmhurst

Westbound from Long Island: Take the Grand Central Parkway West to 94th Street exit. Turn left at the first stop light onto 94th Street. At the next stop light, turn left again onto Ditmars Boulevard. The Marriott will be approximately three blocks away on the left side of Ditmars Boulevard.

Eastbound from New York: Take the Grand Central Parkway East to the 94th Street exit. Continue on the service road, which is Ditmars Boulevard. The Marriott will be on the left side of the street.

From Albany (Upstate): Take New York State Thruway South. Cross the Tappan Zee Bridge and continue straight on the Cross Westchester Parkway. Pick up the Hutchinson River Parkway to the Whitestone Bridge. Follow signs to LaGuardia Airport and the 94th Street exit. At the end of the exit ramp, take a left over the bridge and another left at the traffic light. Follow this street through the next intersection and bear to the left; the LaGuardia Marriott is on the left.

From the Airport: Use the telephone in the baggage claim area to request the hotel shuttle.

SPECIAL NEEDS:

If services identified with the Americans with Disabilities Act, special dietary, or other needs are required, please contact Patricia MacLeod, Executive Assistant, at pmaclod@hanys.org or at (518) 431-7661.

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HOW TO REGISTER

BY MAIL:

HANYS

One Empire Drive
Rensselaer, NY 12144
Attn: Patricia MacLeod

BY FAX:

(518) 431-7701
Attn: Patricia MacLeod

Please place an "X" Next to Your Conference Location Choice:

SEPTEMBER 17—Doubletree Hotel, East Syracuse

SEPTEMBER 18—LaGuardia Marriott, East Elmhurst

REGISTRATION FEES

Members: \$25

Non-Members: \$150

REGISTRATION (PLEASE FILL OUT COMPLETELY.)

NAME _____ Title _____

Organization _____ Telephone _____

Address _____ City _____ State _____ ZIP _____ County _____

Fax _____ E-mail _____

NAME _____ Title _____

Organization _____ Telephone _____

Address _____ City _____ State _____ ZIP _____ County _____

Fax _____ E-mail _____

NAME _____ Title _____

Organization _____ Telephone _____

Address _____ City _____ State _____ ZIP _____ County _____

Fax _____ E-mail _____

QUESTIONS?

Call Patricia MacLeod
at (518) 431-7661.

TO REGISTER ADDITIONAL
INDIVIDUALS, PLEASE
PHOTOCOPY THIS FORM.

This form is also available
on HANYS' Web site at
[http://www.hanys.org/ihi_campaign/
upload/quality_critical_care_
registration_2007.pdf](http://www.hanys.org/ihi_campaign/upload/quality_critical_care_registration_2007.pdf)

METHOD OF PAYMENT (PLEASE FILL OUT COMPLETELY.)

HANYS is now accepting credit card payments only.

CREDIT CARD: VISA® MasterCard®
 American Express® Discover®

Account Number: _____

Exp. Date: _____

Cardholder Name: _____

Cardholder Billing Address: _____

CVV# (those 3 - 4 digits in the signature bar on the back of the card) _____

Cardholder Signature: _____

AMOUNT TO BE CHARGED TO CREDIT CARD: \$ _____