BATTLING BIAS
BREAKING DOWN BARRIERS
ANNUAL PATIENT SAFETY CONFERENCE

OCTOBER 11-13, 2017
AB Tech Community College Conference Center • Asheville, NC

REGISTRATION NOW OPEN

Jointly provided by

MAHEC
MISSION HEALTH
BATTLING BIAS
BREAKING DOWN BARRIERS
ANNUAL PATIENT SAFETY CONFERENCE

Wednesday, October 11, 2017
Mission Health Employees Only
Registration: 8-8:30 am – light breakfast provided, lunch and snacks provided
Program: 8:30 am – 3:30 pm

Thursday, October 12, 2017
Day 1 of National Conference
Registration: 8-8:30 am – light breakfast provided, lunch and snacks provided
Program: 8:30 am – 4:40 pm

Friday, October 13, 2017
Day 2 of National Conference
Registration: 8-8:30 am – light breakfast provided, lunch and snacks provided
Program: 8:30 am – 4:30 pm

LOCATION
AB Tech Conference Center • 16 Fernihurst Dr., Asheville, NC
Alternate address for GPS: 340 Victoria Road, Asheville, NC 28801

FEE
October 11, 2017:
Mission Health employees Only – FREE attendance
October 12-13, 2017:
$500 • $300 for Mission Health employees • $150 for students

REGISTRATION REQUIRED for ALL days planning to attend – see registration forms
Join us at our Third Annual National Patient Safety Conference. This dynamic program will provide clinicians and leaders with information, insight, tools, and training to battle bias and break down barriers. This conference is open to all healthcare professionals.

CONFERENCE OBJECTIVES
Upon completion of this conference, participants will be able to:
• Identify strategies for **combatting bias** in caring for patients with drug-abuse history or a behavioral health diagnosis.
• Plan actions for **addressing barriers** to resolving ethical dilemmas in the workplace.
• Create **enhanced awareness** of patient safety concerns and initiatives in your work team.
• Provide effective care for patients with drug dependence.
• Practice clear observation of and communication with patients.

AUDIENCE
Physicians, physician assistants, nurse practitioners, RNs, LPNs, quality and safety professionals, social workers, case managers, pharmacists, and healthcare leaders. This program is created for bedside caregivers and would be beneficial for any healthcare clinician, and is not limited to those listed above.
Dr. Anna Lembke

**Drug Dealer MD: The Prescription Drug Epidemic as a Symptom of a Faltering Healthcare System**

Dr. Lembke received her undergraduate degree in Humanities from Yale University and her medical degree from Stanford University School of Medicine. She completed a residency in Psychiatry, and a fellowship in mood disorders, both at Stanford, and is currently Chief of the Stanford Addiction Medicine Dual Diagnosis Clinic. She has published over 50 peer-reviewed articles, chapters, and commentaries, and is author of the book: *Drug Dealer, MD: How Doctors Were Duped, Patients Got Hooked, and Why It’s So Hard to Stop* (Johns Hopkins University Press, November 2016).

Conference attendees for October 12-13, 2017, will receive a complimentary copy of Dr. Lembke’s recent publication *Drug Dealer, MD*.

Amy Herman

**The Art of Perception: Rethinking How We See**

Amy Herman is a lawyer and art historian who uses works of art to systematically sharpen observation, analysis and communication skills. By showing people how to look closely at painting, sculpture and photography, she helps them hone their visual intelligence to recognize the most pertinent and useful information. She developed her Art of Perception seminar to improve medical students’ observation and communication skills with their patients. She presents the relevance of visual literacy and demonstrates how the analysis of works of art as an innovative way to refresh the sense of critical inquiry and reconsider the skills necessary for improved performance and effective leadership. The program has been featured in *The New York Times*, *The Wall Street Journal*, and *Smithsonian Magazine*, and on The CBS Evening News, among others. Herman holds an AB, a JD, and an MA in art history. Her book, *Visual Intelligence*, was published in May 2016.

Conference attendees will have the opportunity to purchase Amy Herman’s recent publication, *Visual Intelligence*, during our book-signing event on Friday, October 13, 2017.
## AGENDA

### WEDNESDAY, OCTOBER 11 (MISSION HEALTH ONLY)

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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</thead>
<tbody>
<tr>
<td>8:00-8:30</td>
<td>Registration, Breakfast and Welcome</td>
</tr>
<tr>
<td>8:30-8:45</td>
<td>Opening Remarks, Program Overview</td>
</tr>
<tr>
<td>8:45-9:45</td>
<td>Introduction to Innovation</td>
</tr>
<tr>
<td>9:45-10:15</td>
<td>Trauma Care Process Model</td>
</tr>
<tr>
<td>10:15-10:30</td>
<td>Break</td>
</tr>
<tr>
<td>10:30-11:00</td>
<td>Culture of Safety</td>
</tr>
<tr>
<td>11:00-12:00</td>
<td>Lunch</td>
</tr>
<tr>
<td>12:00-1:15</td>
<td>Patient Panel</td>
</tr>
<tr>
<td>1:15-2:15</td>
<td>Poster Rounds</td>
</tr>
<tr>
<td>2:15-3:15</td>
<td>Assault Team Report</td>
</tr>
<tr>
<td>3:15-3:30</td>
<td>Closing Remarks</td>
</tr>
</tbody>
</table>

### THURSDAY, OCTOBER 12 (OPEN REGISTRATION)

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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</thead>
<tbody>
<tr>
<td>8:00-8:30</td>
<td>Registration, Breakfast, and Welcome</td>
</tr>
<tr>
<td>8:30-9:00</td>
<td>Achieving Our Safety Promise: Zero Is a Good Number</td>
</tr>
<tr>
<td>9:00-9:30</td>
<td>Clinician Story</td>
</tr>
<tr>
<td>9:30-10:30</td>
<td>Understanding Psychiatric Diagnosis and Interventions</td>
</tr>
<tr>
<td>10:30-10:45</td>
<td>Break</td>
</tr>
<tr>
<td>10:45-12:00</td>
<td>Anna Lembke – Drug Dealer MD: The Prescription Drug Epidemic as a Symptom of a Faltering Healthcare System</td>
</tr>
<tr>
<td>12:00-1:00</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:00-1:30</td>
<td>Beginning to Treat Addiction: Overcoming Institutional Denial</td>
</tr>
<tr>
<td>1:30-4:30</td>
<td>Breakout Sessions: Trauma Informed Care / Ethics 101</td>
</tr>
<tr>
<td>4:30-4:40</td>
<td>Closing Remarks</td>
</tr>
</tbody>
</table>

*Posters will be available for viewing during all breaks and meal times*

### FRIDAY, OCTOBER 13 (OPEN REGISTRATION)

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-8:30</td>
<td>Registration, Breakfast, and Welcome</td>
</tr>
<tr>
<td>8:30-9:00</td>
<td>Clinician Story</td>
</tr>
<tr>
<td>9:00-9:45</td>
<td>Engaging Empathy to Combat Bias</td>
</tr>
<tr>
<td>9:45-10:15</td>
<td>Stroke Care Process Model</td>
</tr>
<tr>
<td>10:15-10:30</td>
<td>Break</td>
</tr>
<tr>
<td>10:30-12:00</td>
<td>Amy Herman – The Art of Perception: Rethinking How We See</td>
</tr>
<tr>
<td>12:00-1:15</td>
<td>Lunch &amp; Amy Herman – Visual Intelligence book purchase/signing available</td>
</tr>
<tr>
<td>1:15-4:15</td>
<td>Breakout Sessions: Principled Innovation / Peer Support Training</td>
</tr>
<tr>
<td>4:15-4:30</td>
<td>Closing Remarks</td>
</tr>
</tbody>
</table>

*Posters will be available for viewing during all breaks and meal times*
EDUCATION CREDITS

CME

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

Credit
MAHEC designates this live activity for a maximum of 19.25 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

A maximum of 5.75 credits for Day 1 (Mission Health employees only), a maximum of 7 credits for Day 2 (available to all general conference attendees), and a maximum of 6.5 credits for Day 3 (available to all general conference attendees).

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.

18.5 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 should claim only the credit commensurate with the extent of their participation in the activity. A maximum of 5.5 credits for Day 1 (Mission Health employees only), and a maximum of 13 credits are available for Day 2 and Day 3 (available to all general conference attendees).

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.

CEU
MAHEC designates this continuing education activity as meeting the criteria for 1.9 CEUs as established by the National Task Force on the Continuing Education Unit. Full session attendance is required to receive credit.

A maximum of .6 CEUs for Day 1 (Mission Health employees only), a maximum of .7 CEUs for Day 2 (available to all general conference attendees) and a maximum of .7 CEUs for Day 3 (available to all general conference attendees).

CERTIFIED PROFESSIONALS IN PATIENT SAFETY (CPPS)
This activity meets the criteria of the Certification Board of Professionals in Patient Safety for up to 19.25 CPPS CE hours. Individual Day Credits are: Day 1: 5.75 hours, Day 2: 7 hours, Day 3: 6.5 hours.

Course Director – Chris DeRienzo MD, MPP
REGISTRATION

Early Registration Deadline: September 1, 2017

Registration fee for Mission Health Day: FREE to Mission Health employees; closed to other registrants unless selected as poster presenter.

Registration fee for Two-Day National Conference: $500 / $300 for Mission Health Employees / $150 for students. Half-off rates for poster presenters – non-Mission Health employees accepted to present poster will receive half-off rate of $250, plus attendance to “Mission only” day on Wednesday, October 11, 2017 (registration forms for both days required).

Late registration fee of $15 will be added after September 1, 2017. Late registration may result in participant not receiving all conference materials. Registration fees include administrative costs, educational materials, light breakfast, lunch and snacks. Mission Health employees attending the full 3-day event will submit two registration forms.

Cancellations received at least two weeks in advance of the program 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, email, or mail). 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.

Register now at mahec.net/patientsafety
CALL FOR ABSTRACTS NOW OPEN!

Deadline for submission August 1, 2017

Space is limited – submit early to ensure space availability!

Call for Abstract Criteria:

• Abstracts submitted must meet the following criteria for consideration:
  • Length of abstract should not exceed 300 words
  • Each registrant can submit only one abstract for evaluation
  • Data and content should be recent (within the last 12 months)
  • Abstracts and posters presented at this conference previously will not be accepted
  • Posters must fall under one of the following Topics / Tracks for submission: Patient Safety, Evidence-Based Practice, Innovation, Improved Patient Outcomes, Research, Process Improvement, or Patient Experience

Abstracts submitted should follow the following format and include headings:

• Purpose
• Background / Significance
• Strategy / Implementation / Methods
• Evaluation / Outcomes / Results
• Conclusions / Implications for Practice

Abstracts submitted must include: Title of Project, Name(s) of person(s) submitting abstract, Organization, City and State.

Email submissions to MissionHealthSafetyProgram@msj.org

Individuals will be notified by August 15, 2017 of acceptance. Submissions will undergo team review and will be accepted on a “first come first serve” basis provided the abstract meets defined criteria (above).

Authors of abstracts accepted for presentation at the conference are required to:

• Respond with their intent by the designated date in the invitation. Non-Mission Health Employees should register for the FULL conference. Mission Health employees may register for Day 1 only, but are invited to register and attend the full conference at the discounted rate.
  Failure to respond or register will cancel the presentation from the conference program.

• Assume costs associated with registration, travel and accommodations for the conference.
LODGING

Book early to take advantage of discounted rate! Blocked rooms will fill quickly! Special rate ends September 15, 2017. All rooms booked after this date will not be discounted.

Doubletree by Hilton Asheville – Biltmore
115 Hendersonville Rd, Asheville, NC 28803
Phone: (828) 274-1800
Rate: $125 Standard (excludes Friday and Saturday nights)

Hampton Inn and Suites Biltmore Village
(Opening June 2017)
117 Hendersonville Rd, Asheville, NC 28803
Phone: (828) 277-1800
Rate: $125 Standard (excludes Friday and Saturday nights)

*Mention Mission Health Patient Safety Conference when making reservations to receive the special rate.*

PLANNING COMMITTEE
- Melanie Norman, MBA, BSN, RN, CPPS
- Dana Raines, MSN, RN, CPPS
- Lori Murrey, MA, BSN, RN, CPPS
- Pam Brownfield, MBA, RN, CPHQ, CPPS
- Tory Schmitz, MSN, RN, CPPS
- Melody Hays, MA, BA
- Elaine Alexander, MSN, RNC-OB / Nurse Planner

REGISTRATION INFORMATION
(828) 257-4475
Fax Registration:
(828) 257-4768
Online Registration:
mahec.net/patientsafety

SPECIAL SERVICES
(828) 257-4485

MAIL
MAHEC Registration
121 Hendersonville Rd
Asheville, NC 28803

HAVE A QUESTION?
CE Planner:
Melody Hays, MA
melody.hays@mahec.net
(828) 257-4762
Battling Bias. Breaking Down Barriers.  
October 12-13, 2017 – National Conference

*This registration form is for the 2-day event with associated fees – Mission Health employees see next page for Day 1 registration form

☐ Updated contact info

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 ___________________

Email Address _____________________________________________________

Brochures mailed to ☐ home    ☐ email

☐ Please remove my name from the MAHEC mailing list.

Dietary Preferences
☐ Vegetarian    ☐ Gluten-free

Registration
☐ $500 per person early registration
☐ $515 per person after September 1, 2017
☐ $250 per person poster presenter - non-Mission employee (abstract acceptance required prior to registration)
☐ $300 per person Mission Health employee
☐ $315 per person Mission Health employee after September 1, 2017
☐ $150 per person poster presenter (must be verified by Mission planning committee, abstract acceptance required prior to registration)
☐ $150 per person Student Rate - with ID - applies to students seeking healthcare affiliated degrees - not applicable for returning students seeking advanced degrees
☐ FREE Enrollment - Speaker/Planning Committee (must be verified by Mission planning committee)

☐ 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 
or fax registration information to (828) 257-4768

A jointly provided program, all registration information will be shared by MAHEC with Mission Health.
Battling Bias. Breaking Down Barriers.
October 11, 2017 - Mission Health employees only

*This registration form is for the 1-day event for Mission Health employees - see previous page for Day 2-3 registration form

☐ Updated contact info

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 ___________________

Email Address _____________________________________________________

Brochures mailed to ☐ home ☐ email

☐ Please remove my name from the MAHEC mailing list.

Dietary Preferences
☐ Vegetarian ☐ Gluten-free

Mission Health employees: There is no fee for Wednesday, October 11, 2017 (open for Mission Health employees only). Registration is required for both events (2 forms) if planning to attend the full three days.

Please check one:
☐ Mission Health employee
☐ Non-Mission Health employee presenting poster, and attending Mission Day complimentary


A jointly provided program, all registration information will be shared by MAHEC with Mission Health.
REGISTRATION NOW OPEN

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BREAKING DOWN BARRIERS
ANNUAL PATIENT SAFETY CONFERENCE

OCTOBER 11-13, 2017
AB Tech Community College Conference Center · Asheville, NC

MISSION NOW OPEN

Jointly provided by

Mission Health System Inc
509 Biltmore Ave
Asheville, NC 28801-4601