

The Safe Healthcare System Patients Deserve

A Call from the Patient Community for Action

World Patient Safety Day Webinar Event

September 17, 2026, 10:00 AM – Noon ET

Via Zoom: [Register HERE](#)

Agenda (*DRAFT*)

Moderator: Martin Hatlie, Director for Policy & Advocacy, Patients for Patient Safety US (PFPS US)

10:00 – 10:05
AM

Welcome from PFPS US — *Carole Hemmelgarn, Chair, PFPS US Board of Trustees*

10:05 – 10:15
AM

Saving Lives and Reducing Health Care Waste by Improving Diagnosis in Medicine Act (S 4989, HR 9696) — *A message*

10:15 – 10:45
AM

The Safe Healthcare System that Patients Deserve: A Call from the Patient Community to Action — *Sue Sheridan, President & CEO, PFPS US*

Sue Sheridan will outline a new Call to Action from patients to national leaders to focus on opportunities now at hand to save lives and prevent disability through:

- Investment in diagnostic safety research and measurement,
- Advancing learning and outcomes improvement with modernized, AI-enabled patient reporting of patient lived experience, and
- Effectively using Medicare levers to drive nationwide implementation of the Patient Safety Structural Measure and Age Friendly Hospital Measure best practices.

10:45 – 11:00
AM

Transparency Galvanizes Patient Safety, But There are Threats Ahead — *Leah Binder, President and CEO, the Leapfrog Group*

Leah Binder will offer perspective on the Leapfrog Group's continued commitment, in the face of threats, to offer patients and healthcare provider organizations actionable information on adoption of best safety practices and performance of hospitals and ambulatory surgery centers. She will also speak to Leapfrog Group work to link Congressional action on price transparency to patient safety.

11:00 – 11:15
AM

The 4Ms: A Whole-Person Safety Framework for Older Adults Across the NCD (Non-Communicable Diseases) Journey — *Patricia McGaffigan, Senior Advisor, Patient Safety, Institute for Healthcare Improvement; President, Certification Board for Professionals in Patient Safety*

NCDs are a major patient safety challenge that create safety risks across the entire patient journey, from prevention and early detection through treatment, management, and ongoing support. Older adults are a growing and notably vulnerable population at risk. Patricia McGaffigan will share IHI work and perspective on how prevention and care management practices guided by the Age-Friendly 4Ms Framework (What Matters Most, Mentation, Medication, Mobility) can be adapted to best align care for older adults that disease-specific approaches may miss at every point in their journey.

**11:15 – 11:45
AM**

Safe By Design: Reimagining Health Care Around the Prevention of Harm — *Karen Feinstein, Project Lead, Jewish Healthcare Foundation/CASH Coalition; Michael Rosen, Professor, Johns Hopkins Medicine; Robert El-Kareh, Associate Medical Director, University of California San Diego*

In July the Coalition for Advancing Safer Healthcare (CASH) released a new report describing the core characteristics of an “Ambition Health System” — an ideal provider organization of the future that prioritizes safety and prevents harm before it happens. Karen Feinstein will moderate a panel of CASH thought leaders that designed Ambition Health around four core strategies that are feasible now: Large-Scale Health System Technology, Human Factors Solutions, Data for Improvement, and Direct-to-Consumer Technology.

**11:45 AM –
Noon**

CMS Commentary — *Michelle Schreiber, Deputy Director for Quality and Value, CMS*

Dr. Schreiber will comment on CMS initiatives and how the presentations of earlier speakers may relate to the CMS goal of ensuring optimal care for all.

Noon

Thank You and Adjournment