









<p><b>Community Partnerships—Achieve Better Outcomes and Reduce Readmissions</b>  <i>Ann Kunkel, RN BSN, Senior Director Case Management, WellSpan Health</i>  <i>Dianna Benaknin, MSW, Case Management Consultant, WellSpan Health</i></p> <ul style="list-style-type: none"> <li>Describe programs created to address avoidable housing-related hospital admissions</li> <li>Identify strategies that engage community members to deliver the right care in the right setting</li> </ul>	<p><b>Reducing VTE Rates—Strategies to Decrease Missed Medication Doses</b>  <i>Faith Colen, MSN, RN, CEN, Director of Quality and Patient Safety, UPMC St. Margaret</i></p> <ul style="list-style-type: none"> <li>Identify Just Culture approach to improve anticoagulation medication administration for VTE prophylaxis</li> <li>Describe nursing staff education techniques that decrease system failures and individual human error</li> </ul>	<p><b>Heart Failure—Inpatient and Outpatient Strategies to Reduce Readmissions</b>  <i>Kimberly A. Fowler, MSN, RN, CNS-BC, CHFN, Heart Failure Program Manager, UPMC Pinnacle</i>  <i>Jesus Vargas, PhD, Heart Failure Hospitalist Associate Director, UPMC Pinnacle</i></p> <ul style="list-style-type: none"> <li>Discuss how interdisciplinary heart failure program results in shorter length of stays and reduced readmissions</li> </ul>
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**10:30 a.m. Move to Breakout Session**

**10:40 a.m. Breakout sessions #2**

<p><b>Preventing Workplace Violence: Behavioral De-Escalation Response Team</b>  <i>Brian Albrecht, BSN, RN, CPN, CNML, Nurse Manager, Penn State Health Children's Hospital</i>  <i>Contingency Pool, Penn State Health</i>  <i>Susan J. Pazuchanics, MSN, RN, CCRN, RN-BC, Penn State Health</i></p> <ul style="list-style-type: none"> <li>Describe 24-7 Behavioral De-Escalation Response Team's response to patient and family crises</li> <li>Discuss strategies to mitigate the risk of harm to staff and patients and effective policies and procedures to best support care delivery</li> </ul>	<p><b>Operational Excellence: Multifaceted Blood Management and Vaccine Management Programs</b>  <i>Judy Ann Gilbert, System Director, Main Line Health Laboratories</i>  <i>Tracy Arnold, BSN, RN, Director, Vaccine Management, St. Luke's Physician Group</i></p> <ul style="list-style-type: none"> <li>Evaluate system approach to reduce misuse of blood products, resulting in significant cost savings for the health system</li> <li>Discuss innovative program to improve vaccine efficacy, reduce vaccine waste and decrease financial loss</li> </ul>	<p><b>A Pathway to Success: An Innovative Approach to Improving Diabetes Care</b>  <i>Brian K. Shablin, MD, MS, Internal Medicine Quality Liaison, Associate Medical Director Quality &amp; Informatics, Lehigh Valley Health Network</i>  <i>Hallie Melnick, RN, BSN, Clinical Quality Educator, Lehigh Valley Physician Group</i>  <i>Magdalene Cruz-Rivera, RN, BSN, Clinical Quality Educator, Lehigh Valley Physician Group</i></p> <ul style="list-style-type: none"> <li>Outline steps to establish a system-wide pathway to improve diabetes care</li> <li>Engage physician practices in adopting new workflow changes</li> <li>Describe stepped-wedge design for manageable implementation on a change initiative</li> </ul>
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**11:25 a.m. Move to breakout session****11:35 a.m. Breakout sessions #3****Innovations in ED Patient Intake to Prevent Suicide**

*Anne Mitchell, RN, MS, CPPS, CPHQ  
Director Patient Safety & Regulatory Affairs, St. Clair Hospital*

- Discuss strategies to prevent harm to both patients and staff, and receive helpful tools to assist in risk mitigation
- Describe the major risks associated with behavioral health patients in the ED
- Evaluate a house-wide suicide prevention and education campaign

**An Organizational Approach to Reducing Delirium**

*Roseanne Hanlon-Rafter MSN, RN, GCNS, BC, Safety/Quality Specialist  
The Center for Patient Safety & Healthcare Quality Abington Jefferson Health  
Bea Leyden, BSN, MBA, RN, CPHQ, NEA-BC, Director, Nursing Clinical Practice and Performance Improvement, Jefferson Health Northeast*

- Describe strategies to prevent delirium and post-intensive care syndrome with the A-F Bundle
- Discuss five level progressive mobility program that improves care for critically ill patients, decreases costs, and improves quality of life for patients after discharge

**Opiate Reduction Efforts Across the Continuum, A Community Hospital's Approach**

*Brad Bendesky, MD, FACEP, FAAEM  
Medical Director, Mercy Fitzgerald Hospital  
Department of Emergency Medicine,  
Clinical Assistant Professor of Emergency Medicine, Drexel College of Medicine*

- Describe community collaboration to reduce the number of deaths from opioid and heroin overdoses
- Discuss approaches to remove barriers associated with the treatment of substance-use disorder and efforts to prevent teen opioid addiction

**12:30 p.m. Group Luncheon****1:15 p.m. The Costs of Incivility in Health Care: What We Do and Say Matters**

*Laurie C. Drill-Mellum, MD, MPH, Chief Medical Officer, Constellation*

Incivility—rude behavior, reluctance to assist, negative comments, lack of respect most of us have witnessed it or have been subjected to it in the health care environment. These behaviors undermine a culture of safety, negatively influence the patient experience, affect team performance and impact your bottom line. Dr. Drill-Mellum will discuss the incidence of incivility in health care, as well as the growing need to address it. Using studies and data-informed research from the malpractice and patient safety realms, attendees will gain an appreciation of some of the real risks created by tolerance of uncivil behavior, including: negative influence on patient and employee experience; decreased clinical performance and increased adverse outcomes; increased risk of liability. A framework to address incivility will be reviewed along

with steps to promote a respectful culture and mutual support for all health care team members.

**2:15 p.m. How Engaged Employees Drive Exceptional Outcomes**

*Scott Switalski, Manager of Strategic HR Programs and Program Manager, CHOP Leadership Institute*

When hospitals create an engaging and high-performance-oriented work experience, they not only improve patient satisfaction, but also quality of care outcomes. This session outlines the drivers of an engaging work experience within the health care industry. Engaging those employees around the behaviors and skills that drive clinical excellence and a positive patient experience is a key factor in determining whether a hospital thrives in this changing environment.

**3:30 p.m. Adjourn**