

How far would you go to prevent harm to your patients and caregivers?

The *Cleveland Clinic Way: Quality & Patient Safety Intensive* provides the foundations and practical tools required to drive high reliability, continuous improvement, and world class outcomes in healthcare organizations. Join national and international colleagues to ask the burning questions that make the difference in successfully improving quality and patient safety metrics in your organization. This comprehensive program delivers learning opportunities through lectures, panel discussions, simulation activities, and private question and answer sessions with our executive leaders.

PROGRAM OUTLINE

Focus Areas Include

- *High Reliability*
- *Quality Improvement*
- *Infection Prevention*
- *Safety Culture*
- *Continuous Improvement*
- *Clinical Risk and Patient Safety*
- *Safety Event Management*
- *Quality Management*
- *Alignment of Quality to Strategy and Quality Data Registries*

- Network with our Quality and Patient Safety executives who will share their journeys and secrets of success
- Learn how our unique culture is sustained and which metrics made the difference
- Explore the alignment of quality to strategy and its necessity in successfully managing a large healthcare organization
- Understand how Cleveland Clinic's quality strategy impacts the patient and caregiver experience
- Learn how to improve clinical outcomes and overcome challenges
- Participate in a simulation activity to uncover and review quality and safety breaches
- Understand how Cleveland Clinic uses teamwork and actionable data to create high reliability systems that improve clinical care
- Learn how to foster and build a culture in which every caregiver is empowered and expected to make improvements every day

EXECUTIVE FACULTY

Our experienced faculty of Cleveland Clinic physicians and executives, will share the failures and successes that have impacted our Quality and Patient Safety initiatives.



Cynthia Deyling, MD
Chief Quality Officer



Mark Sands, MD
Associate Chief Quality Officer



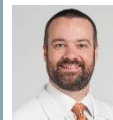
William Peacock, MS
Chief Operations Officer



Nirav Vakharia, MD
Associate Chief Quality Officer



Meredith A. Lahl-Fox, MBA, MSN
Associate Chief Nursing Officer



Aaron Hamilton, MD
Medical Director, Patient Safety and Clinical Risk



Anthony Warmuth
Enterprise Quality Administrator



Eduardo Mireles-Cabodevila, MD
Medical Director, Multidisciplinary Simulation Center



Lisa Yerian, MD
Medical Director, Continuous Improvement

OCTOBER 24-26, 2018 | CLEVELAND, OH | REGISTER TODAY

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DAY 1: OVERVIEW OF QUALITY & PERFORMANCE MANAGEMENT

Welcome Remarks | *Cynthia Deyling, MD, Chief Quality Officer*

- Quality Overview and History of Quality at Cleveland Clinic

Quality Structures and Governance | *Anthony Warmuth, Executive Quality Administrator, Mark Sands, MD, Associate Chief Quality Officer & Sharon Sutherland, MD, Associate Chief Quality Officer*

- Governing Board's role in quality oversight
- Content experts partnering with local owners to achieve excellence in clinical quality and safety
- Managing quality and safety in an expanding health system
- Alignment of Quality to Strategy

Goal Setting & Performance Management | *Anthony Warmuth, Enterprise Quality Administrator & Kristin Mergler, Assistant Director*

Data Usage and Business Intelligence | *Heather Blonsky, Systems Analyst & Andrew Proctor, Senior Director*

Nursing Quality | *Meredith Lahl-Fox, Associate Chief Nursing Officer*

DAY 2: QUALITY & PATIENT SAFETY AT CLEVELAND CLINIC

High Reliability and Quality Improvement | *Anthony Warmuth, Executive Quality Administrator & Vickie Lewis, Senior Director*

Clinical Risk Management and Safety Event Management | *Vickie Lewis, Senior Director*

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| ▪ Event Reporting | ▪ Leadership's role in preventing serious safety events |
| ▪ Root Cause Analysis | ▪ Disclosure of verified medical errors |

Patient Safety Organization | *Christy Barnes, Senior Director and Amanda Inman*

Overview of Cleveland Clinic Improvement Model and Model Area Tour | *Nate Hurle, Senior Director*

Clinical Compliance | *Ray Borkowski, MD, Chair, Clinical Compliance & Deborah Duffy, Executive Director*

Partnership with Patient Experience | *Anthony Warmuth, Enterprise Quality Administrator & Lori Kondas, Senior Director*

DAY 3: EXECUTING ON QUALITY

Safety Culture and Patient Safety | *Aaron Hamilton, MD, MBA, Medical Director for Patient Safety & Clinical Risk*

Infection Prevention | *Joanne Sitaras, Manager, Infection Prevention*

Healthcare Reform and Reporting | *Fran Hober, Senior Director & Lori Griffiths, Director, Quality Data Registries*

- Healthcare value in a pay-for-performance environment
- Quality's impact on reputation and reimbursement
- Quality and cost data transparency
- Quality Registries: collecting and leveraging clinical data to drive improvement

Population Health | *Nirav Vakharia, MD, Associate Chief Quality Officer & James Thomascik, Quality Director*

- Strengthening Teams in the Advanced Management of Populations (STAMP) program
- Accountable Care Organization

Regulatory Affairs | *Eileen Pomiecko, Senior Director, Jeff Hildreth, Director, & Paul Johnson, Senior Director*

- Continuous Accreditation Readiness
- Environmental Health and Safety
- Radiation Safety

Quality and Safety Simulation Interactive Exercise | *Eduardo Mireles-Cabodevila, MD, Medical Director & Leslie Simko RN, MS, BSN, CHSE'S, Administrator, Multidisciplinary Simulation Center*

Closing Remarks | *Anthony Warmuth, Enterprise Quality Administrator*