

# WHA Education



## Just Culture: The Foundation of Trust and Transparency

Wednesday, September 26, 2018

9:00 am - 3:30 pm

*Registration begins at 8:30 am*

Glacier Canyon Lodge Conference Center  
45 Hillman Road, Wisconsin Dells, WI 53965

Phone: 1-800-867-9453



### Program Description

Hospitals have been working hard to reduce preventable readmissions and hospital-acquired harm while integrating high reliability and patient and family engagement principles into the culture. WHA invites hospital leaders and improvement staff to attend an event featuring Outcome Engenuity CEO David Marx, JD.

Marx wrote a seminal paper in 2001 describing the concept of just culture, which became a focal point for efforts to reconcile notions of “no blame” and “accountability.” He has gone on to form the Just Culture Community, which follows a “fix the process” theory at institutions around the country. Attendees will have the opportunity to network with other hospital and patient safety leaders and collaborate on improvement opportunities for the upcoming year.

**Thank you to our sponsor:**



### Who Should Attend

- Hospital Board Members
- Hospital Chief Executive Officers
- Hospital Chief Operating Officers
- Hospital Chief Nursing Officers
- Hospital Chief Medical Officers
- Patient Safety Leaders
- Quality Improvement Staff
- Human Resource Managers



# Program Objectives and Agenda

## Just Culture: The Foundation of Trust and Transparency

### Program Objectives

- Build a culture of trust for caregivers;
- Acquire specific strategies for implementing and sustaining a Just Culture from hospital leaders;
- Understand how physicians use the Just Culture algorithm in peer review; and,
- Discover tools for achieving a Just Culture and high reliability through case studies.

### Agenda

8:30 am Registration

9:00 am **Welcome and Introductions**

9:10 am **Just Culture: A Cornerstone to High Reliability**  
*David Marx, CEO, Outcome Engenuity*

10:45 am Break

11:00 am **Leading the Move to a More Fair and Just Culture**  
Facilitator: *David Marx, CEO, Outcome Engenuity*  
Panelists to be announced

Senior leader support and engagement is a critical component of creating and sustaining an environment of trust and transparency. We will hear from a panel of seasoned hospital leaders who will share specific strategies for implementing and sustaining a Just Culture, as well as obstacles to successful implementation.

12:00 pm Luncheon (provided)

1:00 pm **Implementing Just Culture: Lessons Learned from Physician Leaders**  
Facilitator: *Bobby Redwood, MD, MPH, Physician Improvement Advisor, Wisconsin Hospital Association*  
Facilitator: *David Marx, CEO, Outcome Engenuity*  
Panelists to be announced

Physician leader panelists will discuss medical literature and using the Just Culture algorithm in peer review. Physician panelists will also share success strategies on how to identify and correct unsafe practices before errors occur.

2:00 pm Break

2:15 pm **Case Studies and Next Steps**  
*David Marx, CEO, Outcome Engenuity*

During this closing session, David Marx will share tools to achieve a Just Culture. He will explain how to go beyond the algorithm and pursue becoming a highly reliable organization. Marx will also share success strategies from other organizations and answer questions from attendees.

3:30 pm Adjourn



## General Information

**Registration Fee:** \$50 per person

All registrations can be made online at: <http://www.cvent.com/d/kgqm94>

*Note: Space is limited so please only send 3 persons from your hospital location.*

WHA accepts VISA or MasterCard payments on-line. If you choose to pay by check, print the automatic registration receipt you receive via email, and send a copy of it with your check payment to:

Wisconsin Hospital Association  
Attn: 18JustCulture  
PO Box 259038  
Madison, WI 53725-9038

### **Conference Cancellation Policy:**

Cancellations received in writing up to five business days prior to the event will be given a full refund. No refunds will be given for cancellations less than five business days and day-of-program no-shows. Substitutions are accepted. Please note that hotel reservation cancellations must be made directly with the conference hotel.

### **Special Needs:**

In accordance with the Americans with Disabilities Act, the Wisconsin Hospital Association seeks to make this conference accessible to all. If you have a disability which might require special accommodations or have any dietary restrictions, please email your needs to Kayla Chatterton at [kchatterton@wha.org](mailto:kchatterton@wha.org) or call 608-274-1820.

**Questions:** For questions about registration, contact Kayla Chatterton at 608-274-1820 or [kchatterton@wha.org](mailto:kchatterton@wha.org).



## Lodging Information

**Hotel Reservation Cut-off Date: Monday, September 3, 2018**

### **Location:**

GlacierCanyon Lodge at The Wilderness Resort  
45 Hillman Drive, Wisconsin Dells, WI  
P: 1-800-867-9453

A block of rooms has been reserved for the evening of Tuesday, September 25, at the Glacier Canyon Lodge, The Wilderness Resort in Wisconsin Dells. To make a reservation, call 1-800-867-9453 by September 3, 2018. When making a reservation, request a room in the Wisconsin Hospital Association block under number #645843. Rate is \$99.99 per night plus tax and resort fee for a double queen couch room.

### **Hotel Cancellation Policy:**

- Please confirm the hotel's cancellation policy when making your reservation.
- Hotel cancellations must be made **DIRECTLY** with the hotel.



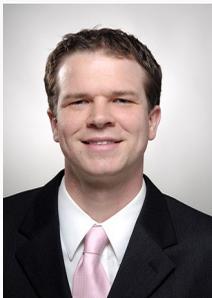
## Featured Presenters

### David Marx, JD



Marx is the chief executive officer of Outcome Engenuity. He has spent his career helping high consequence organizations develop values-supportive practices and culture. In the health care sector, Marx has worked to help health care institutions and regulatory agencies reduce the risk of iatrogenic patient harm. In the area of system design, his Socio-Technical Probabilistic Risk Assessment (ST-PRA) process has been used to model and mitigate risks from wrong site surgery to medication errors. In the area of safety culture, Marx authored the document, “Patient Safety and the ‘Just Culture’: A Primer for Healthcare Executives,” for the National Institutes of Health, and is considered the father of the Just Culture movement.

### Bobby Redwood, MD, MPH



Bobby Redwood MD, MPH is a graduate of the Rush University School of Medicine in Chicago (2011) and the University of Wisconsin Emergency Medicine and Preventive Residencies (2014, 2016). He works full time as an emergency and preventive medicine physician at Divine Savior Hospital in Portage, Wisconsin, and is chair of the hospital’s antimicrobial stewardship committee. Redwood also teaches resident physicians and publishes research as a clinical adjunct professor for the University of Wisconsin Department of Family Medicine. Recent publications include, “Reducing unnecessary culturing: a systems approach to evaluating urine culture ordering and collection practices among nurses in two acute care settings” (2018), “Severe Sepsis Care in the Emergency Department” (2016) and “Elderly Man with Dark Urine” (2015). He is the immediate past president of the Wisconsin Chapter of the American College of Emergency Physicians.

