



**2012 Amerinet Member Conference
May 15-18, 2012
Rio All-Suite Hotel and Casino, Las Vegas, Nev.**

Track: Professional Development Track
Day: Wednesday
Date: 5/16/2012
Slot: 1
Time: 2:15 – 3:45 PM

Title: Process Improvement Using Six Sigma; Organizational Learning on Safe Opiate Administration

Primacy Audience: Performance Improvement Professionals; Quality and Safety Professionals; Pharmacists; Nursing; Administrators

Other relevant disciplines: Learning and Development Educators

CE awarded:	Material Management	ISM
	Executives	ACHE II
	Pharmacy	ACPE-P
	Nursing	ANCC

Description: According to the Institute for Safe Medication Practices (ISMP), high alert medications like opiates are drugs that bear a heightened risk of causing significant patient harm when they are used in error. Although mistakes may or may not be more common with these drugs, the consequences of an error are clearly more devastating to patients.

Follow Fairfield Medical Center's journey using **DMAIC** to study and improve the process of safe opiate administration and what we learned about our community and the impact of pain medication and addiction.

Objectives:

- Describes the Six Sigma DMAIC process using a multi-disciplinary team approach in defining a community wide problem and steps involved in process improvement with significant improvement results.

Speakers:

Bob Pisano, Six Sigma Black Belt and **Teresa Ryan, MS, RN**, Director, Inpatient Nursing Services/Process Owner, Fairfield Medical Center

Bob Pisano
Six Sigma Black Belt

Bob completed his MBA with Capital University in 2003 and trained with GE Healthcare as a Six Sigma Black Belt in 2006. He is currently pursuing his SSBB certification through the American Society for Quality. He has completed numerous performance improvement projects involving throughput and LEAN in clinical and business settings. Bob also trained as a state Baldrige

examiner with the Ohio Partnership for Excellence in 2010 and will complete a second cycle with Baldrige later this year.

Teresa Ryan, MS, RN
Director, Inpatient Nursing Services
Process Owner

Teresa is currently the Director for Inpatient Nursing Services. She has 30 years of nursing leadership and management experience. Teresa provides day to day leadership for the inpatient care units, case management, patient representatives and chaplains. She is co-leader of the patient/family experience team and an active member of numerous hospital committee and improvement teams. She is the founding member of Fairfield Medical Center's Nursing Research Council. Nursing Research Council provides leadership oversight for the use and implementation of evidence based practice. She has a BSN degree from the College of Mount St Joseph and a Master of Science degree in Healthcare Administration from Central Michigan University.