



AGENDA

 **PALCOZZA**'18

Disney's Beach and Yacht Club in Orlando
July 17-20

Session 1

TUESDAY, JULY 17TH

1:00 PM - 2:00 PM



THE INS AND OUTS OF REPORT EDITOR

(2 HOUR SESSION 1:00 PM - 3:15 PM)

Location: Salon 4

Amy Cannon, Optimization Specialist, RL Solutions

Amanda Salivo, Business Support Analyst, RL Solutions

Learn the fundamentals on how to build useful reports in the Report Editor with comfort and ease. We will be emphasizing new Report Editor features, like the use of denominators in a line chart. We will be showcasing best practices in running, customizing your drill down and creating meaningful reports.



MEET THE NEW DASHBOARD MANAGER

(2 HOUR SESSION 1:00 PM - 3:15 PM)

Location: Salon 3

Elisabeth White, Optimization Specialist, RL Solutions

Geeta Aggarwal, Implementation Manager, Professional Services, RL Solutions

Your feedback has been heard! Starting in version 6.7.2, dashboards are now customizable. You can now show data from two modules in one place and easily compare historical data with current trends. Learn how to navigate and use the dashboard editor, create the dashboards and assign them to groups of users.



ET PHONE HOME: ENVIRONMENT MANAGER USAGE DATA

(BITE SIZED: 1:00 PM - 1:30 PM)

Location: Cape Cod C

Brandon Kucybala, Manager Data Engineering, RL Solutions

Jason Green, Support Services Manager, RL Solutions

Angelo Perera, Senior Technical Support Engineer, RL Solutions

Learn about how our Usage Data tracker could be the first step towards a more humanized product for you and your staff.



CHANGING PERSPECTIVES: TRANSFORMING PATIENT RELATIONS WITH NON-TRADITIONAL TEAM MEMBERS

Location: Cape Cod A

Caroline Costello, Director, Patient and Family Insights, Destination UChicago, University of Chicago Medicine

This session will offer an innovative way to look at relationship building, rather than just sharing patient experience/patient relations data and complaints. Learn how the University of Chicago Medicine is using the voice of the customer to engage staff at the unit and department level to empower and inspire, by using data and feedback to create partnerships with staff members.

Related Products: RL6:Feedback

This session is CE certified.





REDEFINING PATIENT RELATIONS: A COMPREHENSIVE APPROACH TO DRIVING SUCCESS

Location: Asbury C

Nicole Iarrobino, Senior Project Administrator, The Johns Hopkins Hospital
Megan Hirsch, Senior Project Administrator, The Johns Hopkins Hospital

How do you build a successful patient relations team? At The Johns Hopkins Hospital, building blocks for success include clear documentation, data integrity, regulatory compliance, staff safety and a patient-centered culture. The common thread? Collaborative leadership and robust utilization of RL6:Feedback. Learn strategies for routine file auditing, preparing for regulatory site visits, unique applications of the feedback form and leadership best practices.

Related Products: RL6:Feedback

This session is CE certified.



WHAT'S NEW IN RL6?

Location: Asbury D

Heidi Chodorowicz, Product Manager, RL Solutions
John Campbell, Product Manager, RL Solutions
Faroud Haniff, Product Manager, RL Solutions

Stop by to hear from our Product Managers about the bug fixes, new features and product enhancements that have been made since last year.



WORKPLACE VIOLENCE PREVENTION: STRATEGIES FOR PROVIDERS

Location: Cape Cod B

Laure Olivia Sweetnam, Assistant Vice President, Advanced Practice Providers, Ochsner Clinic Foundation

This session focuses on common workplace violence trends, highlighting opioid stewardship programs and the increase in threatening behaviour from patients related to prescribing practices. Learn strategies to mitigate violence and to encourage reporting to help providers feel empowered to overcome silence, workplace threats, and aggression.

Related Products: RL6:Risk, RL6:Feedback

This session is CE certified.



Session 2

TUESDAY, JULY 17TH

2:15 PM - 3:15 PM



ROAD TO TRANSPARENCY: IMPLEMENTING PATIENT SAFETY HUDDLES

Location: Cape Cod A

Sue Corkill, Clinical Systems Analyst, Bryan Health

Cyndie Hanson, Clinical Quality Improvement Specialist, Bryan Medical Center

Patient Safety Huddles were started at Bryan Medical Center's two campuses in 2017. Brief, daily huddles are held in conjunction with the bed briefing to improve patient safety by sharing potential or existing patient safety issues throughout the organization. This presentation will share the experience of implementing the huddles, ongoing maintenance of a daily huddle, use of the RL6:Risk module to track key events and learnings from Bryan Medical Center's patient safety journey.

Related Products: RL6:Risk

This session is CE certified.



SECURITY TOPICS AND TOOLS FOR THE RL6 ADMIN

Location: Cape Cod B

Jeff Saville, Application Analyst-Safety Reporting/RL6, Duke University Health System

Headlines about ransomware attacks and data breaches can make the modern healthcare IT environment seem like a scary place. This is especially true for system admins who are responsible for sensitive information, ranging from PHI to business data. This session centers on the issues that Duke University Health Network monitors, their standards for account management and communication and the tools used in RL6 to monitor for risk.

Related Products: RL6:Risk, RL6:Feedback, RL6:Claims, RL6:RootCause, RL6:PeerReview

This session is CE certified.





BRINGING SURGICAL DIVISIONS TOGETHER WITH A CENTRALIZED M&M DATABASE

Location: Asbury C

Tammy Parks, Risk Management Coordinator, Cincinnati Children's Hospital Medical Center

When the Cincinnati Children's Hospital Medical Center implemented a Surgical Performance Improvement Patient Safety committee, one goal was to identify improvement initiatives from the surgical divisions' morbidity and mortality (M&M) reviews. Quickly, the team realized that in order to understand trends, the data had to be standardized. Learn how creating a M&M form in RL6:Risk enabled the standardization of data to power improvement initiatives.

Related Products: RL6:Risk

This session is CE certified.



HOW RISK AND INFECTION CAN COLLABORATE TO AFFECT OUTCOME (BITE SIZED: 2:15 PM - 2:45 PM)

Location: Cape Cod C

Yves Crehore, Product Manager, RL Solutions

Francis Nwakire, Sales Director, Infection Surveillance and Stewardship, RL Solutions

In healthcare, everyone is striving to achieve the ultimate goal of improving patient outcomes. Join us to discuss how risk management and infection prevention can join forces to improve on quality metrics.



A WHOLE NEW WORLD: TAKING CONTROL OF YOUR TPA CLAIM DATA

Location: Asbury D

Brandon Kucybala, Manager, Data Engineering, RL Solutions

Jason Green, Manager, Support Services, RL Solutions

Angelo Perera, Senior Technical Support Engineer, RL Solutions

Skip the redundancies of reporting the same claims data in multiple applications. Learn about how RL6 supports clients to import data from third party systems to become more efficient in their day-to-day.



Session 3

TUESDAY, JULY 17TH

3:45 PM - 4:45 PM



IMPLEMENTING RL6:FEEDBACK ACROSS A COMPLEX ENTERPRISE

Location: Cape Cod A

Sundi Sampson, Senior Software Engineer, PMP, The Johns Hopkins Hospital

Johns Hopkins Medicine has achieved the goal of consistent, accurate and powerful data to power positive change across the organization. This master class focuses on the human side of implementing change and the role of innovative project management tools and tips to foster cooperation and synergy on teams. Key topics include: identifying and recruiting champions, obtaining buy-in, forming effective groups and leading productive meetings.

Related Products: RL6:Feedback

This session is CE certified.



VIEW MANAGEMENT IN RL6

Location: Asbury D

Gagan Brar, Business Support Analyst, RL Solutions

Learn how to transition from Info Center Widgets to Views and develop an optimal process for managing them.



UNDERSTANDING THE STRUCTURE PROCESS AND OUTCOMES OF ENTERPRISE RISK MANAGEMENT

Location: Salon 3

Todd Williams, Senior Vice President, Strategic Risk Consulting, Willis Towers Watson

Chrystina Howard, Director, Strategic Risk Consulting Group, Willis Towers Watson

Elizabeth Osgood, Consultant, Strategic Risk Consulting, Willis Towers Watson

The Affordable Care Act and other regulatory changes have continued to create significant uncertainty and increased risk for hospitals/healthcare systems. In healthcare the Donabedian model is used to evaluate the quality of health care by concentrating on Structure, Process and Outcomes. In Risk Management Enterprise Risk Management is used to identify, assess and prioritize risk. This presentation will focus on how to establish the Framework (Structure), Assessment (Process), and Improvement in the risk profile (Outcomes) for a successful Enterprise Risk Management program.

This session is CE certified.



**MAKING MERP HAPPEN****Location: Salon 4***Timothy Miller, Risk Management Specialist, Adventist Health*

This session will focus on how to use RL in a manner that not only facilitates a MERP (Medication Error Reduction Plan), but engenders a culture of safety (warning: leads to acute and chronic increases in reporting, increased workloads for Risk Management, improved staff engagement, and missed lunches). MERP is a fundamental underpinning of Adventist Health Central Valley Network as it strives to become the safest place to receive care. Learn strategies to engage staff, gather robust information and more.

*Related Products: RL6:Risk***This session is CE certified.****PANEL: IMPROVING THE EXPERIENCES OF MERGERS AND ACQUISITIONS****Location: Cape Cod C***Eileen Chang, Patient Safety Coordinator, Scarborough and Rouge Hospital**Mandy Kolbe, Data Analyst, Partners Continuing Care**Kay Tucker, Director, Patient Safety, Cleveland Clinic Foundation (CCF)**Jake Schneider, Data Analyst, Cleveland Clinic**Gail Mowatt, Manager, Education Services, RL Solutions**Alison Gordon, Senior Client Manager, RL Solutions**Brandon Kucybal, Manager Data Engineering, RL Solutions*

Join us for a panel discussion! Mergers and acquisitions are becoming commonplace in today's healthcare landscape. Join representatives from Scarborough and Rouge Hospital, Partners Continuing Care and Cleveland Clinic Foundation for a discussion about the challenges and benefits associated with mergers and acquisitions and strategies to ensure a smooth transition with RL.

**MEDICAL REVIEW STATUTE PROTECTION OF RL6:RISK DATA****Location: Cape Cod B***Cynthia Gordon, Administrative Director of Quality, Duke University Health System*

Near misses and performance opportunities are crucial to quality improvement efforts. This voluntary reporting is so crucial that many US state laws provide critical statutory protection for providers, practice groups and hospitals. This session focuses on the processes that Duke Health has implemented to protect the collection and evaluation of specific RL6:Risk data from legal discovery.

*Related Products: RL6:Risk***This session is CE certified.****PATIENT SAFETY JOURNEY: PURSUING A UNIFIED, SYSTEM-WIDE PERSPECTIVE****Location: Asbury C***Kevin Smart, Director, Clinical Risk and Patient Safety, McLaren Health Care**Sonja Wilcox-Berriel, Vice President of Risk, Safety & Insurance, Senior Legal Counsel, McLaren Healthcare*

At RL Palooza 2017, McLaren Healthcare shared the first chapter of their patient safety journey. This year, the team is back with the next steps on how they are using RL6 to promote standardization, reduce variability & improve patient outcomes. This includes transforming three years of data into initiatives to standardize RCAs with the ThinkReliability methodology and sharing action items throughout the organization.

*Related Products: RL6:Risk, RL6:Feedback***This session is CE certified.**

Session 4

WEDNESDAY, JULY 18TH

10:00 AM - 11:00 AM



TO INFINITY AND BEYOND: DEALING WITH MERGERS AND ACQUISITIONS WITH BUSA

(2 HOUR SESSION 10:00 AM - 12:15 PM)

Location: Salon 4

Brandon Kucybala, Manager, Data Engineering, RL Solutions

Jason Green, Support Services Manager, RL Solutions

Angelo Perera, Senior Technical Support Engineer, RL Solutions

Learn how to leverage our new Batch User and Scope Administration tool as well as some other tips and tricks to help guide you through planning and executing a smooth merger or acquisition within RL6.



FUNDAMENTALS OF FORMS DESIGNER

(2 HOUR SESSION 10:00 AM - 12:15 PM)

Location: Salon 3

Mustafa Najjar, Implementation Manager, Professional Services, RL Solutions

Geeta Aggarwal, Implementation Manager, Professional Services, RL Solutions

Forms are the foundation of how users have interactions with RL6. Join us as we cover all the components of a form and how to create sections. In this 2-hour hands-on-training, roll up your sleeves and learn the ins and outs of your forms.



THE VALUE OF CUSTOMIZATION: TRACKING & TRENDING HYPOGLYCEMIC EVENTS AND PRESSURE INJURIES

Location: Asbury C

Gwen Browning, Director/Patient Safety Officer, Lehigh Valley Health Network

Kelly Beauchamps, Patient Safety Analyst/Programmer, Lehigh Valley Health Network

Lori Izzo, Senior Patient Safety Coordinator/Analyst, Lehigh Valley Health Network

Customization is one of the core benefits of RL6:Risk and Lehigh Valley Health Network leverages the software's flexibility to the fullest. Learn how form customization in the areas of hypoglycemic control and pressure injuries have enabled the team to extract and analyze focused information, meet mandated reporting requirements and improve education for patients, staff and providers on management and control.

Related Products: RL6:Risk

This session is CE certified.





THREE YEARS WITH RL, TWO PALOOZAS & ONE RE-ORGANIZATION: LEARNING FROM THE JOURNEY

Location: Cape Cod A

Annette Roberts, Director of Quality & Patient Safety, Milford Regional Medical Center

How much can you learn in three years of using RL6, two RL Paloozas and one institutional reorganization? A lot! Join Milford Regional Medical Center as they share their pursuit of a culture of safety over the past three years, including how they engaged and empowered staff, created increased opportunities for feedback and transparency, and inspired staff to embrace their role in creating a culture of safety for everyone at the organization.

Related Products: RL6:Risk, RL6:Feedback, RL6:RootCause, RL6:PeerReview

This session is CE certified.



A PERFECT PAIR: LEVERAGING RL6 AND TABLEAU

Location: Cape Cod B

Heather Engel, Quality Management Specialist, Craig Hospital
Julie Negron, Safety Officer/Emergency Manager, Craig Hospital

Use Tableau to complement RL6 and dig deeper on your data analysis than ever before. This session provides guidelines around how and why event data from RL6, the electronic health record and the employee database at Craig Hospital were combined in Tableau to provide deeper analysis on patient falls.

Related Products: RL6:Risk

This session is CE certified.



MEETING YOUR RISK MANAGEMENT GOALS WITH RL6:RISKREGISTER

Location: Asbury D

Faroud Haniff, Product Manager, RL Solutions
Derek Rose, Regional VP, Sales, RL Solutions

RL6:RiskRegister was designed to help quality professionals flag potential risks and take the necessary steps to mitigate and steer clear of adverse events. Traditionally, hospitals have used different forms to serve the needs of individual departments. Now with RL6:RiskRegister, you'll be able to identify, document, manage, monitor and mitigate risk on a single form across all departments.



CLOSING THE LOOP WITH THE NEW FILE SUBMISSION TRACKER (BITE SIZED: 10:00 AM - 10:30 AM)

Location: Cape Cod C

John Campbell, Product Manager, RL Solutions

How many times have you heard your users complain about their report disappearing into a black hole? With the new file submission tracker, we have a solution to keep your frontline staff engaged and committed to patient safety.



Session 5

WEDNESDAY, JULY 18TH

11:15 AM - 12:15 PM



BUILDING BRIDGES FOR PATIENT SAFETY AND IMPROVED PATIENT CARE

Location: Cape Cod A

Susan Hohenhaus, Patient Safety Officer, Guthrie Healthcare System - PA

Often, the focus on follow-ups to event reporting is on improving individual performance when, in fact, most safety events occur due to a breakdown in team performance. By integrating data from RL6:Risk and AHRQ's Culture of Safety Survey and Teamwork Observational Tools, Guthrie Healthcare System was able to shift the focus from individuals to identifying themes and trends. This case study presentation is designed to generate discussion about the importance of identifying teamwork excellence, vulnerabilities and opportunities to improve.

Related Products: RL6:Risk, RL6:Feedback

This session is CE certified.



PATIENT PERCEPTIONS OF EMPATHY: AN EARLY WARNING SIGN OF PHYSICIAN BURNOUT

Location: Asbury C

Tom Scaletta, Emergency Department Chair, Edward Elmhurst Health

Julie Danker, Director, Patient Experience, Edward Elmhurst Health

Provider burnout is characterized by negative attitudes, emotional exhaustion and depleted empathy that can result in medical errors. More than half of all physicians report at least one symptom, and frontline providers are at the highest risk. Learn how Edward Elmhurst Health utilizes surveillance to monitor burnout with a next-day patient survey on well-being and service, and intervenes quickly to get burnt-out providers on the path to recovery.

Related Products: RL6:Risk, RL6:Feedback

This session is CE certified.





FACTORS IN MEDICATION ERRORS ASSOCIATED WITH SEVERITY OF HARM

Location: Cape Cod B

Lisa Matheson, Clinical Risk Informatics Manager, MemorialCare Health System

Learn how a DNP project, specifically a retrospective analysis of a patient safety organization database, was used to explore how a variety of factors (facility type, patient demographics, anonymity of reporting) relate to the severity of harm resulting from medication errors. Through recognizing key variables related to medication errors, this study provided the first step toward developing interventions for future research studies.

Related Products: RL6:PeerReview

This session is CE certified.



LEVERAGING SYSTEM VARIABLES TO STREAMLINE ADMINISTRATION (BITE SIZED: 11:15 AM - 11:45 AM)

Location: Cape Cod C

Amanda Salivo, Business Support Analyst, RL Solutions

Take advantage of system variables to streamline the configuration and maintenance of user scopes, roles, reports and alerts.



JOIN THE MOBILE MOVEMENT

Location: Asbury D

Heidi Chodorowicz, Product Manager, RL Solutions

Emily Clarke, Regional Sales Manager, RL Solutions

Whether you're using iPhones, androids or tablets learn how our mobile application can support a variety of quality management initiatives. Use cases range from increasing reporting, managing files on the go, flexible auditing, safety huddles and rounding.



Session 6

WEDNESDAY, JULY 18TH

1:15 PM - 2:15 PM

CHANGING PERSPECTIVES: ISOLATING UNPLANNED EXTUBATIONS

Location: Asbury C

Aaron Clute, Patient Safety Coordinator, RRT-NPS, Children's Hospital Los Angeles

Unplanned extubations have long been viewed as an uncontrollable factor that doesn't qualify as a true "error." A team at Children's Hospital Los Angeles (CHLA) challenged that notion. CHLA built an extensive form in RL6 to capture data from RN and RCP perspectives, as well as an audit tool that incorporated internal strategies and functionality to capture data to submit to Solution for Patient Safety (SPS).

Related Products: RL6:PeerReview

This session is CE certified.

DE-ESCALATION TACTICS FOR LEADERS AND STAFF

Location: Cape Cod A

Elizabeth Deacon, Patient Experience Manager, Ochsner Clinic Foundation

The role of the patient advocate is changing. Leaders and staff now all need to be equipped with the knowledge and tools to de-escalate difficult patient situations. In this session, the Ochsner Clinic Foundation will be using a train-the-trainer method to share how they prepared staff with the information needed to calm patients/families down and empower all employees to be patient advocates.

Related Products: RL6:Feedback

This session is CE certified.

APPLYING CLINICAL PROCESS IMPROVEMENT TO INCREASE PHYSICIAN EVENT REPORTING

Location: Cape Cod B

Indira Padubidri, Sr. Project Manager, Massachusetts General Hospital

Learn how the Safety Reporting team at Massachusetts General Hospital applied the CPIP methodologies to improve physician reporting. Review the elements of their toolkit that included various steps, such as: process mapping, detailed qualitative and quantitative data diagnostics, developing a SMART AIM, conducting small tests of change, measuring outcomes/balance measures and revising to continually improve the process.

Related Products: RL6:Risk

This session is CE certified.

DIVERSIFIED ROOT CAUSE ANALYSIS FORMS

Location: Asbury D

John Campbell, Product Manager, RL Solutions

Amy Cannon, Optimization Specialist, RL Solutions

Mustafa Najjar, Implementation Manager, Professional Services, RL Solutions

Derek Rose, Regional VP, Sales, RL Solutions

Leverage the new RL6:RootCause analysis module that offers the flexibility to build new forms. We will demonstrate some new form types that you can take back to your organization to enhance your RCA efforts.





WHY YOU NEED TO MANAGE YOUR CLAIMS DATA IN RL6 (BITE SIZED: 1:15 PM - 1:45 PM)

Location: Cape Cod C

Heidi Chodorowicz, Product Manager, RL Solutions

Mike Hills, Regional VP, Sales, RL Solutions

Whether you have an existing RMIS solution or not, leveraging the features of RL6:Claims will not only streamline your Risk Management processes, but may help you mitigate future losses.



REPORT ENHANCEMENT WITH REPORT DESIGNER (2 HOUR SESSION 1:15 PM - 3:30 PM)

Location: Salon 3

Nadia Haque, Implementation Manager, Professional Services RL Solutions

Adeel Shahid, Professional Services Analyst, RL Solutions

You're a seasoned pro in Report Editor and now it's time to take reports to the next level. In this session we will explore the advanced reporting functionality of Report Designer. This 2-hour hands-on-training will provide an understanding of reports bands and structure, build and modify a data set, plot objects on the canvas and many more advance features.



MEET THE NEW DASHBOARD MANAGER (2 HOUR SESSION 1:15 PM - 3:30 PM)

Location: Salon 4

Elisabeth White, Optimization Specialist RL Solutions

Geeta Aggarwal, Implementation Manager, Professional Services RL Solutions

Your feedback has been heard! Starting in version 6.7.2, dashboards are now customizable. You can now show data from two modules in one place and easily compare historical data with current trends. Learn how to navigate and use the dashboard editor, create dashboards and assign them to groups of users.



Session 7

WEDNESDAY, JULY 18TH

2:30 PM - 3:30 PM

★ PANEL: USING DASHBOARDS TO CENTRALIZE INFORMATION

Location: Cape Cod C

Suzie Zeunges, Program Coordinator, Duke University Health System

Amina Khan, Senior Patient Safety & QI Data Analyst, The Children's Hospital of Philadelphia

Andrew Hall, IS Systems Analyst II, The Children's Hospital Of Philadelphia

Trenya Garner, Senior Business Systems Analyst, The Children's Hospital Of Philadelphia

Gail Mowatt, Manager, Education Services, RL Solutions

Alison Gordon, Senior Client Manager, RL Solutions

Brandon Kucybala, Manager Data Engineering, RL Solutions

Join speakers from Duke University Health System and The Children's Hospital of Philadelphia as they share how they have leveraged their RL6 data by exporting it and creating customized dashboards. These dashboards help align teams, increase the visibility of patient safety and patient relations data.

★ CUSTOMIZING RL6:PEERREVIEW IN AN AMBULATORY SETTING

Location: Asbury C

Robert Maier, System Administrator, Kaiser Permanente Colorado

Learn how Kaiser Permanente Colorado utilized the latest capabilities in the 6.7.1 version of RL6:PeerReview to streamline and centralize the peer review process at a predominantly ambulatory care center with 43 peer review specialties. The journey includes: customizing tabs, developing logic and creating custom fields and workflows.

Related Products: RL6:PeerReview

This session is CE certified.

★ 10,000 GOOD CATCHES (AND COUNTING!): EMBRACING TECHNOLOGY TO DRIVE SUCCESS

Location: Cape Cod B

Rahul K. Shah, Vice President, Chief Quality and Safety Officer, Children's National Health System

In 2014, Children's National embarked on a journey to double the volume of their incident reports in RL6. With leadership commitment and the engagement of management and frontline staff, that goal was easily surpassed. Learn about Children's National's strategies for success and how they translated 10,000 plus incident reports into successes in safety and quality.

Related Products: RL6:Risk

This session is CE certified.

★ AMERICAN ASSOCIATION HOSPITAL (AHA) UPDATES

Location: Cape Cod A

Members of the American Hospital Association

Join representatives from the American Hospital Association for updates and discussions about the latest trends shaping the industry.

💬 STRATEGIES TO ASSIST YOUR WORKFLOW WITH RL

Location: Asbury D

Gagan Brar, Business Support Analyst, RL Solutions

Don't let a file slip through the cracks! Get the input you need in order to ensure that incidents are followed up within your system.



Session 8

THURSDAY, JULY 19TH

10:00 AM - 11:00 AM



THE INS AND OUTS OF REPORT EDITOR (2 HOUR SESSION 10:00 AM - 12:15 PM)

Location: Salon 3

Amy Cannon, Optimization Specialist, RL Solutions

Amanda Salivo, Business Support Analyst, RL Solutions

Learn the fundamentals on how to build useful reports in the Report Editor with comfort and ease. We will be emphasizing new features in the report editor, like the use of denominators in a line chart. We will be showcasing best practices in running, customizing your drill down and creating a meaningful reports.



FUNDAMENTALS OF FORMS DESIGNER (2 HOUR SESSION 10:00 AM - 12:15 PM)

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Mustafa Najjar, Implementation Manager, Professional Services, RL Solutions

Geeta Aggarwal, Implementation Manager, Professional Services, RL Solutions

Forms are the foundation of how users have interactions with RL6. Join us as we cover all the components of a form and how to create sections. In this 2-hour hands-on-training, roll up your sleeves and learn the ins and outs of your forms.



FORECASTING SENTINEL EVENTS AND OTHER ESSENTIAL IPAC TOOLS

Location: Asbury D

Yves Crehore, Product Manager, RL Solutions

Francis Nwakire, Sales Director, Infection Surveillance and Stewardship, RL Solutions

Introducing our new and improved tools to support your Infection Prevention initiatives. Our Context-Based Syndromic Surveillance tool is the first of its kind in the market; offering insights about outbreaks before they become real.



RL REWARDS RE-IMAGINED: THE NEW EXPERIENCE ON RL HUB (BITE SIZED: 10:00 AM - 10:30AM)

Location: Cape Cod C

Tina Dao, Marketing Manager, Growth & Retention, RL Solutions

In this session, learn all about the new RL Rewards experience on HUB! Now you will be able to self-manage your points, track real-time progress, earn personal badges, engage with other users in completion of challenges and redeem rewards.





USING QUICK SUBMIT TO OPTIMIZE SUBMISSION FOR FRONTLINE STAFF

Location: Asbury C

Casey Engel, Project Coordinator, Risk Management, Barnes-Jewish Hospital

Kathryn Wallis, Manager, Patient Safety, Risk Management & Clinical Compliance, Barnes-Jewish Hospital

In 2017, Barnes-Jewish Hospital embarked on a journey to improve how staff interacted with their RL software. The goal was to improve reporting, staff interaction and an overall perception that the electronic system was “burdensome” to submit to. Learn how a Quick Submit form was created to minimize the time spent away from the bedside, while maximizing reporting.

Related Products: RL6:Risk

This session is CE certified.



WORKPLACE VIOLENCE PREVENTION: STAFF SAFETY AS THE FOUNDATION FOR PATIENT SAFETY

Location: Cape Cod B

Christi Barney, Executive Director of Patient Safety, Quality, Infection Control and Accreditation, Brigham and Women's Faulkner Hospital

Staff safety is a cornerstone of patient safety. By using RL6:Risk, Brigham and Women's Faulkner Hospital was able to collect and improve its data surrounding patient violence against staff. Learn how to leverage data to improve staff training, timely interventions, support for injured staff and evaluation of environmental controls, plus strategies to decrease patient violence.

Related Products: RL6:Risk

This session is CE certified.



OPTIMIZING A DISCLOSURE PROGRAM: COMMUNICATION, APOLOGY AND RESOLUTION

Location: Cape Cod A

Patricia Folcarelli, Vice President Health Care Quality, Beth Israel Deaconess Medical Center

When medical injuries happen, transparent, timely and honest communication with patients and families is critical. But implementing a program for early resolution requires a patient safety program that has systems for detection and identification of patient harm. The most crucial component of these programs is communication. This session will cover approaches towards apologies and disclosure to help you improve communication with patients and families.

Related Products: RL6:Risk, RL6:Feedback

This session is CE certified.



Session 9

THURSDAY, JULY 19TH

11:15 AM - 12:15 PM



INTRODUCING RL6 USER GROUPS

Location: Asbury D

Jake Schneider, Data Analyst, Cleveland Clinic
Faroud Haniff, Product Manager, RL Solutions

User Groups are a new enhancement for RL6 Administrators to better manage users in their application. Join us for this session where we will discuss how this enhancement will help you as we walk through typical and frequent administration scenarios.



PHYSICIAN HISTORY IN CLAIMS (BITE SIZED: 11:15 AM - 11:45 AM)

Location: Cape Cod C

Heidi Chodorowicz, Product Manager, RL Solutions

Are you part of a captive? Do you employ physicians? Learn about the new Physician History feature that will streamline your workflow to help you get back to the important work you do.



UTILIZING RL6:RISK FOR QUALITY IN CARDIAC ARREST AND RAPID RESPONSE EVENTS

Location: Asbury C

Jane McMahon, Administrative Analyst, University of California San Diego (UCSD) Health System

At UC San Diego Health, RL6:Risk is used to improve the Code Blue/Rapid Response process. Learn how steps were taken within RL6 to identify opportunities for improvement in cardiac and rapid response events to provide analytical support for the multidisciplinary Code Blue committee.

Related Products: RL6:Risk This session is CE certified.



BEYOND THE WALLS: TAKING PATIENT SAFETY AND HIGH RELIABILITY BEYOND THE HOSPITAL

Location: Cape Cod A

Lavonneda Hyland, Risk Manager, BayCare Health System

When considering the full picture of care, it's important think about how patient safety and high reliability can translate beyond the hospital setting to ambulatory care as well. Follow BayCare HomeCare's journey to high reliability and learn how they have been able to engage all team members to increase event reporting and to promote culture of patient safety.

Related Products: RL6:Risk
This session is CE certified.



THANK YOU FOR COMPLAINING! USING PATIENT FEEDBACK TO FORGE A HIGH RELIABILITY ORGANIZATION

Location: Cape Cod B

Sharon Ulep, Master Black Belt, Plante Moran

A patient who takes the time to voice, write or tweet a complaint is a customer who actually cares—they also set the stage for improvement initiatives. Using the goal setting areas of an HRO, this session will explore practical processes and change management concepts that can help you keep your promise to patients when you say, "this will never happen again."

Related Products: RL6:Feedback, RL6:Mobile
This session is CE certified.



Session 10

THURSDAY, JULY 19TH

1:00 PM - 2:00 PM

DRIVING IMPROVEMENTS THROUGH INVESTIGATIONS

Location: Asbury C

Karen Chandler, Sr. Clinical Quality Specialist, Dartmouth Hitchcock

Learn how Dartmouth Hitchcock Medical Center customized the investigation form to identify trends and gaps in practices. This included customization for specific conditions, such as falls, pressure injuries and IV access concerns. Ultimately, this process allowed the individual teams to own their own data and drive process improvements.

Related Products: RL6:Risk, RL6:Feedback

This session is CE certified.

MOCK YEAH: USING MOCK TRIALS TO CHANGE PATIENT SAFETY CULTURE

Location: Cape Cod A

Natalie Ramello, Regional Director of Compliance, Privacy & Risk Management, Covenant Health Systems Texas

Maureen Hensley, Risk Management Specialist, Covenant Health

Individual actions have impact. That extends to things that may seem as harmless as documentation practices. However, failed communication and documentation leads to errors and increased risk. Covenant Health Systems Texas uses mock trials to illustrate how risky these practices can be. Join them for a live mock trial and a follow up discussion of how using mock trials can help assist your patient safety journey.

Related Products: RL6:Risk

This session is CE certified.

PATIENT EXPERIENCE RL FEEDBACK: THE TOLL BOOTH FOR PROVIDER IMPROVEMENT AND CULTURE CHANGE

Location: Cape Cod B

Pam Orlandi, Physician Experience Program Manager, Lucile Packard Children's Hospital (Stanford Children's Health)

Julie Strider, Manager, Patient Navigation, Stanford Children's Health

Concerns expressed by our families regarding physician professional practice are entered into the RL Solutions feedback module by the Patient Experience Navigators. This information is sent to Vanderbilt's PARS program where it is coded and aggregated to identify physicians at high risk for medical malpractice. The data is further used to produce local and national comparisons which are shared with the high risk physicians by trained peer messengers. This presentation provides details as to how we merge a national evidence based program using the RL platform into our service recovery efforts to promote patient outcomes and professionalism.

Related Products: RL6:Feedback

This session is CE certified.





INTRODUCING THE NEW AND IMPROVED RL6: PEERREVIEW MODULE

Location: Asbury D

John Campbell, Product Manager, RL Solutions

Mustafa Najjar, Implementation Manager, Professional Services, RL Solutions

Derek Rose, Regional VP, Sales, RL Solutions

In 6.7.1, we completely re-imagined our peer review module. Take advantage of customizable forms and cater your peer review process to your existing workflow.



BACK TO THE BASICS: EXPRESSION EDITOR (BITE SIZED: 1:00PM - 1:30 PM)

Location: Cape Cod C

Gail Mowatt, Manager, Education Services, RL Solutions

The Expression Editor is an essential component of RL6, but sometimes it can seem daunting. Let's bring it back to the basics to get you comfortable with the RL6 Expression Editor.



REPORT ENHANCEMENT WITH REPORT DESIGNER (2 HOUR SESSION 1:00 PM - 3:15 PM)

Location: Salon 3

Nadia Haque, Implementation Manager, Professional Services, RL Solutions

Adeel Shahid, Professional Services Analyst, RL Solutions

You are seasoned in Report Editor and now its time to take reports to the next level. In this session we will explore the advanced reporting functionality of Report Designer. This 2-hour hands-on-training will provide an understanding of reports bands & structure, build and modify a data set, plot objects on the canvas and many more advance features.



TO INFINITY AND BEYOND: DEALING WITH MERGERS AND ACQUISITIONS WITH BUSA (2 HOUR SESSION 10:00 AM - 12:15 PM)

Location: Salon 4

Brandon Kucybala, Manager, Data Engineering, RL Solutions

Jason Green, Manager, Support Services, RL Solutions

Angelo Perera, Senior Technical Support Engineer, RL Solutions

Learn how to leverage our new Batch User and Scope Administration tool as well as some other tips and tricks to help guide you through planning and executing a smooth merger or acquisition within RL6.



Session 11

THURSDAY, JULY 19TH

2:15 PM - 3:15 PM



AUTONOMOUS & CONFIDENTIAL: DEPLOYING RL6 TO DISTINCT TEAMS

Location: Asbury C

Emilie Berlow, *Information Systems Analyst - Risk Management, Southcoast Health*

Southcoast Health does peer review a little differently, with two independent teams - physician office practices and the hospital physician group - that are not privy to each others' case files. Taking advantage of the flexibility of RL6:PeerReview, Southcoast Health has configured RL to ensure the teams can operate autonomously and maintain absolute confidentiality. And the approach doesn't stop with peer review: the patient experience and appeals teams have taken the same approach, too.

Related Products: RL6:Feedback, RL6:PeerReview

This session is CE certified.



CHANGING PERSPECTIVES: HARDWIRING JUST CULTURE

Location: Cape Cod B

Jessica Behrhorst, *System Director of Quality & Patient Safety, Ochsner Clinic Foundation*

Julia Lavigne, *Director of Performance Improvement, Ochsner Medical Center - North Shore*

Ochsner Health System has developed and implemented a Just Culture Policy and Decision Guide to acknowledge the shared accountability between institutions and staff for patient safety. The Just Culture Decision Guide focuses on encouraging leaders' attention to behavior types when addressing an issue and guides action depending on the behavioral classification. This algorithm not only creates tangible ways for leaders to uniformly address patient safety concerns, but also hardwires the process into the occurrence reporting system.

Related Products: RL6:Risk

This session is CE certified.





PANEL: PREVENTION STRATEGIES FOR WORKPLACE VIOLENCE

Location: Cape Cod C

Lori Murrey, Patient Safety Nurse Specialist, Mission Health

Carrie Arrieta, Risk Manager, North Shore Medical Center

Stephanie Davis, System Director of Quality, North Memorial Health Care

Gail Mowatt, Manager, Education Services, RL Solutions

Alison Gordon, Senior Client Manager, RL Solutions

Join a panel of experts from Mission Health, North Shore Medical Center and North Memorial Health as they share their challenges and successes in workplace violence prevention. Learn how to customize reporting forms, create awareness, and engage teams in prevention efforts to ultimately keep staff and patients safe.



WHAT'S NEW IN RL6?

Location: Asbury D

Heidi Chodorowicz, Product Manager, RL Solutions

John Campbell, Product Manager, RL Solutions

Faroud Haniff, Product Manager, RL Solutions

Stop by to hear from our Product Managers about the bug fixes, new features, and product enhancements that have been made since last year.



LAUNCHING AN ENTERPRISE RISK MANAGEMENT PROGRAM: STRATEGIES FOR SUCCESS

Location: Cape Cod A

Denise Shope, Risk Management Consultant, RCM&D

This session will cover how to launch a successful enterprise risk management program. Explore a range of strategies to help jumpstart your ERM program as well as ways to leverage benchmarking data at the start of your journey. Come prepared with questions for a lively discussion on specific tactics and recommended strategies around successful ERM programs.

This session is CE certified.



Session 12

THURSDAY, JULY 19TH

3:30 PM - 4:30 PM



PATIENT SAFETY JOURNEY: IMPROVING PROCESSES WITH A MASSIVE TRANSFUSION PROTOCOL

Location: Asbury C

Karla Platt, Nurse Consultant in Patient Safety, National Institutes of Health - NIH Clinical Center

Sophia Grasmeyer, Nurse Consultant in Patient Safety, National Institutes of Health- NIH Clinical Center

Perioperative hemorrhage is a leading cause of morbidity and mortality - and every minute counts during this clinical emergency. Having a well-defined Massive Transfusion Protocol (MTP) algorithm is an invaluable tool for optimizing the rapid delivery of blood products to the patient bedside. Learn about the National Institutes of Health (NIH) Clinical Center's journey to implementing an MTP tool, and the process used to identify risk gaps in care management.

Related Products: RL6:Risk

This session is CE certified.



EARLY ADOPTER PROGRAM: WHAT IT IS AND WHAT YOU NEED TO KNOW

Location: Cape Cod B

Melissa Freeman, Patient Safety Manager, North Shore Medical Center

Learn what it's like to be a part of the RL Early Adopter Program. This presentation will cover pros and cons of the experience from the client perspective and what you should focus on when participating in the program. Plus, learn about the exciting changes to RL6:RootCause and RL6:PeerReview included in the 6.7 and 6.7.1 updates.

Related Products: RL6:RootCause; RL6:PeerReview

This session is CE Certified.





PANEL: BUILDING STRATEGIES TO PROMOTE STAFF INVOLVEMENT

Location: Cape Cod C

Sandy Dunn, Patient Safety Advisor, Lucile Packard Children's Hospital (Stanford Children's Health)

Kiley Rogers, Patient Safety Advisor, Lucile Packard Children's Hospital (Stanford Children's Health)

Kristin Parker, Risk Manager - Campus Health, Center of Excellence, Professional Liability Specialist, University of California Student Health & CAPS

Alexandra Heric, Risk Analyst - UC Campus Health, UC Office of the President

Gail Mowatt, Manager, Education Services, RL Solutions

Alison Gordon, Senior Client Manager, RL Solutions

In this interactive panel discussion, experts from Lucile Packard Children's Hospital and University of California, Office of the President (UCOP) share their strategies for increasing staff engagement and transparency for a culture of safety. Topics will include enlisting the help of hospitalists and medical directors and tools to gather and act on meaningful data.



INTRODUCING THE NEW AND IMPROVED REPORT CENTER

Location: Asbury D

John Campbell, Product Manager, RL Solutions

Hear about how to leverage the revised information architecture of the report center. Learn more about improved navigation, introduction of subfolders, and extended session history of unsaved reports.



ECRI'S LIST OF TOP 10 PATIENT SAFETY CONCERNS: HOW DO YOURS COMPARE?

Location: Cape Cod A

Kathy Connolly, Director of Patient Safety, Risk and Quality Strategy Business Development, ECRI Institute

With so many opportunities to improve patient safety, choosing where to direct budget can be difficult. To help guide these challenging choices, ECRI Institute compiles an annual list of the top 10 patient safety concerns. This session will review each of those top concerns and suggest risk mitigation strategies to help healthcare organizations effectively address these priorities.

Related Products: RL6:Risk, RL6:RootCause

This session is CE certified.



Session 13

FRIDAY, JULY 20TH

9:30 AM - 10:30 AM



10 MOST VALUABLE RL6 REPORTS

Location: Asbury D

Gagan Brar, Business Support Analyst, RL Solutions

Amy Cannon, Optimization Specialist, RL Solutions

Learn from our experienced Client Success members on the 10 most valuable reports to optimize your use of RL6.



MORE IS BETTER: MANAGING HIGH-VOLUMES OF RCAS AND PROACTIVE RISK ASSESSMENTS IN RL6

Location: Asbury C

Elizabeth Mckown, Data Analyst, CoxHealth

How do you manage over 70+ RCAs in addition to Proactive Risk assessments each year? The answer is teamwork and a lot of thought. The patient safety department at CoxHealth standardized the management of root cause analysis and action items. By leveraging the flexibility of RL6:RootCause, CoxHealth has customized the module to capture every step of the RCA process, including reporting trends to senior leadership.

Related Products: RL6:RootCause

This session is CE certified.



WORKPLACE VIOLENCE PREVENTION: HOW RL6 AND HRO CAN HELP YOU GET THERE

Location: Cape Cod B

Tom Peterson, VP Quality and Safety, Munson Healthcare

Learn how to use HRO methods and a report and team-based approach to mitigate, prevent and manage workplace violence in a hospital system. Munson Healthcare used RL6 in a multi-focused approach using aggressive reporting, comprehensive training and HRO methods to build an effective violence prevention program - because keeping staff safe keeps patients safe as well.

Related Products: RL6:Risk

This session is CE certified.





DETERMINING HOSPITAL RISK MANAGEMENT STAFFING THROUGH ANALYTICS

Location: Cape Cod A

Elizabeth Osgood, *Consultant, Strategic Risk Consulting, Willis Towers Watson*

Kenneth Felton, *SVP National Healthcare Practice, Willis Towers Watson*

Hospital Risk Managers are always challenged with a decline in resources and are asked to assume additional responsibilities and do more with less. This decline in resources goes hand in hand with demonstrating the value of risk management. The importance of having data to quantify risk management workload is critical to request for additional resources and evidence value. The Willis Towers Watson Risk Management Consulting Group in collaboration with the Strategic Risk Consulting Group have developed a tool to capture time data for 24 specific risk management activities in order to establish a standardized means and quantifiable formula for objectively determining and justifying hospital risk management staffing levels necessary to support the function.

This session is CE certified.



APPLES TO APPLES: USING DENOMINATORS FOR MORE ACCURATE COMPARISONS (BITE SIZED: 9:30 AM -10:00 AM)

Location: Cape Cod C

Elisabeth White, *Optimization Specialist, RL Solutions*

Adeel Shahid, *Professional Services Analyst, RL Solutions*

Hear from our experts on how you can use denominator data to compare trends more accurately. Whether you're measuring against patient days, total medications dispensed, or overall harm, denominators can help you track the metrics you need to improve quality at your organization.



Session 14

FRIDAY, JULY 20TH

10:30 AM - 11:30 AM



INCREASING ENGAGEMENT AND COMPLIANCE WITH AUDITS

Location: Cape Cod A

Julian Kwon, Quality Coordinator, Children's Hospital Los Angeles

CHLA has made ongoing quality audits easy and accessible to staff by leveraging RL6. In the past, audits relied on a few dedicated staff and large amounts of time that led to inaccurate data and disengagement. By utilizing both RL6 desktop and mobile functionality, CHLA as implemented all of its quality audits in RL. Today, over 2,000 audits from 250 auditors are collected each month, with the help of RL6 to engage staff throughout the hospital.

Related Products: RL6:Risk, RL6:Mobile

This session is CE certified.

