

## ***The Reform Ready Hospital: Improving Quality, Safety and the Experience of Care***

Speaker and Facilitator: **Shari Welch MD, FACEP, FACHE**

### Overview\*

*As healthcare reform moves forward, no clinical arena will be exempt from change. The reform imperatives will include improving quality and safety, decreasing hospital acquired conditions and adverse events, and improving the experience of care for patients all while decreasing costs. What are the high leverage changes that can be introduced into the hospital to meet all of these aims?*

### Learning Objectives

At the end of this program the attendee will be able to:

- Discuss how and why change is desperately needed in healthcare delivery
- Identify the health reform imperatives that will impact hospitals
- Discuss the measures that CMS will be focused on in its pay for performance model
- Identify the areas for improvement in hospital quality and safety that yield the most “bang for the buck” in terms of results relative to effort spent
- Discuss how matching processes to space can optimize clinical workflow
- Discuss design elements that correlate with improved patient satisfaction
- Discuss design elements that correlate with improved patient safety
- Identify strategies to improve the hospital experience of care
- Articulate effective strategies to improve quality and safety in specific clinical units
- Identify useful resources in this work
- Discuss opportunities for the hospital of the future

### Target Audience

- Chief Executive Officers
- Chief Operating Officers
- High Level Managers

*\*Note- Dr. Welch prefers to customize her keynotes and educational sessions to the needs and culture of the organization she is working with. Each session is unique for each audience.*