

# Northwest Safety and Quality Partnership

Oregon Association  
of Hospitals and Health Systems

Washington State  
Hospital Association

## Northwest Safety and Quality Partnership

### *Quality Leader Learning Collaborative*

June 1, 2020 | 9:00 a.m. - 2:30 p.m.

Seattle Airport Conference Center | Seattle, WA or virtual

Registration:

<https://www.wsha.org/event/quality-leader-learning-collaborative-june-1-2022/>

*Provider approved by the California Board of Registered Nursing,  
Provider # CEP17702 for 4 Contact Hours*

#### **Objectives:**

- Learn how to create diagnostic excellence in your organization.
  - Identify systems and cognitive contributory factors that lead to diagnostic errors in the electronic health record era.
  - Apply the “Learning and Exploration of Diagnostic Excellence” (LEDE) framework and other approaches to measure and mitigate diagnostic error.
  - Prepare to implement a 10-item Safer Dx Checklist for improving diagnostic safety in your organization.
- Learn how MultiCare is supporting staff experiencing challenging circumstances through its innovative “Code Lavender” response program and the development of employee wellness programming.
  - Explain the ‘Why’ behind employee well-being
  - Learn how to create a solid foundation for employee wellness programming
  - Identify key strategies for designing and deploying a robust and engaging wellness program
- Network with other quality leaders, nurse leaders and physician leaders to create a space for shared learning around hospital quality improvement.

#### **Agenda:**

**8:00 a.m. Networking Breakfast**

**9:00 a.m. Welcome, Introductions, Icebreaker**

**Darcy Jaffe**

Senior VP Patient Safety at WSHA

**Holly Nickerson**

Vice President of Quality and Patient  
Safety at Asante

**9:15 a.m. Defining and Achieving Diagnostic Excellence in  
Clinicians and Health Care Organizations**

**Hardeep Singh**

Professor of Medicine at Baylor  
College of Medicine

Hardeep Singh, MD, MPH, will discuss background related to diagnostic errors, their contributory factors and specifically, a framework of solutions to reduce patient harm. This includes his recently-published “The Safer Dx Checklist: 10 High-Priority Practices for Diagnostic Excellence,” designed for health care organizations to improve diagnostic safety. Dr. Singh will walk through the checklist with participants to help them evaluate the diagnostic safety of their organizations.

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**10:45 a.m. Break**

**11:00 a.m. Caring for the Well-Being of our Healthcare  
Workforce: MultiCare Code Lavender Program**

**Torrey Sanbeck**  
Director, MultiCare Health System  
Code Lavender Program

Torrey Sanbeck, Director of the MultiCare Health System Code Lavender Program, leads a system-wide employee support program. During this session, Torrey will take attendees through the history, development, implementation of the program and the “Why” behind providing an internal employee support program in today’s climate.

**12:00 p.m. Lunch**

**All**

**12:45 p.m. Caring for the Well-Being of our Healthcare  
Workforce**

**Tammie Chang**  
Medical Director of Provider Wellness  
MultiCare Health System  
**Karen DeLorenzo**  
Director of Provider Leadership and  
Organizational Development and  
Wellness MultiCare Health System

Tammie Chang, MD, and Karen DeLorenzo are working as dyad partners at MultiCare Health System to build a robust, data-based culture of wellness for physicians and APPs which is expanding into other employee groups. During this session, they will take attendees through the ‘Why’ behind employee well-being, how to build a solid foundation of wellness programming, and key strategies for designing and deploying these programs.

**2:15 p.m. Summary, Closing**

**Tracey Kasnic**  
Senior Vice President & Chief Nursing  
Officer at Confluence Health

**2:30 p.m. Adjourn**

**All**