

HSAG Pressure Ulcer Collaborative Learning Session 4

Wednesday, August 19, 2009
10 a.m. to 3 p.m.

Health Services Advisory Group, Inc. (HSAG)
Carter Marshall Conference Center
1600 E. Northern Avenue, Suite 100
Phoenix, AZ 85020

OBJECTIVES

Participants will:

- Learn about human factors that influence resident care outcomes.
- Understand how to conduct a root cause analysis (RCA) that can be applied to pressure ulcer prevention and management efforts.
- Learn how to communicate more effectively by using Team Strategies & Tools to Enhance Performance & Patient Safety (TeamSTEPPS) principles.
- Share best practices with collaborative members.

AGENDA

10:00 a.m. Welcome and Introductions	Joe Bestic, NHA, BA <i>Director, Nursing Home, HSAG</i>
10:15 a.m. RCA: Understanding the Causes of Events	Andrea B. Silvey, PhD, MSN <i>Chief Quality Improvement Officer, HSAG</i>
11:00 a.m. How to conduct an RCA	Joe Bestic
11:45 p.m. Lunch	
12:30 p.m. TeamSTEPPS: An Overview	Joe Bestic
2:00 p.m. Collaboration Sharing	Joe Bestic
2:45 p.m. Wrap-Up and Next Steps	Joe Bestic

Meeting Adjourned

This material was prepared by Health Services Advisory Group, Inc., the Medicare Quality Improvement Organization for Arizona, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. Publication No. AZ-9SOW-6.2.1-080609-01