

# Indiana Patient Safety Summit



2019 PATIENT SAFETY SUMMIT | JUNE 4 | EMBASSY SUITES BY HILTON, PLAINFIELD

## *The Patient Safety Summit: A day to focus on what matters most*

The Indiana Patient Safety Center (IPSC) was founded by the Indiana Hospital Association with the ambitious goal of making Indiana the safest place in the world to receive care. For the past decade, IPSC has led Indiana's hospitals to collaborate on quality and patient safety, encouraged the implementation of evidence-based practices, and forged the nation's most comprehensive network of patient safety coalitions. The Summit brings together patient safety and quality leaders to learn effective strategies and share best practices that will improve patient safety statewide.

**Audience:** CEOs, CMOs, CNOs, patient safety officers, risk managers, quality leaders, nursing caregivers and managers, case managers, care transition managers, infection preventionists, pharmacists, and others responsible for patient safety and leading change for improvement.

### **Featured Speakers**



**Brooke Billingsley**  
*CEO of Perception Strategies, Inc.*

Brooke provides valuable insight as someone responsible for generating over half a million healthcare mystery shops, 100's of patient observations/interviews at bedside, numerous clinical employee interviews, and now as a cancer survivor. After 21 years of patient perception research, clinical deep dives and ethnographic studies on poor performing units nothing could have prepared Brooke for her own emotional journey of navigating through a year and half of cancer treatment. She shares her story as a perceptive patient observing her care through the vulnerable eyes of someone who isn't in control.



**Martha Hayward**  
*IHI Lead, Public and Patient Engagement*

Martha Hayward joined the Institute for Healthcare Improvement (IHI) in March 2011 as the Lead for Public and Patient Engagement. A cancer survivor herself, she is a founding board member of the nonprofit Women's Health Exchange and served on the Patient and Family Advisory Council of Dana-Farber Cancer Institute in Boston. Her career experience includes over 20 years in marketing and fundraising in the areas of health, politics, and education. As a partner at Donovan & Vicenti, a branding and web design firm on Boston's North Shore, Ms. Hayward works with a variety of small businesses and nonprofits. Most recently, as Executive Director at The Partnership for Healthcare Excellence, she brought a particular focus on, and considerable experience in, the area of patient advocacy.



**Mallori DeSalle, MA, LMHC, NCC, CCMHC, MATS, CPS**

*Licensed Mental Health Counselor and Certified Prevention Specialist*

Mallori DeSalle is a licensed mental health counselor, nationally certified counselor, a medication-assisted treatment specialist, and an internationally certified prevention specialist. Over the last 15 years working in mental health, substance abuse and prevention fields, she has provided services as a community prevention coordinator, therapist, health-educator, college professor and professional trainer. Since 2008, Ms. DeSalle has been a faculty member within the Department of Applied Health Science in the School of Public Health at Indiana University, Bloomington. Within her appointment at the university, Mallori serves the Indiana Prevention Resource Center as the Outreach Coordinator and Lead Motivational Interviewing (MI) Trainer. She is a member of the Motivational Interviewing Network of Trainers and listed on the National ATTC SBIRT Trainers' Registry. Ms. DeSalle provides MI and SBIRT training to multidisciplinary audiences across the world. Mallori has been a member of AATH since 2018 and is currently in Humor Academy Level 1. Humor plays a role in her professional and personal work as a mom, wife, and goofball. Mallori hopes to be Lily Tomlin when she grows up.

We Partner Under The Key Principle  
That We Don't Compete  
on Patient Safety



## Agenda

- 8:30 – 9:30 a.m.                      **Registration and Networking and Sponsor Exhibits**
- 9:30 – 9:45 a.m.                      **Welcome and Opening Remarks**  
Brian Tabor, President, Indiana Hospital Association  
Karin Kennedy, Vice President Quality & Patient Safety, Indiana Hospital Association
- 9:45 – 10:45 a.m.                      **The Perceptive Patient – *Brooke Billingsley***  
Brooke shares her story as a perceptive patient observing her care through the vulnerable eyes of someone who isn't in control. Brooke's inspiring stories rekindle the human spirit as she shares how her caregivers provided survival kindness, gentle gestures, and healing words.
- 10:45 - 11 a.m.                         **Networking Break**
- 11 a.m. – noon                         **Stories are Data with Soul - *Martha Hayward***  
The stories we share reveal who we are and what we value. In this session Martha will focus on how we can use our stories to inspire and prompt change in health care.
- Noon – 1:15 p.m.                      **Lunch and Award Recognitions**
- **2019 Patient Safety Innovation Award Recipient**
  - **2019 Patient Safety Service & Leadership Award Recipient**
  - **2019 Partner of the Year**
- 1:15 – 3:15 p.m.                      **Inviting Change Into The Room - *Motivational Interviewing with Mallori DeSalle***  
In this interactive session Mallori DeSalle will invite us all to think about change by using Motivational Interviewing. Motivational Interviewing is an evidence-based communication skill that can support sustained health behavior change. Researched and practiced across all forms of healthcare and behavioral healthcare, this tool can help change feel possible. During this playful conversation, Mallori will include her own story, welcome audience interaction, spark engagement through practice and may even inspire you to change. No need to RSVP, everyone (including change) is invited.
- 3:30 p.m.                                 **Closing Remarks**  
Karin Kennedy, Vice President Quality & Patient Safety,  
Indiana Hospital Association



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of the Indiana Hospital Association

## Registration

Register by May 27 at: <https://cvent.me/OoVQB>

**Registration Fee:** The fee to attend is \$75 per person, payable via check or credit card, and includes lunch and beverages.

*Mail checks to:*

Indiana Hospital Association  
500 N. Meridian St., Suite 250  
Indianapolis, IN 46204

## Suggested Lodging

There are [several hotels nearby](#) for overnight attendees. For your convenience, we have secured a special group rate of \$159 at the Embassy Suites in Plainfield. Book by calling the hotel directly at 317-839-1106; ask for the Indiana Hospital Association group rate. This group rate is based on hotel availability at the time of booking.

## Cancellation and Refund Policies

Substitutions are available in advance or onsite. Refunds are available, less a \$25 processing fee, through May 29. Cancellations after that date are non-refundable.

## Individuals with Disabilities

The Indiana Hospital Association wishes to take those steps that are required to ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently from other individuals because of the absence of auxiliary aids and services. For any special requests, please contact Laura Gilbert at [lgilbert@IHAconnect.org](mailto:lgilbert@IHAconnect.org) before the meeting.