



**Presents**

**Advanced FMEA: Achieving Sustainable Patient Safety Gains**

**May 14, 2004**

**New Program Location - VHHA Offices, Glen Allen, VA**

**Program Overview:**

Failure mode and effects analysis (FMEA) has become a centerpiece in today's proactive patient safety improvement initiatives. Many health care organizations are completing FMEAs because such projects are required by the Joint Commission accreditation standards. However, misconceptions or misapplication can turn FMEA into a laborious project that generates a lot of paperwork without sustainable patient safety gains.

This advanced FMEA workshop is specially developed for quality managers, patient safety directors, risk managers, medical directors, nurses, pharmacists and other individuals who have some knowledge and hands-on experience with a FMEA project in a healthcare organization. In this workshop, participants learn how to enhance the power and benefits of FMEA for their organization by avoiding common pitfalls and concentrating efforts toward the real benefits of the FMEA process.

This is a hands-on workshop with limited time spent on lecture. The emphasis is on case studies. Several cases will be reviewed, discussed and critiqued. Participants are encouraged to bring in their real-life concerns, questions or FMEA project examples for evaluation and discussion. Attendees receive a detailed FMEA Project Template and a FMEA Scoring Grid, both handy reference tools for use during the workshop and excellent resources for developing more effective FMEAs in your organization.

**Learning Objectives:**

- Polish your skills in performing FMEA and avoid the common mistakes of the trial-and-error approach
- Leverage FMEA projects to achieve organizational priorities
- Apply "rapid cycle improvement" techniques to a FMEA project
- Integrate FMEA with your organization's/other performance improvement initiatives
- Incorporate advanced process management techniques into the FMEA project, such a fault tree analysis, human factors analysis, TRIX (Theory of Inventive Problem Solving)

The program will include:

**Brief Refresher on the FMEA Methodology**

1. Executive approach vs. "doer" approach
2. FMEA planning, execution and monitoring
3. Learning from FMEA "horror stories"

**Barriers to Success and Techniques for Overcoming these Barriers**

1. Integrating FMEA with the organization's quality strategy
2. Defining the focus and project scope
3. Organizing and facilitating an optimum FMEA team
4. Creating a comprehensive list of process activities
5. Becoming more efficient at selecting high priority failure modes

**Determining Failure Causes and Corrective Actions**

1. Using analytic methods to determine causes
2. Selecting effective countermeasures for high-risk failures
3. Preventing the human errors that cause process failures
4. Disseminating knowledge gained in FMEA projects

**Faculty:**

***Patrice Spath*** is a health information management professional with broad experience in healthcare quality and resource management. During the past 20 years, she has presented over 300 educational programs on quality improvement, case management, clinical paths, outcomes management and patient safety improvement topics. She has also authored numerous books and journal articles on these subjects for the

American Hospital Association, the National Association for Healthcare Quality, the American Health Information Management Association, OR Manager, Inc., Brown-Spath & Associates, and other publishers. She has extensive knowledge of healthcare quality improvement and patient safety techniques and has authored "Error Reduction in Health Care: A Systems Approach to Improving Patient Safety" Jossey-Bass/AHA Press, 2000) and "Partnering with Patients to Reduce Medical Errors" (AHA Press, 2004).

**Program Site Information:**

If you require an overnight room, contact Trina Berry at (804) 965-1223 for a list of nearby hotels.

VHHA Offices □  
Virginia Center for Health Affairs  
4200 Innslake Drive □  
Glen Allen, VA 23060 □  
(804) 965-1223

**Directions to VHHA Offices:**

**From Northern Virginia:** Take 95 South to Exit 84B onto 295, following the signs to Charlottesville. Travel about 8 miles on 295 and take Exit 51B to Nuckols Road South. Turn right at the second stoplight onto Cox Road. Travel about 1.5 miles to Innslake Drive and turn right at the third stoplight. It is the first building, second entrance, on the right.

**From Charlottesville:** Take 64 East to Exit 178B, Route 250 East/Richmond. Turn left at first stoplight onto Dominion Boulevard. Pass the small shopping center and both hotel entrances, turn right onto Innslake Drive. It is the second building on the left.

**From Norfolk:** Take 64 West through Richmond. Take Exit 178B, Route 250 East/Richmond. Turn left at light onto Dominion Boulevard. Pass the small shopping center and both hotel entrances, turn right onto Innslake Drive.

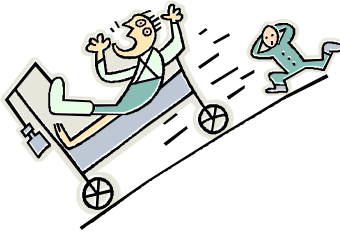
**Program Registration Information:**

Registration and continental breakfast will begin at 8:30 a.m., the program will begin at 9 a.m. and end at approximately 4 p.m.

Fee: \$160 per person or \$140 per person for three or more from the same facility.  
This fee includes all program materials, refreshment breaks and lunch.

Cancellation Policy:

All registration and payment should be received no later than May 3. A refund, less a \$50 service charge, will be issued for any cancellation received by May 3. After that date, no refunds will be issued. Substitutions are welcome. No-shows are subject to the full registration amount. VHREF reserved the right to cancel or reschedule a program because of insufficient number of registrants or other unforeseen circumstances or to close registration when programs are oversubscribed.



**Advanced FMEA: Achieving Sustainable Patient Safety Gains  
Registration Form**

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

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Payment Method:

\_\_\_ Check (payable to VHREF)    \_\_\_ Visa    \_\_\_ MasterCard    \_\_\_ AmEx

Name on Card: \_\_\_\_\_

Card Number: \_\_\_\_\_ Expire Date: \_\_\_\_\_

Amount Enclosed: \$ \_\_\_\_\_



**Mail with your remittance to:**  
Trina Berry  
VHREF  
P.O. Box 31394  
Richmond, Virginia 23294

**Fax to:**  
(804) 965-1353

**E-mail to:**  
[tberry@vhha.com](mailto:tberry@vhha.com)

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***Have questions or need more information?  
Contact Trina Berry at (804) 965-1223 ([tberry@vhha.com](mailto:tberry@vhha.com))  
Or Carol Brown at (804) 965-1280 ([cbrown@vhha.com](mailto:cbrown@vhha.com))***