

Princeton Conference XXVI

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20 YEARS AFTER TO ERR IS HUMAN: WHERE NEXT?

Karen Wolk Feinstein, PhD





1 ROUNDTrip TICKET AROUND THE WORLD





ON A BOEING 737 Max 8





Employees & the public
have **placed the blame**
in the right place:
The Leadership of Boeing



Employees no longer
want to wear their
Boeing shirts in public



PITTSBURGH
REGIONAL
HEALTH
INITIATIVE

*Spreading Quality,
Containing Costs.*

- 1998
- 1999
- 2004
- 2009
- 2014
- 2019

**WE'RE STILL
NEEDLESSLY
BURRYING
BODIES**



From the Top:
BOARDS



From **Bystander**



To **Activist**

From the Bottom:



Pittsburgh Business Group ON HEALTH



TIME TO ALIGN





Michael Millenson

President

Health Quality Advisors



Carolyn M. Clancy, MD

Deputy Under Secretary for Health for
Discovery, Education & Affiliate Networks

Veterans Affairs



Ken Segel

Managing Director

Value Capture & Value Capture Policy Institute

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