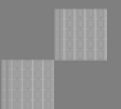




# 2016 WSHRM Spring Conference

The Human Side of Healthcare:  
Human Factors,  
Diagnostic Error &  
High Reliability

April 29, 2016  
Holiday Inn Madison at The American Center  
5109 West Terrace Drive  
Madison, WI 53718



## **Board Meeting**

**Thursday, April 28, 2016 5:00 pm – 8:00 pm Holiday Inn Madison at The American Center**

## **Conference Agenda**

### **Friday, April 29, 2016**

7:00 8:00 Registration and Breakfast

8:00 9:30 ***Human Factors Engineering in Healthcare*** – Joy Rivera, PhD

9:30 9:45 Break

9:45 11:15 ***Human Factors and Diagnostic Error*** – Pascale Carayon, PhD

11:15 12:15 ***Diagnostic Error and Medical Malpractice*** – Samuel, J. Leib, JD

12:15 1:15 Lunch

1:15 2:15 ***The Journey to High Reliability Healthcare – Can You Stay the Course?***  
Gary Sculli, MSN, ATP

2:15 2:30 Break

2:30 3:30 ***The Journey to High Reliability Healthcare – Can You Stay the Course? - Continued***  
Gary Sculli, MSN, ATP

3:30 4:00 ***HOPE (Heroin, Opiate, Prevention and Education) Legislation Update*** – John Rather, JD

4:00 4:15 Door Prizes/Conference Wrap Up

## **Conference Objectives**

**Following this conference participants will be able to:**

- Describe the human factors engineering (HFE) perspective and how it can be applied to advance healthcare environments and help proactively minimize and manage risk
- Identify the types of questions, problems, or barriers that a HFE framework can answer
- Describe how to measure and evaluate a healthcare environment using an HFE perspective
- Describe how the application of human factors and systems engineering can impact patient safety and diagnostic error
- Recognize that diagnostic error is one of the top causes of medical malpractice claims in the United States
- Describe the unique challenges associated with defending medical malpractice claims involving diagnostic error
- Identify effective legal strategies for defending medical malpractice cases involving diagnostic error
- List the defining characteristics of high reliability organizations
- Identify the key elements needed to establish a foundation for high reliability in healthcare
- Explain the rationale for establishing a just and fair culture
- Identify requirements of “HOPE” (Heroin, Opiate Prevention and Education) Legislation
- List two ways “HOPE” legislation may impact providers and risk managers in Wisconsin

## **Sponsors**

Corneille Law Group, LLC  
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## **Speakers**

**A. Joy Rivera, PhD** - Dr. A. Joy Rivera, PhD, is the Human Factors Systems Engineer on the Knowledge and Solutions Architect team at Children's Hospital of Wisconsin. She obtained her BS, MS, and PhD in Industrial and Systems Engineering at the University of Wisconsin-Madison. Dr. Rivera's expertise is in human factors engineering and socio-technical systems theory as applied to the domain of healthcare to improve the quality of care, and increase patient and employee safety. Her specific interests from both an operational and research perspective lie in understanding how healthcare professionals interact with one another to communicate, make decisions, work as teams, problem solve, and recover from system failures such as poorly designed technology. In particular, Dr. Rivera's work on interruptions in healthcare is novel; providing a unique framing of the problem space and new directions for interruption researchers to design interventions which are more compatible with healthcare delivery and healthcare professionals' workflows.

**Pascale Carayon, PhD** – A devoted patient safety advocate and Professor of Industrial and Systems Engineering Pascale Carayon is driven to help healthcare professionals and organizations reduce medical errors. As an expert in human factors engineering and director of the [Center for Quality and Productivity Improvement \(CQPI\)](#), Carayon has studied error and its causes in a variety of healthcare settings, such as outpatient surgery, intensive care units, information technology, medical devices, medication administration, and working environment for healthcare professionals. Carayon offers her expertise as an engineer to the healthcare professionals with whom she works, including editing and publishing the *Handbook of Human Factors and Ergonomics in Health Care and Patient Safety*, now the standard text on the application of human factors engineering to patient safety. As a result of her input, healthcare providers can practically apply concepts of human factors engineering to patient care situations, such as improving patient flow in ambulatory surgery centers or assessing the usability of computerized provider order entry systems.

**Samuel J. Leib, JD** – Attorney Leib is the deputy regional managing partner of the Milwaukee office of Wilson, Elser, Moskowitz, Edelman & Dicker LLP. He maintains a distinguished general litigation practice representing clients in matters involving medical malpractice, oral surgical and dental malpractice, long-term care facilities, and related business transactions and disputes nationwide. Sam has litigated more than 150 jury trials to verdict in cases ranging from brain damaged babies to decubitus ulcers. Among other professional distinctions, Sam has been a member of the faculty of Marquette University Law School since 1998, instructing and inspiring new attorneys in the area of health care provider liability, a course of study he co-developed. Sam lectures frequently on health care and litigation issues.

**Gary L. Sculli, MSN, ATP** – Gary L. Sculli, RN, MSN, ATP, brings a unique and diverse perspective to patient safety. He has been a registered nurse more than 29 years working in multiple clinical specialties to include leadership and management. He has served as an officer in the United States Air Force Nurse Corps. Sculli is also a former airline pilot for Northwest Airlines (now Delta) and has developed and taught Crew Resource Management (CRM) programs in both aviation and healthcare. He currently works nationally in patient safety. Gary has published two books: *Soaring to Success - Taking Crew Resource Management from the Cockpit to the Nursing Unit* published in 2011 and *Building a High Reliability Organization - A Toolkit for Success* published in 2015; both by HCPro.

**John Rather, JD** - John Rather is Senior Counsel and Vice President of Legal Affairs for the Wisconsin Medical Society. He has been a member of the Wisconsin Medical Society's Office of General Counsel since May of 2012. As Assistant General Counsel, John handles the legal affairs of the Wisconsin Medical Society, the Wisconsin Medical Society Foundation, the Wisconsin Medical Society Holdings Corporation and its subsidiaries and the Society's political action committees. He prepares and negotiates contracts and leases, develops internal policies and procedures and works with the Board of Directors and policymaking committees. As a member of the Office of General Counsel, John also provides legal information and support to Society members, analyzes and summarizes court decisions, writes articles for Society publications, develops member education resources on legal issues affecting physicians, works with the Society's Government Relations staff on legislative proposals and administrative rules, and generally assists the Society in assessing and engaging legal issues that relate to the Society's mission.

Prior to joining the Society, John spent 5 years as a litigator and defense attorney for the law firm of Peterson, Johnson & Murray, S.C. specializing in insurance defense, professional liability defense and subrogation. John is a 2007 graduate of Marquette University Law School. He received his undergraduate degree from the University of Wisconsin-Madison in 2004 with a double major in political science and history

### **Accommodations**

WSHRM has reserved a block of rooms at the special rate of \$112 per night at the Holiday Inn Madison at The American Center. To receive the special rate you need to make your reservations by **April 7, 2016**. You may reserve a room by calling the front desk at 608-249-4220 or by inputting the three letter group code of "WSH" into the main reservations area on the left side of the facility's website [www.holidayinn.com/madisonwi](http://www.holidayinn.com/madisonwi)

Holiday Inn Madison at The American Center  
5109 West Terrace Drive  
Madison, WI 53718  
Phone: 608-249-4220

### **Attire**

Business Casual is appropriate. Please dress in layers as the temperatures of the conference rooms may fluctuate.

### **Continuing Education Credits**

This activity will be submitted to the American Society for Healthcare Risk Management for CEU credit and to the Wisconsin Bar Association for CLE credit.

**2016 WSHRM Spring Conference Registration Form:**

**WSHRM Member**      \$65

**Non-Member**        \$95

Name: \_\_\_\_\_

Title: \_\_\_\_\_      CPHRM Certified      ASHRM Member

Facility: \_\_\_\_\_

Mailing Address \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Dietary Restrictions: \_\_\_\_\_

Make check payable to: WSHRM

Mail completed registration with payment to:

WSHRM  
10240 W. National Avenue #193  
West Allis, WI 53227-2029

**OR**

**Register online** at [www.wshrm.org](http://www.wshrm.org)

If you have any questions please contact Nancy at [nduran@mcw.edu](mailto:nduran@mcw.edu)

No refunds will be issued unless written cancellation notice is received by April 4, 2016.

If you wish to **join WSHRM** now to get the 2016 member rate for this conference, see the WSHRM Website at [www.wshrm.org](http://www.wshrm.org) for membership information or e-mail Karen Whyms, WSHRM membership coordinator at [Karen.whyms@aurora.org](mailto:Karen.whyms@aurora.org)