| Wednesday, March 20, 2013 | |
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| **Readmissions:** Working with SNFs | Describe the rationale for and benefit of partnering with skilled nursing facilities to reduce hospital readmissions<br>Review components of community-based models that have successfully improved care transitions between acute care and skilled nursing facilities.<br>Identify three of the communication tools used in the Interact II (Interventions to Reduce Acute Care Transfer) program |
| **Readmissions:** Home Health, Medication Reconciliation, Ambulatory follow-up | Describe how to create effective partnerships with home health agencies, skilled nursing facilities, and other post-acute care services<br>Describe key elements of an accurate home and discharge medication reconciliation process<br>Identify strategies to achieve timely communication of discharge summaries and care plans to primary care providers and community-based physicians<br>Discuss tools and processes used to effectively coordinate transitions from inpatient to home with home health services |
| Excel for Quality, Part 1 | 1. Demonstrate how to navigate around an Excel spreadsheet<br>2. Apply formulas commonly used in performance improvement in Excel.<br>3. Demonstrate how to design a data entry tool in Excel |
| **Adverse Drug Events:** Medication Safety during administration | 1. Describe common causes of medication error and adverse drug events<br>2. Describe how to identify process design flaws that facilitate these errors.<br>3. Identify how to design, test, and implement a cone of silence or other medication safety process change. |
| **Adverse Drug Events:** Reducing ADEs by Strengthening Nurse-Pharmacy communication | 1. Describe process redesign measures that can significantly reduce nursing administration errors AND apply these measures to workflows within your organization.<br>2. Describe process design changes that can significantly reduce nursing-pharmacy communication errors<br>3. Identify how to apply process redesign to workflows within your organization. |
| Engaging Leadership and Physicians | 1. Discuss methods to increase senior leader and medical staff engagement in quality projects<br>2. Identify practices of ideal executive sponsor role and associated activities<br>3. Identify local factors that impact the approach to engaging physicians in quality and safety<br>4. Describe how to strengthen the link between measurable progress and accountability at all levels of the organization |

| Thursday, March 21, 2013 | |
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| Patient Advisory Council Panel (Patients) | 1. Define the role of a PAC.<br>2. Describe the benefits of a PAC for: patients, organizations and practitioners.<br>3. Develop a plan to start/advance the PAC for their organization. |
| **Falls:** A focus on preventing injuries | 1. Explore shifting focus from reducing all falls to preventing injury from falls.<br>2. Discuss strategic interventions to reduce a patient's risk of injury from a fall. |
| **Falls:** Customizing prevention | 1. Describe using a patient's fall risk assessment to identify interventions to reduce a patient's risk of injury from a fall.<br>2. Identify multidisciplinary approach and interventions to customize fall with injury risk reduction. |
| Excel for Quality, Part 2 | 1. Identify how to aggregate and analyze performance improvement data using Excel<br>2. Demonstrate  how to format and graph your results<br>3. Demonstrate how to enhance your chart by adding a median, goal and/or benchmark comparison. |
| **CAUTI** | **To Be Determined** |
| **HAPU**: Moisture Product Categories Review | 1. Explore what type of products that are effective in managing moisture to prevent HAPU.<br>2. Identify how to efficiently use moisture managing products to reduce the risk of HAPU.<br>3. Understand what factors to consider in the product selection process. |
| **HAPU:** Managing Moisture | 1. Describe effective interventions to manage moisture in HAPU prevention.<br>2. Identify how to incorporate moisture management into HAPU prevention care.<br>3. Describe how to create a patient specific skin care regimen. |
| SHA Track | 1. Identify how to increase the effectiveness of SHAs with other organizations involved with improvement<br>2. Describe methods for setting better improvement targets and ways to share progress that activate participants<br>3. To develop an awareness of implementation science and early evidence what accelerates improvement |

| **Friday, March 22, 2013** | |
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| Panel on Hospitals with Longstanding Success with HACs | 1. Identify the key components to sustaining high performing results.<br>2. Understand the role of front line staff in maintaining long term improvement. |
| **SSI:** Special Issues | 1. Identify at least 2 strategies that can be implemented to reduce surgical site infections<br>2. Describe 2 strategies that promote the sustainability of reduced surgical site infection rates<br>3. Describe 2 barriers to implementing strategies designed to prevent surgical site infections |
| **SSI:** Beyond SCIP, Implementing the Latest Evidence | 1. Describe 2 techniques designed to improve the reliability of surgical wound classification<br>2. Describe the relationship between packed red blood cell transfusions and surgical site infections<br>3. Demonstrate 2 approaches to displaying surgical site infection data facilities that perform a small number of surgical procedures |
| Improvement Advisor Office Hours | Advisors will assist participants plan for the next steps, ranging from progressing on the improvement, to spread and sustain mode. This will serve as an additional opportunity for participants to dialogue and share learnings in an interactive setting. |
| Data Office Hours | The HRET HEN Data Team will be available to answer data collection and submission questions. |
| **Perinatal:** Reducing Maternal Hemorrhage | 1. Recognize the signs and symptoms of obstetrical hemorrhage and clinical responses to them<br>2. Evaluate the benefit of a evidence based hemorrhage or transfusion protocol for obstetrical patients in multiple types of hospitals<br>3. Describe the benefits of a hemorrhage cart or kit utilized in an obstetrical department for emergencies<br>4. Discuss the effects of a common language utilized to describe fetal heart tracings in obstetrical emergencies |
| **Perinatal:** Implementing Hemorrhage protocols | 1. Describe the key implementation strategies for an obstetrical emergency management plan<br>2. Recognize key components of and practical uses for an emergency obstetrical hemorrhage cart<br>3. Describe effective strategies to implement a common language utilized by nursing and medical staff to describe fetal heart tracings in obstetrical emergencies<br>4. Evaluate the effectiveness of obstetrical emergency simulation training drills |