Cultivating a Culture of Safety in Healthcare
A NATIONAL PATIENT SAFETY CONFERENCE

Wednesday, October 12, 2016
Registration: 8 – 8:30 a.m
light breakfast provided
Program: 8:30 a.m. – 5 p.m.

Thursday, October 13, 2016
Registration: 7:30 – 8 a.m.
light breakfast provided
Program: 8 a.m. – 4:40 p.m.

Friday, October 14, 2016
Registration: 8 – 8:30 a.m.
light breakfast provided
Program: 8:30 a.m. – 12 p.m.

LOCATION
AB Tech Conference Center  |  16 Fernihurst Dr., Asheville, NC

FEE  $600  |  $300 for Mission Health Employees

Join us in our second annual National Patient Safety Conference. This dynamic program will provide clinicians and leaders with information, insight, tools and training to grow a culture of safety, and support clinical staff, patients and families. The conference is open to all healthcare professionals.
FEATURED KEYNOTE SPEAKERS:
• Robert Eric Dinenberg, MD, MPH
  President and CMO for Xpedition Health
  “Mindfulness and High Reliability: A Pathway to Patient Safety”

• Tanya Lord, PhD, MPH
  Director of Patient and Family Engagement
  at the Foundation for Healthy Communities
  “Engaging Patients and Families Following an Adverse Event”

OBJECTIVES
Upon completion of this conference, participants will be able to:
• Define essential components of a culture of safety with the ability to apply it to your daily practice
• Analyze the patient safety event review and action plan process at a regional hospital to implement within your own healthcare system
• Apply the root cause analysis process to a safety event
• Provide support for clinicians involved in a safety event
• Apply appropriate strategies for disclosing errors to patients and families
• Develop an action plan to enhance the culture of safety in a specific work area
• Identify human factors that lead to errors and implement mistake-proofing strategies
• Apply the Just Culture algorithm within your own healthcare system

AUDIENCE
Physicians, physician assistants, nurse practitioners, RNs, LPNs, respiratory care providers, PTs/PTAs, OTs/OTAs, quality and safety, surgical techs and healthcare leaders
Tanya Lord, PhD, MPH, is currently the Director of Patient and Family Engagement at the Foundation for Healthy Communities. Tanya also works as a patient safety, quality improvement and patient/family engagement consultant nationally with organizations including AHA HRET HEN, Tufts Medical Center and the Coalition for the Prevention of Medical Errors. Tanya has shared her son’s story of medical error and the importance of engaging and communicating with patients and families at key note presentations and conference workshops. Tanya holds a Masters of Public Health from the University of New Hampshire and a Doctorate in Clinical and Population Health Research from the University of Massachusetts Medical School.
Robert Eric Dinenberg, MD, MPH, is currently President and Chief Medical Officer for Xpedition Health. Dr. Dinenberg is a physician dedicated to population health with a passion for bringing mindfulness to patients and providers. Dr. Dinenberg graduated Medical College of Pennsylvania and Hahnemann University School of Medicine, Philadelphia, Pennsylvania, completed his Occupational and Environmental Medicine residency at University of California at San Francisco and his Masters of Public Health at University of California at Berkeley.

Dr. Dinenberg brought mindfulness to patients in private practice for nine years and then served as Chief Medical Officer for a population health company for four years, during which time he integrated mindfulness into population health initiatives. Dr. Dinenberg designed and implemented a mindfulness-based resiliency program for healthcare providers at San Mateo Medical Center, a mindfulness for peak performance program for leaders at National University and a mindfulness for well-being program for veterans with post-traumatic stress disorder at the Palo Alto War Related Illness and Injury Study Center. Dr. Dinenberg has published articles in industry journals in health protection and health promotion, has written a book chapter on the health impact of lifestyle and health promotion in 4th ed., and a book chapter on disability management and prevention in 5th ed.
AGENDA

Wednesday, October 12

8:00-8:30: Registration, Breakfast and Welcome
8:30-8:45: Patient Story
8:45-9:50: Keynote Speaker – Tanya Lord, PhD, MPH
   Engaging Patients and Families Following an Adverse Event
9:50-10:00: Break
10:00-11:00: Building a Patient Safety Program
11:00-12:00: MH Best Practice Team
12:00-1:00: Lunch
1:00-3:00: Disclosure to Patients
3:00-3:10: Break
3:10-4:50: Just Culture
4:50-5:00: Wrap up

Thursday, October 13

7:30-8:00: Registration, Poster Rounds, Breakfast and Welcome
8:00-9:15: Patient Panel
9:15-9:30: Break
9:30-10:00: Jill Hoggard-Green
10:00-11:00: Keynote – Robert Eric Dinenberg, MD, MPH
   Mindfulness and High Reliability: A Pathway to Patient Safety
11:00-12:00: MH Best Practice Team
12:00-1:00: Lunch
1:00-4:30: Breakout:
   • Resiliency
   • Care for You
4:30-4:40: Wrap up

Friday, October 14

8:00-8:30: Registration, Poster Rounds, Breakfast and Welcome
8:30-8:45: Patient Story
8:50-11:50: Breakout:
   • Root Cause Analysis Training
   • Mistake Proofing and Human Factors
11:50-12:00: Wrap up
CREDITS

CME

Accreditation
This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education through the joint providership of Mountain Area Health Education Center (MAHEC) and Mission Health. MAHEC is accredited by the ACCME to provide continuing medical education to physicians.

Credit
MAHEC designates this live activity for a maximum of 17.5 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure
The Mountain Area Health Education Center adheres to the ACCME standards regarding industry support to continuing medical education. Disclosure of faculty and commercial support relationships, if any, will be made known at the activity.

17.5 CNE Contact Hours
The Mountain Area Health Education Center's Department of Nursing Education is an Approved Provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Participants must attend an entire day of the activity to receive credit. The only partial credit allowed will be for those who attend an entire day/s of the event. MAHEC adheres to the ANCC/ACCME standards regarding industry support to continuing nursing education. Disclosure of presenters, planners and commercial support relationships, if any, will be made known at the time of the activity.

The Mountain Area Health Education Center's Department of Nursing operates in an ethical manner and complies with all applicable local, regional, and state or national laws and regulations as outlined in our Corporate Compliance Plan.

Physical Therapy
MAHEC, as part of the NCAHEC system, is a NCBPTE-approved provider of continuing competence for activities directly related to physical therapy.

NCBPTE 17 Contact Hours

CEU
MAHEC designates this continuing education activity as meeting the criteria for 1.8 CEUs as established by the National Task Force on the Continuing Education Unit. Participants must attend an entire day of the activity to receive credit. The only partial credit allowed will be for those who attend an entire day/s of the event.

Medical Course Director
Chris DeRienzo, MD, MPP
REGISTRATION

Early Registration Deadline:  September 28, 2016

Early registration fee is $600 / $300 for Mission Health employees. Registration fee includes administrative costs, educational materials, light breakfast each day and lunch on days one and two. If registration is received after the deadline, the total will be the registration fee + $15.

Cancellations received at least two weeks in advance of the program date will receive a full refund unless otherwise noted. Cancellations received between two weeks and up to 48 hours prior to the program date will receive a 70 percent refund unless otherwise noted. No refunds will be given for cancellations received less than 48 hours prior to the program date. All cancellations must be made in writing (fax, mail or email). Substitutes can be accommodated in advance of the program.

MAHEC has a pay-up-front policy for all CE programs. The only exceptions will be for preapproved programs where an individual payment plan is appropriate. Registrations received without accompanying payment will not be processed, and participants who have not paid the course fee will not be admitted into the program.
LODGING

The Residence Inn at Biltmore

The Residence Inn at Biltmore is within walking distance to shopping, restaurants and the historic Biltmore Estate entrance. The Residence Inn at Biltmore is approx. 1.3 miles from the conference center.

Reservations should be made prior to September 21, 2016, to receive the promotional conference rate of $125 per night for a 1-bedroom queen suite.

(828) 281-3361

The Hyatt Place Downtown

The Hyatt Place Downtown is located in downtown Asheville within walking distance to over 200 locally owned restaurants, shops and entertainment venues. The Hyatt Place Downtown is approximately 2.2 miles from the conference center.

Reservations should be made prior to September 12, 2016, to receive the promotional conference rate of $119 per night for a standard room.

(828) 505-8500

*Mention Mission Health Patient Safety Conference when making reservations to receive the special rate.*
PLANNING COMMITTEE
Melanie Norman, MBA, BSN, RN
Melody Hays, MA, BA
Tory Schmitz, MSN, RN
Pam Brownfield, MBA, RN, CPHQ
Lori Murrey, RN, BSN, CCM
Dana Raines, MSN, RN
Elaine Alexander, MSN, RNC-OB | Nurse Planner

HAVE A QUESTION?

CE Planner:
Melody Hays, BA, MA
melody.hays@mahec.net
(828) 257-4762

Registration Information: (828) 257-4475

Fax Registration: (828) 257-4768

Online Registration: www.mahec.net

Special Services: (828) 257-4485

Mail:
MAHEC Registration
121 Hendersonville Rd.
Asheville, NC 28803
Name ______________________________________________________________

Credentials (MD, DO, PsyD, FNP, etc) ______________________________________

Social Security # xxx-xx- ___ ___ ___ ___ (last 4 digits required)

Occupation _____________________________________________________________

Home Address __________________________________________________________

City ____________________________ State _______ Zip ____________

Home County ___________________________________________________________

Home # __________________________ Work # _____________________________

Employer ______________________________________________________________

Employer’s Address _____________________________________________________

City ____________________________ State _______ Zip ____________

Department ____________________________________________________________

Work County ___________________________________________________________

E-mail Address __________________________________________________________

Brochures mailed to ☐ home ☐ email

☐ Please remove my name from the MAHEC mailing list.

☐ Vegetarian meal ☐ Gluten-free

☐ $600 per person early registration

☐ $615 after September 28, 2016

☐ $300 per person Mission Health employee

☐ $315 per person Mission Health employee after September 28, 2016

☐ Check is enclosed ☐ Credit card info provided

Charge my: ☐ Visa ☐ Mastercard ☐ Discover Card ☐ American Express

Account # ______________________________________________________________

Exp _____________________________ Code on back of card _____________

Name on Card __________________________________________________________

Signature ______________________________________________________________

Make check payable to MAHEC and send to:
MAHEC - Registration, 121 Hendersonville Rd., Asheville, NC 28803
Fax registration information to (828) 257-4768

As a jointly-provided program, all registration information will be shared by MAHEC with Mission Health.
Cultivating A Culture of Safety in Healthcare
A National Patient Safety Conference
October 12-14, 2016
Asheville, North Carolina
REGISTRATION NOW OPEN
Jointly provided by
Mission Health System Inc
509 Biltmore Ave
Asheville, NC 28801-4601