



## HAI ACTION WORKGROUP MEETING 2

**Date: February 4, 2009**

**Location: Doubletree Westborough, Westborough, MA**

**Registration 7:30am - 8:00am**

**Program 8:00am – 3:30pm**

### LEARNING OBJECTIVES

- Engage in problem solving with your peers and faculty coaches.
- Solidify the skills you learned in positive deviance and small tests of change.
- Enhance your ability to identify the underlying causes of problems, and to target solutions.

### TECHNIQUES TO RAMP UP YOUR HAI IMPROVEMENT

- **Learn the power of observation and real time problem solving**

Ken Sands, MD MPH, Sr. Vice President Healthcare Quality, Beth Israel Deaconess Medical Center, will share the experience of rolling out Real Time Problem Solving over the past year at BIDMC. Key concepts of real time problem solving include: observing daily work routines, solving to root cause, and working cross-departmentally to develop solutions.

- **Learn a graphic approach to cause analysis and how to link solutions to causes**

Ely Wilson, MEng, MBA, of ThinkReliability will highlight the importance of linking causes to outcomes, and teach a graphic approach to showing the relationships between problems, causes, and solutions. He will link this approach to the use of real time problem solving.

### PLEASE JOIN US TO LEARN AND SHARE

- What has gone well since we were together last November?
- What is still a challenge?

### PROGRAM FEE AND REGISTRATION

Registration Fee = \$40 for Coalition members and \$80 for non-members.

If you are a member, call Evelyn Abayaah at 781-262-6080 to get your member code to complete your registration.

If you are not listed below, you are NOT a Coalition member hospital. If you would like your organization to become a member, please Contact Evelyn Abayaah.

Visa, MasterCard, American Express, Check accepted. If you pay by check you can combine payment for the Reliability Call on January 21 and this February 4 workgroup meeting.

To register, go to: [www.regonline.com/63367\\_694593J](http://www.regonline.com/63367_694593J)

**Coalition Member Hospitals Include:**

Baystate Medical Center  
Beth Israel Deaconess Medical Center  
Boston Medical Center  
Brigham & Women's Hospital  
Cambridge Health Alliance  
Cape Cod Health System  
Children's Hospital  
Dana-Farber Cancer Institute  
Emerson Hospital Newsletter Contacts  
Fairview Hospital  
Hallmark Health System  
Lahey Clinic  
Massachusetts General Hospital  
Mercy Medical Center  
Metro West Medical Center  
Milford Regional Hospital  
Mount Auburn Hospital  
Northeast Health Systems  
Southcoast Hospitals Group  
Sturdy Memorial Hospital  
UMass Memorial Medical Center