



**Quality
Institute
Conference
2003**



***Making the Laboratory a
Key Partner in Patient Safety***

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9/11/02





Conference Information

- Location - J.W. Marriott Hotel
Lenox Rd, Atlanta, Georgia
- Dates - April 13-15, 2003
- Starting Time – Noon, April 13
- Maximum Attendance - 400



Why?

- Healthcare System Changes Affect Health Laboratory Services – Access, Cost, Quality and Patient Safety
- Significant Role of Health Laboratory Services in the Healthcare System
- Improvement in Health Laboratory Service Depends on Better Collaboration and Coordination within the Healthcare System



Conference Goals

- Develop Framework for National Report on the Quality of Laboratory Services
- Develop Criteria for Quality Indicators for Laboratory Services
- Develop a Process for Ongoing Data Collection and Analysis – Quality Institute



Program

- Keynotes - Dr. Lucian Leape
- Dr. Brent James
- Perspectives:
Healthcare Providers, Policy Makers, Laboratory Professionals, Accrediting and Standard Setting Groups, Diagnostics Industry, Patient Advocates, Hospital Administrators, Payers/Insurers
- Experiences
- Workgroups



Program

- Perspectives in the Healthcare System
 - 1) Patient Experiences
 - 2) Providers of Care
 - 3) Organizations that Provide Care
 - 4) Environment of Care
- Reactor Panel



Program

- Perspectives:
 - Introduction and Overview
 - 1) Patient Experiences
 - Patient Example
 - 2) Providers of Care
 - Anesthesiology Example
 - Pharmacy Example



Program

- Perspectives:
 - 3) Organizations that Support Care
 - Hospital/HMO Example
 - 4) Environment of Care
 - Government's Role
 - Payer/Purchaser's Role



Program

- Experiences:

Introduction and Overview

1) Four Presentations

2) Reactor Panel



Program

- Workgroups:
 - Introduction and Overview
 - 1) Creating National Report
 - 2) Criteria for Quality Indicators
 - 3) Creating a Quality Institute



Long- and Short-Term Conference Outcomes?

- Better Collaboration and Coordination between Health Laboratories and other parts of the Healthcare System
- Disseminated National Report Highlighting Successes and Identifying Needs of Health Laboratories
- Measures for Quality in Health Laboratory Services: Safety, Timeliness, Effectiveness, Efficiency, and Patient-centeredness
- Ongoing Process to Collect and Analyze Data related to the Quality of Nation's Health Laboratory Services

