

## Sunday, June 14

4:30-6:00 p.m.	Registration & Welcome
5:00-7:00 p.m.	Cocktail Reception <i>accompanied by the Longwood Symphony Orchestra</i>

## Monday, June 15

7:00-8:00 a.m.	Registration and Breakfast
8:00-8:30 a.m.	<i>Jack Mc Carthy: Welcome</i> <i>Bob Hanscom, Dr. Luke Sato, Ann Louise Puopolo</i> A Model for Using Malpractice Data and Dollars
8:30-10:00 a.m.	<i>Dr. Richard Bohmer</i> Case study (the burning platform) <i>and</i> Interviews with successful and unsuccessful project team members <i>RFID in the OR at UPENN (Dr. Andrew Resnick)</i> <i>Surgery Checklist (Dr. Luke Funk)</i> <i>Ambulatory Team Training @ DFCI (Anne Gross, Dr. Craig Bunnell, Dr. Susan Mann)</i> <i>OPE Incentive Plan (Bob, Ann Louise)</i> <i>OB Team Training@ BWH (Dr. David Acker)</i> <i>LEAN @ BWH (Dorothy Goulart)</i>
10:00-10:15 a.m.	Break
10:15-11:00 a.m.	<i>Lucy Savitz: Training Clinicians How to Solve Problems</i>
11:00 a.m.-noon	When Answers Have Problems: Point-Counterpoint on PS Initiatives <i>Dr. Mark Graber (point) /Attny. Ellen Cohen (counterpoint).... Guidelines/ algorithms</i> <i>Dr. Caprice Greenberg (point) / Ellen Cohen (counterpoint) ... Videotaping in the OR</i> <i>Dr. Luis Lobon (point) / Ellen Cohen (counterpoint) ..... Telephone consultation</i>
12:00-12:45 p.m.	Lunch
12:45-2:00 p.m.	Workshops <i>A: Diagnosis-related Patient Safety Projects (Graber/ALP)</i> <i>B: Obstetrics-related Patient Safety Projects (Gardner, Acker, Beatty)</i> <i>C: Emergency Medicine-related Patient Safety Projects (Bohan/JB)</i>
2:15-2:30 p.m.	<i>Dr. Richard Bohmer: Workshop Debrief</i>
2:30-3:30 p.m.	<i>Paul Levy: Role of Leadership in Patient Safety Project Success</i>
3:30-4:15 p.m.	<i>Peter Coughlan: Why Your Intervention Will Fail: Common Obstacles</i>

## Tuesday, June 16

7:00-8:00 a.m.	Breakfast
8:00- 8:45 a.m.	<i>Peter Coughlan: Why Your Intervention Will Succeed: Overcoming Obstacles</i>
8:45- 9:30 a.m.	<i>Rick Lopez: Turning on Referral Management</i>
9:30-9:45 a.m.	Break
9:45-11:00 a.m.	Workshops <i>D: Surgery-related Patient Safety Projects (Regenbogen/KD)</i> <i>E: Resident Supervision-related Patient Safety Projects (Farrell/DL)</i> <i>F: Diagnosis-related Patient Safety Projects (Schiff/ALP)</i>
11:15- Noon	<i>Bob Hanscom: How Your Insurance Company Can Help</i>
Noon	Adjourn / Lunch