
Enabling Safer Health Care: A Statewide Effort to Align Perspectives on Accountability and Responses to Adverse Events

*Massachusetts Medical Society
Waltham Woods Corporate Center
Waltham, MA
September 22, 2003*

Narrative Agenda

Registration: **Participant Registration and Continental Breakfast**

Date and Time: Monday, September 22, 2003, 7:30 a.m. – 8:00 a.m.

Session 1: **Welcoming Remarks, Overview and Purpose**

Date and Time: Monday, September 22, 2003, 8:00 a.m. – 8:20 a.m.

Jim Conway
Senior Vice President and Chief Operations Officer
Dana-Farber Cancer Institute
Boston, MA

Connie Crowley Ganser, R.N., M.S.
President
Massachusetts Coalition for the Prevention of Medical Errors
Burlington, MA

Nancy Ridley, M.S.
Assistant Commissioner
Massachusetts Department of Public Health
Boston, MA

Marjorie Shofer, M.B.A., B.S.N.
Program Analyst
Office of Knowledge and Research Translation
User Liaison Program
U.S. Agency for Healthcare Research and Quality
Rockville, MD

Content: This session will include welcoming remarks and provide an overview of the workshop's purpose, objectives and agenda.



Session 2: Accountability in Health Care: Context and Framework

Date and Time: Monday, September 22, 2003, 8:20 – 9:35 am

Presenters: David Marx, J.D.
President
Outcomes Engineering, LLC
Carrollton, TX

Allan Frankel, M.D.
Director of Patient Safety
Partners Healthcare System
Boston, MA

Content: One of the key issues faced by State and local health policy and decisionmakers is the challenge of establishing a culture in which the need for accountability is balanced with the need to learn from mistakes that occur. This session will introduce models for conceptualizing and defining accountability in a patient safety environment.

Session 3: Ensuring Accountability: Issues and Challenges

Date and Time: Monday, September 22, 2003, 9:35 a.m. – 9:55 a.m.

Presenter: Jim Conway
Dana-Farber Cancer Institute

Content: This session will identify and explore the issues and problems in the current approach to addressing accountability in the health care system.

Session 4: Through the Stakeholders' Eyes: How Does the Current System Work?

Date and Time: Monday, September 22, 2003, 9:55 a.m. – 11:55 a.m.

In this session, participants will have the opportunity to break into small discussion groups to walk through an actual adverse event case. Groups will review and consider if recognized accountability models are helpful in the establishment of principles and processes that better align perspectives and responses to adverse events. Participants will also be asked to identify issues with the current system and make recommendations for an ideal system.

Session 5: Report Back and Discussion from Morning Breakout Sessions

Date and Time: Monday, September 22, 2003, 12:00 p.m. – 1:00 p.m.

Facilitators: Linda Emanuel, M.D., Ph.D.
Buehler Professor of Geriatric Medicine
Director, The Buehler Center on Aging
Feinberg School of Medicine
Northwestern University
Chicago, IL

Larry I. Palmer, LL.B.
Endowed Chair in Urban Health Policy
Institute for Bioethics, Health Policy and Law
Department of Family and Community Medicine
School of Medicine
University of Louisville
Louisville, KY

Content: Building on the previous break-out session, this roundtable discussion will provide a forum in which the individual constituencies can share with one another the role they play and the issues and challenges they face in the current system of accountability.

Session 6: Networking Lunch

Date and Time: Monday, September 22, 2003, 1:00 p.m. – 2:00 p.m.

Session 7: Highlights and Synopsis of Morning Breakout Sessions

Date and Time: Monday, September 22, 2003, 2:00 p.m. – 2:30 p.m.

Presenter: Robert L. Helmreich, Ph.D.
Director
University of Texas Human Factors Project
The University of Texas at Austin
Austin, TX

Content: Identifying, acknowledging, and understanding the various perspectives are critical to developing shared principles on accountability in patient safety. This session will highlight the perspectives identified in the previous session



and offer participants an opportunity to identify and discuss additional viewpoints and how they might be incorporated into patient safety process.

Session 8: Moving Toward the Ideal System

Date and Time: Monday, September 22, 2:30 p.m. – 3:45 p.m.

Facilitator: Richard Bohmer, M.D.
Assistant Professor
Technology and Operations Management
Harvard Business School
Boston, MA

Content: Building on previous sessions, this roundtable discussion will provide a forum in which the individual constituencies can share with *the entire group of participants* what the ideal system for accountability among the different stakeholders should look like and how they should work together to overcome the barriers and what steps could be taken to move toward the ideal.

Break: Monday, September 22, 2003, 3:45 p.m. –4:00 p.m.

Session 9: Workshop “Take Aways” and Where Do We Go From Here?

Date and Time: Monday, September 22, 2003, 4:00 p.m. – 4:30 p.m.

Presenters: Stephen C. Schoenbaum, M.D.
Senior Vice President
The Commonwealth Fund
New York, NY

Lucian Leape, M.D.
Adjunct Professor of Health Policy
Harvard University School of Public Health
Boston, MA

Content: This session will underscore the key themes raised during the workshop. Additional thoughts on potentially useful, strategies, action items, and other important “take-aways” will also be shared with the participants.

Session 10: Concluding Comments and Workshop Evaluation



Date and Time: Monday, September 22, 2003, 4:30 p.m. – 4:45 p.m.

Presenters: Connie Crowley Ganser, M.S., RNC
Massachusetts Coalition for the Prevention of Medical Errors

Margie Shofer, M.B.A., B.S.N.
AHRQ/ULP

Content: Participants will be invited to make concluding comments about the workshop and complete an evaluation form.