Quality and Safety Conference 2019
Radiology Course Agenda

**WEDNESDAY – NOVEMBER 6, 2019**

7:00am - 7:45am
REGISTRATION AND BREAKFAST

7:45am - 8:00am
OPENING REMARKS
David W. Bates, MD, MSc and Ramin Khorasani, MD, MPH

**KEYNOTE ADDRESS**
8:00am - 8:45am
HOW HEALTHCARE ORGANIZATIONS CAN LEVERAGE QUALITY AND INTEGRATE THEIR WORKFORCE TO ACHIEVE BOTH PATIENT-CENTERED CARE AND ECONOMIC VALUE
Stephanie Mercado, CEO and Executive Director NAHQ

**SESSION 1**
8:55am - 9:55am
IMPROVING PATIENT EXPERIENCE IN RADIOLOGY: IMPORTANCE, STRATEGIES AND RESULTS
Neena Kapoor, MD, Keith Hentel, MD, MS, Ramin Khorasani, MD, MPH

9:55am - 10:10am
COFFEE BREAK
Refreshments provided

**SESSION OPTIONS 2**
10:10am - 11:10am
LEARNING HEALTH SYSTEMS:
CAPTURING SAFETY EVENTS AND LEARNING OPPORTUNITIES WITH JUST CULTURE PRINCIPLES;
COLLABORATIVE CASE REVIEWS: USING SAFETY EVENTS TO OPERATIONALIZE IMPROVEMENTS;
ELIMINATING UNSCHEDULED RADIOLOGY ORDERS TO REDUCE DELAYS IN DIAGNOSIS
Ranilda Lacson, MD, PhD, Karen Fiumara, ParmD, Kelly Fanning, MBA
**SESSION OPTIONS 3**

11:20am - 12:20pm

**STRUCTURING GOVERNANCE FOR QUALITY AND SAFETY**
*Margaret Duggan, MD, Giles Boland, MD and Lanny Thorndike*

12:20pm - 1:20pm

**NETWORKING LUNCH**
*Provided*

**SESSION OPTIONS 4**

1:20pm - 2:20pm

**ARTIFICIAL INTELLIGENCE’S ROLE IN IMPROVING QUALITY AND SAFETY IN RADIOLGY: RELEVANCE, OPPORTUNITIES AND CHALLENGES IN THE SHORT, MEDIUM AND LONG TERM**
*James Brink, MD, Curtis Langlotz, MD, PhD, Ramin Khorasani, MD, MPH*

2:20pm - 2:30pm

**SNACK BREAK**
*Refreshments provided*

**SESSION OPTIONS 5**

2:30pm - 3:30pm

**LEARNING HEALTH SYSTEMS: PEER LEARNING AND PEER REVIEW; VISION, OPPORTUNITIES AND CHALLENGES; "HOW TO" STRATEGIES AND RESULTS; FUTURE DIRECTION**
*Jennifer Broder, MD, Ramin Khorasani, MD,MPH, and Giles Boland, MD*

**KEYNOTE ADDRESS AND RECEPTION**

3:40pm - 4:25pm

** HACKING THE HAC OF WORKFORCE HARM**
*Patricia McGaffigan, RN, MS, CPPS*

4:30pm - 5:30pm

**NETWORKING RECEPTION**
*Join us for refreshments and networking with your faculty and colleagues*
**THURSDAY – NOVEMBER 7, 2019**

7:00am - 8:00am

**BREAKFAST**

**KEYNOTE ADDRESS**

8:00am - 8:45am

SIMPLE, EFFECTIVE INNOVATIONS USING TECHNOLOGY THAT ELIMINATE PREVENTABLE HARM, LOWER COSTS AND ENABLE PATIENTS TO MAKE INFORMED CHOICES

*David W. Bates, MD, MSc*

**SESSION OPTIONS 6**

8:55am - 9:55am

REDUCING UNWARRANTED VARIATION IN RADIOLOGY (I): RELEVANCE, STRATEGIES AND RESULTS

*Giles Boland, MD, Dan Glazer, MD, William Mayo-Smith, MD, and Shanna Matalon, MD*

9:55am - 10:10am

**COFFEE BREAK**

*Refreshments provided*

**SESSION OPTIONS 7**

10:10am - 11:10am

REDUCING UNWARRANTED VARIATION IN RADIOLOGY (II): RELEVANCE, STRATEGIES, AND RESULTS

*Neena Kappor, MD, Atul Shinagare, MD, Catherine Giess, MD, Ramin Khorasani, MD, MPH*

**SESSION OPTIONS 8**

11:20am - 12:20am

PROTECTING ACCESS TO MEDICARE ACT (PAMA) IMAGING CDS REGULATIONS: WHAT YOU NEED TO KNOW AND DO; REQUIREMENTS, OPPORTUNITIES, CHALLENGES AND RISKS

*Ali Raja, MD, MPH, MBA, Pamela Johnson, MD, Keith Hentel, MD, MS*

12:20am - 1:20pm

**NETWORKING LUNCH**

*Provided*

**SESSION OPTIONS 9**

1:20pm - 2:20pm

BURNOUT/RESILIENCE; "PROFESSIONAL FULFILLMENT: WHERE WE WANT TO BE"

*Elizabeth Harry, MD, Catherine Giess, MD and Namita Seth Mohta, MD*
2:20pm - 2:30pm

**SNACK BREAK**
Refreshments Provided

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**CLOSING KEYNOTE ADDRESS**
2:30pm - 3:30pm

**CASE STUDIES IN RESILIENCE: LESSONS LEARNED**
*Thomas Lee, MD*

3:30pm - 3:45pm

**CLOSING REMARKS**
*David W. Bates, MD, MSc and Ramin Khorasani, MD, MPH*