HIGH-RELIABILITY Organization Workshop

Texas Health Presbyterian Hospital Dallas Fogelson Forum Auditorium
8200 Walnut Hill Lane, Dallas, TX  75231

Friday, April 19, 2013
8 a.m. - 4:45 p.m.

Presented by

Texas Health Resources
Healing Hands. Caring Hearts™
Conference objectives

Upon completion of this conference, the participants should be able to:

• List the high-risk industries that have achieved remarkable safety records through the adoption of high-reliability organization (HRO) principles.
• Identify the HRO principles that have the most application to health care.
• Discuss the current Joint Commission requirements that are illustrative of HRO practices.
• Describe the future Joint Commission initiatives that will support organizations progressing toward high reliability.
• Recognize how failure drives the organization to react to failure.
• Explain why human error is not a choice.
• Discuss how individual behavior is a byproduct of an organizational system.
• Describe how workers work in non-linear, complex-adaptive environments.
• Discuss the history and mission of Special Operations Force (SOF)/Delta and how the mission drives the training.
• Explain the essentials of SOF training and the training mindset that is needed.
• Describe the decision-making process in complex and interconnected environments.
• Discuss the role of Immediate Action Drills in high threat environments.
• Discuss the basic concepts of simulation.
• Review how simulation can be used in obstetrics and critical care.
• Develop interdisciplinary learning objectives for process improvement and team training.
• Discuss the role of debriefing in simulation training.
• Describe steps to start a simulation program.
• Explain how to implement an HRO in a hospital or hospital system.
• Describe the process Texas Health Presbyterian Hospital Dallas went through in utilizing the HRO principles to implement the massive transfusion protocol and the placenta accreta program.

Conference description

This one-day workshop is targeted to stakeholders and clinicians in the medical practice of labor and delivery, critical care and emergency services. It will introduce the concept of High-Reliability Organizations/Theory as a way of mitigating risk and creating protocols in organizations to reduce error and improve patient safety. Incorporation of these ideas into health care in general and obstetrics in particular will have a positive effect on the health and welfare of patients, newborns and their families and will translate into a healthier community.

This workshop is an introduction to High-Reliability Theory, relating the lessons learned from its implementation in the airlines and military to health care. Speakers will focus on how to create a safety culture through simulation, appropriate training and implementation. Highly reliable organizations empower employees through capability, confidence and continuous improvement. Participants will leave with the ability to plan an effective simulation-training program that will specifically address the issue of maternal hemorrhage as well as other critical care issues.
Doctors on the medical staff practice independently and are not employees or agents of the hospital except resident doctors in the hospital’s graduate medical education program.

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**Conference Directors**

**ALAN I. FRANKFURT, M.D.**
Department of Anesthesiology  
Texas Health Presbyterian Hospital Dallas  
Dallas, Texas

**MICHELLE B. HICKS, Ph.D.**  
Consultant in Health Care Communication  
Dallas, Texas

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**Conference Faculty**

**JULIE ARAFEH, M.S.N., R.N.**
OB Simulation Specialist  
The Simulation Center  
Texas Children’s Hospital  
Houston, Texas

**MARK A. CRAFTON, M.P.A., MT (ASCP)**
Executive Director of Communications and External Relations  
The Joint Commission  
Oakbrook Terrace, Illinois

**TODD E. CONKLIN, Ph.D.**
Organizational Human Performance Consultant  
Santa Fe, New Mexico

**PAUL HOWE, MSG USA (Ret), M.I.S.**
Owner/Lead Instructor  
CSAT-Combat Shooting and Tactics  
Nacogdoches, Texas

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**Accreditation**

**PHYSICIANS**

Texas Health Research & Education Institute is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The Texas Health Research & Education Institute designates this live activity for a maximum of 7 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The presentation “Human Factors in High-Reliability Organizations” has been designated by Texas Health Research & Education Institute for 1 credit of education in medical ethics and/or professional responsibility.

**NURSES**

7.33 contact hours will be awarded to nurses who successfully complete this activity.

Texas Health Resources University is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

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**Acknowledgements**

Grateful acknowledgment is extended to the March of Dimes for support of this activity.
Agenda

7:30 a.m.  
Registration

8 a.m.  
Welcome & Announcements

8:15 a.m.  
High-Reliability Organizing in Health Care  
Mark A. Crafton, M.P.A., MT(ASCP)

9:15 a.m.  
Human Factors in High-Reliability Organizations  
Todd E. Conklin, Ph.D.

10:15 a.m.  -  BREAK

10:30 a.m.  
Training Operational Excellence: A Special Operations Perspective  
Paul Howe, MSG USA (Ret), M.I.S.

11:30 a.m.  -  LUNCH

12:30 p.m.  
Simulation Training as a Path to High-Reliability Organizing  
Julie Arafeh, M.S.N., R.N.

2:30 p.m.  -  BREAK

2:45 p.m.  
Practical Implementation of a High-Reliability Organization Program  
Alan I. Frankfurt, M.D.

3:45 p.m.  
Panel Discussion

4:45 p.m.  
Adjourn

Registration Information

Due to limited seating, advanced registration is encouraged. To receive a registration discount, your registration must be received no later than Wednesday, April 10, 2013. All registrations will be confirmed.

For additional information, contact the Office of Continuing Medical Education toll-free at 1-866-295-3269. Registrations received via fax, phone or website must include credit card information in order to be processed.

How to Register

- **Online:** [www.TexasHealth.org/CME](http://www.TexasHealth.org/CME)
- **Call Toll-Free:** 1-866-295-3269
- **Fax:** 682-236-6622
- **Mail:** Texas Health Research & Education Institute, CME Department 612 E. Lamar Blvd., Suite 1400 Arlington, TX 76011

Please make checks payable to: Texas Health Research & Education Institute.
High-Reliability Organization Workshop ~ Friday, April 19, 2013
Fogelson Forum Auditorium, Texas Health Presbyterian Hospital Dallas - Dallas, Texas

REGISTRATION FEE - Received by 4/10/13
❑ $75 Physicians
❑ $25 Nurses, Allied Health Professionals and Non-Physicians

ON-SITE REGISTRATION FEE - Received after 4/10/13
❑ $100 Physicians
❑ $50 Nurses, Allied Health Professionals and Non-Physicians

Payment must be included for registration to be processed. Registrations will only be accepted on-site after April 10, 2013. Please type or print legibly.

First Name ___________________________________ Last Name ___________________________________

Last 4 digits of SSN ___________ Texas Health Resources Employee ID# (if applicable) ____________________

Please select as appropriate: ❑ MD ❑ DO ❑ PhD ❑ NP ❑ PA ❑ RN ❑ Other _____________________________

Hospital Affiliation ___________________________________ Specialty ___________________________

Address ________________________________ ________________________________

City, State, Zip ________________________________ ________________________________

Preferred Phone Number ( ) __________________ Fax Number ( ) __________________

E-mail ___________________________ Register online by visiting www.TexasHealth.org/CME
(Confirmation will be sent to the e-mail address above) or call toll-free 1-866-295-3269.

Do you have any special physical, dietary (for example, vegetarian, kosher, etc.) or other needs? ❑ No ❑ Yes
If yes, please describe ________________________________

Payment Information
Credit Card Type: ❑ Visa ❑ MasterCard ❑ Discover ❑ American Express

Credit Card Number ________________________________

Exp. Date ___________ Customer Code ___________________ Amount to be charged ___________________
(3 digit # on back of credit card)

Billing Address (if different from above) ________________________________

City, State, Zip ________________________________

Signature of Cardholder _____________________________________________

Authorization number (CME Office Use) __________________________________

On-Site Emergency Information
Name of Person to Contact ____________________________________________

Emergency Phone Number (include area code) ______________________________

CANCELLATION: If you cannot attend, the Office of Continuing Medical Education will refund physicians the registration fee, less a $30 administrative fee, provided it is requested in writing prior to April 5, 2013. No refunds will be issued after this date or for non-attendance. There will not be a refund for nurses, allied health professionals and non-physicians who cannot attend. There is no charge for a substitute registrant. In the event of conference cancellation, notification will be given two weeks in advance of the conference and the fee fully refunded.