

## Monday 13 February Session Descriptions

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### Pre-Conference Sessions

10:00 AM – 1:00 PM

#### 1. The #1 Obstacle to High Reliability (CE)

Organizers/Moderators:

Brady Reed, Director, Federal Healthcare Practice, Arbinger Institute

Dr. Jason Woo, Senior Partner, Mindset4Results

Panelists:

Moderator: Barb Holcomb, MG, USA (Ret)

Dr. Miguel Lapuz, Assistant Under Secretary for Integrated Veteran Care, VHA

COL Tara Hall Chief of Staff, Medical Readiness Command, East

BG Mary Krueger, Commanding General, Medical Readiness Command - East

John Melton, COL, USA (Ret), Executive Medical Center Director, Salisbury VAMC

The imperative to create “safety culture” is widely espoused across healthcare systems, health education, and health consulting sites. Since the 1999 industry wake-up call “To Err is Human,” billions of dollars and countless hours have been spent annually on improvement efforts in pursuit of patient safety. Over time, these efforts have expanded to include other objectives and enlarged the goals to now call the pursuit ‘high-reliability.’ Yet after two decades, one in 10 patients are harmed while receiving care in high-income countries. It’s like the rubber band snapping back after being stretched: some progress occurs, but inevitably there is a return to the conflicts and silos that prevented better outcomes in the first place. It’s like wading against the resistance of a constant current. What is this current? Mindset.

In their ground-breaking 2001 book, *Beyond Change Management*, authors Dean Anderson and Linda Ackerman call mindset “the leverage point of transformational change.” In their updated edition in 2010 and after a decade of experience seeing the change efforts that were and were not successful, they asserted that mindset “...directly impacts our behavior, decisions, actions, and results (and) is often the critical first step in building a person’s and an organization’s ability to transform. Yet addressing individual mindset and organizational culture remain relatively unheralded in the cacophony of change efforts adopted by healthcare organizations in their pursuit of high reliability.

In this session, participants will learn about the mindset that creates perpetual resistance to creating safer environments, gain insights in breaking through and enabling organic, self-inspired change, and learn from a panel of healthcare leaders who have waded in deep water and have leveraged mindset to create a sustained culture of safety and the desired outcomes from that culture of organizational high reliability.

In addition to approval for 3 hrs of CEUs, participants will also be eligible for 1.5 ACHE FTF credits (submitted, approval pending).

#### 2. Acupuncture Certification Training Tier One: Battlefield Acupuncture (CE)

\*Pre-registration required. Course is limited to (30) participants

Instructor: Lewis Hofmann, MD, FAAFP

Students will learn how to help patients with a diverse array of acute and chronic pain conditions, regardless of cause, duration, or severity. It can be utilized in the inpatient setting, in outpatient clinics, in the emergency department, and in deployed and battlefield environments.

### **3. International Perspectives on Recent Global Health Engagements: A Panel Presentation on Interoperability, Medical Enablers and Medical Roles of Care (CE)**

Organizers: Jim Fike, M.D.; Derek Licina, DrPH, MPH, CPH

- **Panel 1. Interoperability – Enriching the military health systems ability to operate domestically and internationally with military and civilian partners**

Moderator – Maj Gen Paul Friedrichs, Joint Staff Surgeon

Panelists – Japan, RADM Hitosha Ogawa; UK, MG Tim Hodgetts; Canada MGen Marc Bilodeau

Explores military to military and military to civilian interoperability in domestic, bilateral, and multilateral environments. Each panelist will highlight one or two areas of interest to their military medical community's contributions to and future hopes for interoperability. Examples of tasks and functions include: Education and training, Research and development, Provision of health care, Medical intelligence and information, Deployment health surveillance, disease, and casualty reporting, Patient evacuation coordination, Medical critical incident management.

- **Panel 2. Medical Enablers – Enhancing the militaries ability to project and sustain forces domestically and internationally through force health protection**

Moderator – Maj Gen Paul Friedrichs, Joint Staff Surgeon

Panelists - Netherlands, Surg Captain Donald Verschoor; Germany, MG Norbert Weller; Australia, Commodore Nicole Curtis

This panel centers on force health protection. Each panelist will provide perspectives on their community's approach to force health protection and future goals. Examples of tasks and functions that could be highlighted include: Research and development, Preventive medicine and public health, Medical intelligence and information use in preparing forces to deploy, Integrated medical common operating picture, Deployment health surveillance, disease, and casualty reporting, Deployed preventive medicine operations

- **Panel 3. Medical Roles of Care – Improving the ability to conduct treatment, evacuation, resupply, and functions essential to the maintenance of the health of the force**

Organizers – Dr. Jim Fike; Dr. Derek Licina

Panel 1-Maj Gen Paul Friedrichs, Joint Staff Surgeon (moderator); RADM Hitosha Ogawa (Japan); MG Tim Hodgetts (UK); Mgen Marc Bilodeau (Canada)

Panel 2 - Maj Gen Paul Friedrichs, Joint Staff Surgeon (moderator); Surg Captain Donald Verschoor (Netherlands); MG Norbert Weller (Germany); Commodore Nicole Curtis (Australia)

Panel 3 - Dr. Derek Licina, (moderator); Brig Gen Aldhaferi Aysha (UAE); Baj Gen Guillaume Pelee de Saint-Maurice (France)

This panel includes military health care delivery (elements and roles) and medical evacuation. Examples of tasks and functions that could be highlighted, include: Prolong Casualty Care Education and training, Point of Injury to Role 3 Research and development, Point of Injury to Role 3 Provision of health care, Role 2 trauma skills sustainment, Military Civilian Partnerships, Health information across echelons of care, Patient evacuation coordination

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**Opening Session**  
**2:00 -5:00 PM**

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**Welcome**

BG John Cho, MC, USA (ret), AMSUS Executive Director  
MG Philip Volpe, MC, USA (ret), AMSUS Board Chairman

**Keynote Speaker**

Gerald E. Harmon, Immediate Past President, American Medical Association

**Annual Meeting Co-Chair Address**

**VHA's Achievements and Priorities for 2023 (CE)**

Dr. Shereef M Elnahal, Under Secretary for Health, US Department of Veterans Affairs

Dr. Elnahal will discuss VHA's achievements in 2022 and his six strategic priorities for 2023. The topics covered may include VHA's ongoing COVID response, suicide prevention, hiring competitively, and promoting whole health. He will also provide updates on toxic exposures, PACT Act Implementation, and the VHA journey to High Reliability. Lastly, he will discuss VHA's education, training, and research missions, highlighting novel research insights and innovations created at VHA.

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