

# ZERO HARM



**BETSY  
LEHMAN  
CENTER**

for Patient Safety and Medical Error Reduction

Charting a new course for patient  
safety in our Commonwealth

December 2, 2014 | John F. Kennedy Presidential Library and Museum

## Agenda

8:30 AM **Registration**

9:30 AM **Welcome**

**Emily Distel** and **Laura Distel**

**Short Documentary Film**

**Barbara Fain, JD, MPP**

Executive Director, Betsy Lehman Center

10:00 AM **Patient Safety in Massachusetts Today - Taking Stock**

In 2014 the Betsy Lehman Center commissioned three major pieces of research aimed at understanding the current patient safety landscape in Massachusetts. Researchers will share their findings about what has changed over the past two decades since Betsy's death, key challenges and opportunities for reducing medical harm today, public awareness and attitudes about patient safety, and how Massachusetts compares nationally on policies and initiatives to measure and reduce medical harm.

**Moderator: Gideon Gil**

Health and Science Editor, *The Boston Globe*

**Eric Schneider, MD, MSc**

Distinguished Chair in Health Care Quality  
Principal Researcher, RAND Corp.

**Jill Rosenthal, MPH**

Senior Program Director, National Academy  
for State Health Policy

**Robert J. Blendon, ScD**

Richard L. Menschel Professor of Health Policy and  
Political Analysis, Harvard School of Public Health,  
Harvard Kennedy School of Government

11:30 AM **Special Recognition of Senator Richard T. Moore**

11:35 AM **Lunch**

12:00 PM **Leadership Panel - Advancing the Patient  
Safety Agenda**

Leaders representing a broad range of stakeholders will react to the findings from Betsy Lehman Center's commissioned research and consider next steps toward meaningful progress on eliminating medical harm across all care settings in Massachusetts.

**Moderator: Larry Tye**

Author; Director, Health Coverage Fellowship

**Dianne J. Anderson, RN, MS**

President and CEO, Lawrence General Hospital

**Joseph Campanelli**

Trustee and Chair, Quality of Care Committee,  
Tufts Medical Center

**Myechia Minter-Jordan, MD**

President and CEO, The Dimock Center

**Susan Lawson**

PFAC Member, Baystate Medical Center

**Dolores Mitchell**

Executive Director, Group Insurance Commission

**Matthew Salmon, PT, MHP, MBA**

CEO, SALMON Health and Retirement

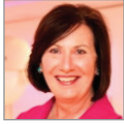
**Barbara Spivak, MD**

President, Mount Auburn Cambridge  
Independent Practice Association (MACIPA)

1:15 PM **Closing**

**Barbara Fain**

## Biographies



**Dianne J. Anderson** was appointed as the President and CEO of Lawrence General Hospital in 2009, following a national search. Over the past five years, she has led Lawrence General Hospital's successful strategic initiatives to transform the community hospital into a Regional Health System. Her career in healthcare began as a Registered Nurse specializing in Pediatrics. She spent several years in clinical practice at both Tufts' Floating Hospital and Boston Children's Hospital and quickly moved into management positions. She had the honor of presenting testimony to the Joint Committee of the US Congress on nursing shortage and workplace environment issues, where she was recognized for her leadership by Committee member Senator Hillary Clinton.



**Robert J. Blendon** is the Richard L. Menschel Professor of Health Policy and Political Analysis and Senior Associate Dean of Policy Translation and Leadership Development at the Harvard School of Public Health, and a faculty member of Harvard Kennedy School. He directs the Harvard Opinion Research Program, which focuses on the better understanding of public knowledge, attitudes, and beliefs about health and other major domestic public policy issues, and was the 2008 recipient of the Warren J. Mitofsky Award for Excellence in Public Opinion Research. Prior to his Harvard appointment, he was Senior Vice President at the Robert Wood Johnson Foundation. In addition, he has served as a senior consultant for the US Conference of Mayors, the National Governors' Association, and the US Congress Committee on Ways and Means.



**Joseph Campanelli** has served on the Board of Trustees of Tufts Medical Center for the past ten years. He served as Chairman of the Board for five of those years and is currently Chairman of the Quality of Care Committee.

Mr. Campanelli has also enjoyed a long and successful career in banking in Greater Boston and the Northeast, serving in senior executive leadership positions at Sovereign, Fleet, and Shawmut Bank. He served as CEO of Sovereign Bank from 2006-2008. Most recently Mr. Campanelli was Chairman, President and CEO of Flagstar Bank. He also serves on a number of non-profit boards including Massachusetts Business Roundtable, Boys and Girls Clubs of Boston, and The Carroll School.



**Emily Distel**, 27, is the daughter of Betsy Lehman and Bob Distel. Raised in Newton, Massachusetts, Emily now resides in Los Angeles, California, where she serves as Major Gifts Officer for the US Fund for UNICEF. Prior to moving to LA, Emily spent 5 years at the US Fund for UNICEF's New York headquarters, most recently serving as Manager of Operations and Communications in the Office of the President & CEO. Emily graduated with high honors from New York University in 2009, earning a dual degree in Journalism and Metropolitan Studies. In her free time, she enjoys exploring new cities, throwing impromptu dinner parties and hanging, via telephone, with her sister Laura.



**Laura Distel**, 23, is the daughter of Betsy Lehman and Bob Distel. Raised in Newton, Massachusetts, Laura now resides in Cambridge and works as a Research Coordinator in the Department of Psychiatry at Massachusetts General Hospital. In 2013, Laura graduated with highest honors from the University of Michigan, earning a dual degree in Psychology and Latin American & Caribbean Studies. In her free time, Laura enjoys painting and calling her long-distance sister Emily.



**Barbara Fain** is the Executive Director of the Betsy Lehman Center. From 2007-2013, she consulted in the areas of policy development and analysis, public engagement, and strategic planning for government agencies, academic institutions, policy think tanks, and health care organizations. Her work for the Massachusetts Department of Public Health and the Institute of Medicine of the National Academies focused on developing standards for the allocation of scarce medical resources in pandemics and other disasters. From 1994-2005, she was an Assistant Attorney General in the Massachusetts Office of the Attorney General where she oversaw the state's Community Benefit Guidelines for hospitals and health plans. From 2005-2006 she was Executive Director of a health policy research center at Harvard Law School. She is currently on the faculty of the Tufts University School of Medicine where she teaches public health law.



**Gideon Gil** is Health and Science Editor of *The Boston Globe*, where he directs coverage of health care, science, and the environment, and this year, he is a Knight Science Journalism fellow at MIT. In his 11 years at the paper, his reporters have won one Pulitzer Prize for coverage of stem cells, and twice been named finalists. Mr. Gil is also a board member of the Association of Health Care Journalists and chairs its membership committee and Boston chapter.

*Photo Credit: Knight Science Journalism Fellowship*



**Susan Plass Lawson** is a native of Springfield, Massachusetts, and a retired school secretary and community volunteer. A charter member of the Patient and Family Advisory Council of Baystate Medical Center in Springfield, she was its first elected chair, currently serving as Chair Ex-Officio. A member of the hospital's Quality Council, she also serves on the Patient Safety Committee, and Patient Experience Leadership Committee. Since 2013, she has chaired the Massachusetts Patient Advisory Board for the PECORI "Shared Decision Making Renal Study," a three-year research project. Since recovering from bypass surgery in 2008, she has been a volunteer in the hospital's Cardiac Rehabilitation and Wellness Center. As a Go Red Woman of Distinction, she works with the American Heart Association in its efforts to educate women regarding cardiovascular disease.



**Myechia Minter-Jordan** is the President & CEO of The Dimock Center, a community institution serving Boston's Roxbury, Dorchester, Mattapan, and Jamaica Plain neighborhoods. As the second largest health center in Boston, Dimock is considered a national model of comprehensive health and human services with an emphasis on the integration of clinical and behavioral health practices. Dr. Jordan is a graduate of

Brown University School of Medicine and Johns Hopkins University Carey School of Business with an MBA in Health Services. After graduation, she joined Johns Hopkins first as an Attending Physician and Instructor of Medicine at Johns Hopkins Medical Center and subsequently as Director of Medical Consultation Services at Johns Hopkins Bayview Medical Center. Dr. Jordan played a leadership role in developing the Harvard Primary Care Center Initiative that partners academic hospitals and community health centers to transform into patient centered medical homes.



**Dolores Mitchell** is the Executive Director of the Group Insurance Commission, the agency that provides life, health, disability, and dental and vision services to the Commonwealth's employees, retirees and their dependents; many of these benefits are also provided to a number of authorities, municipalities, and other entities. Over 420,000 people are covered by the GIC. She has been in this position since 1987, serving in the administrations of Governors Dukakis, Weld, Cellucci, Swift, Romney, and now Governor Patrick. She is a member of a number of professional and community organizations, including the governing board of the Massachusetts Health Care Connector Authority, the Massachusetts Statewide Quality Advisory Committee (SQAC). She is currently serving as President of the National Committee for Quality Assurance (NCQA) Board of Directors, is a board member of the National Quality Forum, and was recently re-appointed as a member of the Measures Application Partnership.



**Senator Richard T. Moore** is President Pro Tempore, Massachusetts State Senate. Throughout his nine terms in office, Senator Moore has consistently advocated for and worked on health care reform, including formerly acting as Senate Chairman of the Legislature's Committee on Health Care Financing. Notably, Senator Moore was the original sponsor of the Betsy Lehman Center for Patient Safety, a recipient of the first Betsy Lehman Award, and sponsored the transition of the Betsy Lehman Center to the Center for Health Information and Analysis as part of the recent health care cost containment legislation.



**Jill Rosenthal** is a Senior Program Director at the National Academy for State Health Policy (NASHP), where she directs projects that focus on health systems performance. She provides policy analysis and technical assistance to states on health system performance issues, particularly related to population health, quality improvement, patient safety, care coordination, and early childhood development issues for Medicaid eligible families. She has led NASHP's patient safety initiatives since 2000 and written extensively on state patient safety initiatives, including issues related to measurement, public reporting, and use of data. She has served on a number of national committees related to patient safety, providing a perspective on state efforts to monitor and improve patient safety.



**Matthew Salmon** began his career with SALMON Health and Retirement as a physical therapist with Beaumont at Westborough in 1995. He served as rehabilitation director for their Natick campus and companywide, as well as Executive Director of their Northbridge campus. Since 1999,

he earned Master's Degrees in both Health Care Professions and Business Administration and took on a larger administrative role. He was promoted in 2006 to SALMON's Vice President of programs, quality and innovation, for his unique combination of clinical and business skills. He was named COO in 2010 and became SALMON Health and Retirement CEO in 2013.



**Eric C. Schneider** is Principal Researcher and Director of RAND's Boston office and holds the RAND Distinguished Chair in Health Care Quality. He is Associate Professor in the Division of General Medicine and Primary Care at Brigham and Women's Hospital, Harvard Medical School, and the Department of Health Policy and Management at the Harvard School of Public Health. Dr. Schneider's research addresses the quality of health care with a focus on the specification, use, and impact of performance measurement and reporting in health care. He has published widely on the development and evaluation of performance measures and the use of measurement to evaluate innovations in health care policy, the organization of care, and health information technologies.



**Barbara Spivak** is an Internist practicing in Watertown, Massachusetts at Mount Auburn Medical Associates. Since 1997, she has also been President and Chairperson of the Board of the Mount Auburn Cambridge Independent Practice Association (MACIPA). In 2011 she was appointed to the AMA National Committee on Delivery System Reform. She is a Board member of the Mass Health Quality Partners (MHQP). Dr. Spivak has spoken to many groups regarding payment and legislative reform at the state and federal level. She is the champion and leader of MACIPA's electronic health record (EHR) project. MACIPA has a unique approach to implementation, training, and support for the EHR and is viewed as a model of how a physician organization can manage the many aspects of this project. Dr. Spivak graduated from Tufts University School of Medicine and completed her residency at St. Elizabeth's Hospital. She is a Clinical Instructor in the Department of Medicine at Harvard Medical School.



**Larry Tye** runs the Boston-based Health Coverage Fellowship, which is designed to help the media do a better job covering critical health care issues. Each year it trains 10 medical journalists from newspapers, radio stations, and TV outlets from across the country, on topics ranging from public health and mental health to insuring the uninsured. From 1986 to 2001, he was a reporter at *The Boston Globe*, where his primary beat was medicine. He also served as the *Globe's* environmental reporter, roving national writer, investigative reporter, and sports writer. Before that he was the environmental reporter at the *Courier-Journal* in Louisville, and covered government and business at the *Anniston Star* in Alabama. Two summers ago, Random House released his biography of the longest-lived American hero of the last century: Superman. He is now writing, for the same publisher, another biography of another American hero: Robert F. Kennedy.

## Betsy Lehman



Betsy Amanda Lehman was a journalist who brought compassion and intelligence to the popular personal health column she wrote for *The Boston Globe* from its debut in 1986 until her death in 1994 at 39. She was a wife and mother who died at Dana-Farber Cancer

Institute of an overdose of chemotherapy administered during an experimental bone marrow transplant for breast cancer. Her daughters were 7 and 3.

Ms. Lehman was born in 1955 and grew up in suburban Washington, DC, the daughter of two writers. She was the youngest of three children in a loving, energetic, and verbal family. Ms. Lehman graduated Phi Beta Kappa from Brown University in 1977 with a degree in American studies. She then embarked on a career in journalism, which she once described as “speed mixed with mind.” She worked for three years at the *Worcester Telegram & Gazette* as a reporter, food editor, and editorial writer. She was a feature writer for the Stamford (CT) *Advocate* before being hired by the *Globe* as a general assignment reporter in 1982.

In 1985, Ms. Lehman married Robert Distel, a scientist she’d met on a blind date arranged by a friend who told her “this could be the start of something big.” Their daughter Emily was born in 1987, and Laura was born in 1991.

Ms. Lehman was outgoing, introspective, and intensely curious about ideas and people. She brought these qualities to her professional and personal lives. In her *Health Sense* column, she combined her deep respect for science and medicine with her equally deep respect for readers’ vulnerabilities and need to understand their own health. She distilled complex, nuanced information with clarity, lending her column the voice of an informed friend, whether she was describing new research into ulcers or recognizing the “frustration, guilt, loneliness, anger” of people caring for loved ones with Alzheimer’s.

At the time she was diagnosed with cancer in 1993, Ms. Lehman was successfully balancing her life as a journalist and a mother, working three days a week to produce her award-winning column and raising her daughters with her husband. A visit to their Newton home might find her happily playing on the floor with her children or in the kitchen, where she was an excellent cook who enjoyed entertaining. She displayed pottery she’d made on dining room shelves and hid gifts under her bed that she’d purchased months in advance after finding just the right present for a relative or friend.

In addition to her husband and daughters, Ms. Lehman was survived by her mother Mildred Lehman, sister Ann Lehman Katz, brother John Lehman, three nieces, one nephew, and many friends.

## Betsy Lehman Center

Betsy Lehman Center (BLC) was reestablished by Chapter 224 of the Acts of 2012, *An Act Improving the Quality of Health Care and Reducing Costs through Increased Transparency, Efficiency and Innovation*, as an independent state agency supported by the Center for Health Information and Analysis (CHIA). It has a broad mandate to advance patient safety in Massachusetts through research, dissemination, and provider and public engagement. BLC is led by Executive Director Barbara Fain who was appointed by a Board comprised of Attorney General Martha Coakley, Secretary of Health and Human Services John Polanowicz, Undersecretary of Consumer Affairs Barbara Anthony, and Áron Boros, Executive Director of CHIA.

## Planning Committee

Betsy Lehman Center would like to thank the members of the Zero Harm planning committee for their many contributions: Madeleine Biondolillo, MA Department of Public Health; Amy Boutwell, Collaborative Health Strategies; Jim Conway, Harvard School of Public Health; Matt Fishman, Partners HealthCare; Valerie Fleishman, NEHI; Tejal Gandhi and Caitlin Lorincz, National Patient Safety Foundation; Paula Griswold, Massachusetts Coalition for the Prevention of Medical Errors; Sue Gullo, Institute for Healthcare Improvement; Linda Kenney, MITSS; Elaine Kirshenbaum, MA Medical Society; Pat Noga, Massachusetts Hospital Association; Robert Restuccia, Community Catalyst; Iyah Romm, Health Policy Commission; Brian Rosman and Deborah Wachenheim, Health Care For All; and Irene Sege, friend and colleague of Betsy Lehman.

## Continuing Education

This program is designed to provide 3 credit hours of Risk Management Study (Category 2) for Massachusetts physicians pursuant to 243 CMR 2.06(6). For Massachusetts nurses, it will meet the requirements for 3 contact hours under 244 CMR 5.00.