



2007 Illinois Hospital Association Patient Safety Learning Collaborative

The Illinois Hospital Association is pleased to announce the 2007 Patient Safety Learning Collaborative **“Working as One: Patients, Families, and Caregivers”**. This year’s program will focus on proactively engaging patients and families in their own care while working to establish reliable processes to identify, communicate, explore, and improve patient outcomes and prevent harm.

By enrolling in the IHA Collaborative, hospitals provide a visible demonstration of their commitment to patient safety and quality to their staff, their patients, their community, and external stakeholders.

Missed Opportunities

Professional journals, newspapers and magazines, and legal settlements continue to spotlight the missed opportunities for patients, families, and caregivers to work as one for the best possible outcome for each patient.

When a patient or family member identifies an issue of quality or safety, caregivers have the opportunity to answer questions, explore critical observations, follow through on requests, and provide feedback. All parties should act as advocates for the patient,

decreasing the possibility of harm and increasing the potential for the best outcome.

To make sure this is a reliable process, patients, families, and caregivers must work as one to redesign and implement processes to identify issues of quality and safety, communicate issues effectively, explore near-miss and adverse events, provide feedback on identified issues, and take action on issues as appropriate.

This type of active engagement of the patient, family and caregiver must be complemented by a responsive organization with the infrastructure to support learning from near misses and adverse events.

The Joint Commission has made the involvement of patients and families a 2007 National Patient Safety Goal: NPSG #7 – Encourage patients’ active involvement in their own care as a patient safety strategy.

Collaborative Goals

Working as one, participants in the 2007 Collaborative will redefine how patients and families work with caregivers to improve patient outcomes and prevent harm.

The fee to participate in the Collaborative **“Working as One: Patients, Families and Caregivers”** is \$7,500. This fee covers attendance and all materials per team of four individuals at 3 learning sessions, 2 videoconferences, and the Safety Connections Conference. It also covers Webinars, conference calls, and a site visit (if requested).

Hospitals that enroll in the Collaborative must commit to work together intensively over the eight month period, attend all learning sessions, submit monthly reports, and have executive support for the project.

Participation is limited to 26 hospitals. Registration begins immediately and will close on March 7, or when program reaches capacity.



How does the Collaborative work?

The 2007 Patient Safety Learning Collaborative is an eight month program based on the Institute for Healthcare Improvement's model of a social learning network. Participants save time by learning from the experiences of others in the Collaborative, "stealing shamelessly and sharing blamelessly" as successful tools and processes are identified.

Now in our third year, we continue to refine the Collaborative to meet the needs of our members. Changes this year include:

- **Redesign of process to submit reports to the Collaborative for ease of use by participants.**
- **Rapid turn-around each month on reports to participants from Collaborative.**
- **A mandatory Webinar March 14th to introduce the data collection tools.**
- **Small group meeting in each of the IHA regions this summer.**

As in 2005 and 2006, teams attend a series of day-long learning sessions and half-day videoconferences to learn best practices to proactively engage patients and families in quality and safety initiatives. Experts in working with patients and families will provide information to guide the development and implementation of processes to identify, communicate, explore, provide feedback, and take action to improve outcomes and prevent harm.

Between meetings, teams test new ideas using rapid-cycle improvement methods, measure changes, and develop alternative strategies. A "members only" on-line forum is used for general communication by the program manager, and by the teams to share tools, access reference materials, and network with other participants.

Teams report to the project manager each month on program specific measures, as well as team progress toward objectives and key milestones. Reports are sent to the CEO and CNO at midpoint and end of the Collaborative.

The **Safety Connections Conference**, the final event of the Collaborative, is a day-long program in October where all Collaborative participants share lessons learned with the larger community of Illinois hospitals.

If you plan to participate, please register as soon as possible:

- **Pre-work due March 28th.**
- **Learning session 1 on April 20th at the Hilton Hotel in Lisle / Naperville.**

For additional information, please contact Becky Steward at 630-276-5585 or bsteward@ihastaff.org.



**2007 Patient Safety Learning Collaborative
“Working As One: Patients, Families, and Caregivers”**

Key Dates

Mandatory Webinar

Time to be determined
Wednesday, March 14, 2007

Learning Sessions

8:30 a.m. – 3:30 p.m.

Friday, April 20, 2007 – Hilton Hotel – Lisle/Naperville
Wednesday, June 27, 2007 – DoubleTree Hotel – Bloomington
Tuesday, September 11, 2007 – Crowne Plaza Hotel – Springfield

Video Conferences

9:00 a.m. – 1:00 p.m.

Available at IHA offices in Naperville and Springfield
Other sites to be determined

Friday, May 18, 2007
Friday, August 3, 2007

Safety Connections Conference

8:30 a.m. – 3:30 p.m.

Wednesday, October 24, 2007 – DoubleTree Hotel – Bloomington