



PRESS RELEASE

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The Forum of ESRD Networks announces the third annual Creating a Culture of Quality Conference, to be held on September 17 and 18, 2013, at the Sheraton Baltimore City Center Hotel. The title of this year's conference is "Creating a Culture of Quality and Safety: The Critical Role of Communication in Improving ESRD Patient Safety." The speakers and panelists will include kidney patient representatives, and experts from academic settings, dialysis organizations, the Networks, and CMS. The objectives include:

- using improved communication to understand barriers to safe care transitions;
- replacing standard handovers with processes and tools that ensure patient safety between settings;
- establishing a culture of quality and safety that values communication by both staff and patients;
- how to use complaints, errors and "near misses" to improve safety and quality outcomes; and
- how providers and patients can partner in making health care decisions in improving safety.

Critical to this conference is the importance of including the voice of the patient to the discussions, and partnering with patients to improve safety and quality of care without diluting or minimizing the expertise of providers.

The conference is a collaboration of renal community stakeholders including the Forum of ESRD Networks, the Renal Physicians Association, the Beneficiary Advisory Council of the Forum of ESRD Networks, Fresenius, DaVita, Dialysis Clinic Inc., the American Nephrology Nurses Association and the National Renal Administrators Association.

The meeting will consist of three major sessions. The first will expand on many of the discussions held at the 2012 conference regarding safe care transitions, and will include patient perspectives on transitions, many of which will be new to care providers and those who design care transition processes. The objective will be to enable providers to create tools to ensure safe and appropriate care transitions.

The second session will be focused on identifying and changing the culture of blame that exists in many settings, in which providers blame each other and even blame patients when things go wrong, rather than digging deeper and understanding that there are often processes that require change. We will examine means of encouraging the productive use of complaints, errors and reporting of "near misses" to improve safety and quality and create a "just" culture.

Registration will be open in mid-July. Additional information will be available on the Forum of ESRD Networks' website at: www.esrdnetworks.org.

Jay Ginsberg, MD, MMM, Chairperson, on behalf of the Planning Committee
Creating a Culture of Quality: Listen ~ Hear ~ Empower ~ Change: The Critical Role of Communication in Improving ESRD Patient Safety

