



Date: October 28, 2021

Time: 9:00 AM

Virtual Event

9 am to 2:30 pm

Complimentary for MAPS PSO members

IHA members who are not MAPS members — \$125 per person

IAHQ members — \$150 per person

Non-IHA or non-IAHQ members — \$200 per person

Open to members of MAPS, IHA and IAHQ

In a just culture, healthcare providers feel comfortable reporting errors. Leaders gather the facts and review processes before drawing conclusions. And, most importantly, the culture is more than a policy—it's ingrained in the fabric of an organization. The **2021 MAPS PSO Culture of Safety Workshop** will highlight strategies to boost leadership involvement and enhance communication to achieve a just culture and strengthen patient safety across the care continuum. You'll hear from a nationally recognized nurse leader, patient and family engagement experts, and Illinois Association for Healthcare Quality (IAHQ) leadership on preventing harm and improving outcomes.

See our event [flyer](#).

Open to MAPS and non-MAPS members

Each session has time allotted for questions at the end.

9 – 9:15 am: Welcome and Introduction

Patient Safety Champion Awards

Crystal Lathen, Coordinator, Quality, Safety and Health Policy, MAPS

9:15 – 9:55 am: The Art and Science of Shaping Culture and Safety Across the Continuum

Kim Werkmeister, MS, RN, CPHQ, CPPS, Senior Vice President, Improvement and Implementation, Cynosure Health

9:55 – 10:05 am: Transition Time

10:05 – 10:35 am: Collaborative Breakout Sessions

Safety Culture and the RCA Process

Kim Werkmeister

Bringing the Patient and Family Perspective into Organizational Safety Practices

Lindsey Galli, Director of Education, PFCCpartners

Libby Hoy, Founder/CEO, PFCCpartners

Building a Safety Culture in Ambulatory Settings

Mary Stankos, PhD, MJ, RN, CPHQ, CPPS, Senior Director, Risk Management, Illinois Risk Management Services, IHA, and MAPS PSO Patient Safety Consultant

10:35 – 10:45 am: Transition Time

10:45 – 11:00 am: Recap of Breakout Sessions

Kim Werkmeister

11:00 – 11:40 am: Lessons from the Pandemic: The Role of a Safety Culture in Workforce Well-Being Across the Continuum

Kim Werkmeister

11:40 am – 12:20 pm: Lunch Break

12:20 – 1:00 pm: Quality Improvement Methodologies and Tools to Improve Safety Culture

Stephen L. Davidow, MBA-HCM, CPHQ, APR, Consultant, Davidow Quality Advantage

Mary K. Lewis, RN, CPHQ, Research Data Specialist, AMITA Health, and President, and Immediate Past President, IAHQ

1:00 – 1:10 pm: Transition Time

1:10 – 1:40 pm: Collaborative Breakout Sessions (repeat of morning breakout sessions)

Safety Culture and the RCA Process

Kim Werkmeister

Bringing the Patient and Family Perspective into Organizational Safety Practices

Lindsay Galli

Libby Hoy

Building a Safety Culture in Ambulatory Settings

Mary Stankos

1:40 – 1:50 pm: Transition Time

1:50 – 2:05 pm: Recap of Breakout Sessions

Kim Werkmeister

2:05 – 2:30 pm: Closing Remarks and Key Takeaways

Crystal Lathen

Mary K. Lewis

This workshop is designed for leaders, clinicians and professionals in:

- Quality improvement

- Patient safety
- Risk management
- Social work
- Psychological services

Stephen L. Davidow, MBA-HCM, LSSBB, CPHQ, APR, Consultant, Davidow Quality Advantage

The Chicago-area quality improvement (QI) and patient safety consultant most recently directed QI for the American Medical Association-convened Physician Consortium for Performance Improvement (PCPI). He has trained hundreds of clinicians in process improvement and managed national QI initiatives and pilot projects. A Certified Professional in Healthcare Quality, Davidow is Past President of the Illinois Association for Healthcare Quality. He also served on national Technical Expert Panels for the U.S. Centers for Medicare and Medicaid Services, which focused on the Merit-based Incentive Payment System Improvement Activities under the Quality Payment Program. There, he helped develop patient safety measures for hospital harm. Davidow has been published in the Journal of Ambulatory Care Management, as well as the Journal of Health Care Finance.

Lindsey Galli, Director of Education, PFCCpartners

Galli's mission is to facilitate equitable collaboration among patients, families and healthcare organizations. She began her career in the safety department of a large integrated healthcare system and eventually partnered with PFCCpartners to integrate Patient Family Advisors into the company's improvement teams. As director of education, Galli helps organizations, patients and families to partner and collaborate authentically and promote improvement. Her passion for patient-family engagement grew from her own nine-day hospitalization in 2016 when she was diagnosed with blood clots in her lungs and leg. She now uses this experience and passion to develop and deliver curriculums supporting partnerships in healthcare.

Libby Hoy, Founder/CEO, PFCCpartners

As the mother of three sons living with mitochondrial disease, Hoy has over 25 years of experience navigating the healthcare system. She began volunteering as a parent mentor in 1995 and has been working to improve health systems and empower patients and families to be active partners in care ever since. Hoy strives to build the infrastructure and capacity for healthcare organizations to engage all patients and families, from the bedside to the boardroom. In 2010, she founded PFCCpartners to create a community of patients, families, providers and healthcare organizations committed to the shared learning of patient- and family-centered care practice. PFCCpartners also supports the PFANetwork, inclusive of more than 600 patient family advisors. Hoy has served as a patient family advisor to organizations such as the Centers for Medicare & Medicaid Services, National Quality Forum, Patient-Centered Outcomes Research Institute and the National Academy of Medicine.

Crystal Lathen, Coordinator, Quality, Safety and Health Policy, MAPS

Lathen has worked in healthcare since 2007. For nearly two years, she has led the MAPS PSO's ambulatory focus group and onboarding of new members. In this role, she works closely with MAPS members to outline the benefits of the PSO program and facilitate member training and educational events. Lathen is actively engaged in listening to member needs and challenges to develop targeted collaborative communications. Previously, she was a patient advocate, lead patient service representative and surgical scheduler at two separate ambulatory facilities.

Mary K. Lewis RN CPHQ, Research Data Specialist, AMITA Health, and Immediate Past President, IAHQ

Lewis has held numerous roles on the IAHQ Board over the past 20 years. She has been a member of National Association for Healthcare Quality for 24 years and is one of the original authors of the Data Analytics Competency Framework. At AMITA Health, Lewis is responsible for facilitating development of measures and quality dashboards for physician specialties and validating the data used to populate the dashboards. Her research focuses on projects related to orthopedics and spine surgical care, and she supports physician/staff teams in identifying quality improvement opportunities and developing action.

Prior to joining AMITA Health, Mary was a research manager at the American Society of Plastic Surgery/Plastic Surgery Educational Foundation. She earned her professional certification in healthcare quality in 2009.

Mary Stankos, PhD, MJ, RN, CPHQ, CPPS, Senior Director, Risk Management, Illinois Risk Management Services (IRMS), IHA, and MAPS PSO Patient Safety Consultant

Stankos is the Senior Director of Risk Management for IRMS, part of IHA Business Solutions. She joined the MAPS team as a consultant in 2020. Stankos has extensive experience in risk management and patient safety, including providing consultative services and support to hospitals and physicians. In her current role, she assists clients in solving enterprise risk management issues and improving organizational patient safety. She also prepares and provides educational programs for hospitals and physicians, as well as risk management surveys to assist healthcare organizations improve quality of care and patient safety and reduce liability exposures. Stankos is a member of the American Society of Healthcare Risk Managers, the Institute for Healthcare Improvement and the Association of Operating Room Nurses (AORN). She is certified as a professional in healthcare quality and patient safety, and a master trainer for Team STEPPS.

Kim Werkmeister, MS, RN, CPHQ, CPPS, Improvement Advisor, Cynosure Health

A nurse leader with over 25 years of experience, Werkmeister is a national expert in the reliable implementation of patient safety and process improvement strategies. She has worked as an improvement advisor and clinical educator for Cynosure Health and the Hospital Quality Institute, as well as various Hospital Improvement Innovation Networks and the Cynosure Hospital Quality Improvement Contractors initiative. Her areas of expertise include the reduction of venous thromboembolism, adverse drug events, readmissions, as well as hospital-associated infection prevention, sepsis mortality reduction, failure to rescue, patient and family engagement, and maternal/child safety. Werkmeister has developed numerous patient safety and quality improvement toolkits, certification courses and virtual educational. She is chair of the Patient and Family Advisory Council at Mission Hospital in California. Previously, Werkmeister directed quality and patient safety at two California hospitals.

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