

# Cultivating A Culture of Safety in Healthcare

A National Patient Safety Conference

April 13-15, 2016



Registration  
Now Open

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# Cultivating A Culture of Safety in Healthcare A National Patient Safety Conference

<b>Dates &amp; Times:</b>	Wednesday, April 13, 2016
	Registration: 8:00 AM–8:30 AM <i>light breakfast provided</i>
	Program: 8:30 AM–5:15 PM
	Thursday, April 14, 2016
	Registration: 8:00 AM–8:30 AM <i>light breakfast provided</i>
	Program: 8:30 AM–4:40 PM
	Friday, April 15, 2016
	Registration: 8:00 AM–8:30 AM <i>light breakfast provided</i>
	Program: 8:30 AM–12:00 PM
<b>Place:</b>	MAHEC Mary C. Nesbitt Biltmore Campus 121 Hendersonville Rd., Asheville NC
<b>Fee:</b>	\$500.00 \$250 for Mission Health employees

Join us in our first 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. Spring 2016 features keynote speakers:

**Tiffany Christensen | *Partnering with Patients: A Bed's Eye View***  
Performance Improvement Specialist, NC Quality Center

**Albert W. Wu, MD, MPH | *Second Victim Phenomenon***  
Professor and Director, Center for Health Services and Outcomes Research,  
Johns Hopkins Bloomberg School of Public Health

## OBJECTIVES

Upon completion of this conference, participants will be able to:

- Define essential components of a culture of safety with the ability to apply to your daily practice
- Analyze the patient safety event review and action plan process at a regional hospital to implement within your own system of healthcare
- 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 system of healthcare

## AUDIENCE

Physicians, physician assistants, nurse practitioners, RNs, LPNs, respiratory care providers, PTs/PTAs, OTs/OTAs, quality and safety, surgical techs and healthcare leaders

## KEYNOTE SPEAKERS

**Tiffany Christensen** approaches her work from the perspective of a life-long patient CF patient having received 2 double lung transplants and a professional patient advocate. Tiffany is a TeamSTEPS Master Trainer, a Respecting Choices Advance Care Planning Instructor, an APPEAL certificate recipient, and the creator of her own Train the Trainer workshop series entitled “Finding Your Voice in the Healthcare Maze.”



Christensen is a nationally recognized public speaker and the author of three books exploring advocacy, end of life planning and partnership strategies in healthcare. She is a board member of The Beryl Institute for improving the patient experience and is faculty for the Patient Safety Officer Training at the Institute for Healthcare Improvement. Christensen served 3 years as the Oncology Patient Advocate at Duke Hospital. During this time, she also worked as the Program Coordinator for Duke Medicine’s Patient Advisory Council Expansion Program in which she was responsible for design and implementation of a standardized PFAC model and training. Christensen succeeded in implementing this model in many clinical specialty areas, the Emergency Department, Hospice and two community hospitals.

Currently, Tiffany is the Performance Improvement Specialist at the NC Quality Center working on operationalizing PFE across North Carolina. Christensen is running a North Carolina PFAC and Speakers’ Bureau while also creating customized plans for North Carolina Hospitals working at taking their PFE efforts--bedside and PFAC Table--to the next level.

**Albert W. Wu, MD, MPH** received his degree from Cornell University in 1984, his MPH at the University of California and is currently a practicing general internist. His research and teaching focus on patient outcomes and quality of care. He was among the first to measure quality of life outcomes in people with HIV. He was one of the founders of the Outcomes Committee of the AIDS Clinical Trials Group of the NIH



ACTG. He developed the MOS-HIV Health Survey, a leading measure of health related quality of life for people with HIV that is used widely in international trials and research studies. He has studied the handling of medical errors since 1998, and has published influential papers including “Do house officers learn from their mistakes” (JAMA 1991), “Medical error: the second victim” (BMJ, 2000). He was a member of the Institute of Medicine committee on Preventing Medication Errors, and Senior Adviser to the World Health Organization Patient Safety program in Geneva from 2007-2009. He was director of the AHRQ-funded Hopkins DEcide center for comparative effectiveness research from 2005-2013. He is co-developer of PatientViewpoint, a web portal to link patient reported outcomes to the Electronic Health Record.

## AGENDA

### Wednesday, April 13, 2016

- 8:00–8:30 Registration with light breakfast / Welcome
- 8:30–8:45 Patient Story
- 8:45–9:50 KEYNOTE ADDRESS  
**Tiffany Christensen**  
**Partnering with Patients: A Bed's Eye View**
- 9:50–10:00 Break
- 10:00–11:00 Building a Patient Safety Program
- 11:00–12:00 ED Improvement Work
- 12:00–12:55 Lunch (*provided*)
- 12:55–2:55 Is Partnership Possible?
- 2:55–3:05 Break
- 3:05–5:05 Just Culture
- 5:05–5:15 Q&A and Wrap-up
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### Thursday, April 14, 2016

- 8:00–8:30 Registration with light breakfast / Welcome
- 8:30–8:45 Patient Story
- 8:45–9:50 KEYNOTE ADDRESS  
**Albert W. Wu, MD, MPH**  
**Second Victim Phenomenon**
- 9:50–10:00 Break
- 10:00–11:00 RN Stories
- 11:00–12:00 BERT
- 12:00–1:00 Lunch (*provided*)
- 1:00–4:30 Breakout:  
A. Care for the Caregiver  
B. Disclosure to Patients
- 4:30–4:40 Q&A and Wrap-up (*in breakout room*)
- 

### Friday, April 15, 2016

- 8:00–8:30 Registration with light breakfast / Welcome
- 8:30–8:45 Patient Story
- 8:50–11:50 Breakout:  
C. Root Cause Analysis Training  
D. Mistake Proofing and Human Factors
- 11:50–12:00 Q&A and Wrap-up (*in breakout room*)

## 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. Mountain Area Health Education Center (MAHEC) is accredited by the ACCME to provide continuing medical education to physicians.

#### Credit

MAHEC designates this live activity for a maximum of 17.75 AMA PRA Category 1 Credit(s)<sup>™</sup>. 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.

### 17.75 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 entire activity or activities to receive credit. No partial credit is given for this activity.

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 17.75 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. You must attend the entire workshop to receive CEUs.

## MEDICAL COURSE DIRECTOR

Chris DeRienzo, MD, MPP

## REGISTRATION

### Early Registration Deadline: April 6, 2016

Early registration fee is \$500.00 / \$250.00 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 + \$15.00.

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% 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 pre-approved 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

A block of rooms has been reserved for conference attendees at The DoubleTree by Hilton Asheville-Biltmore, conveniently located adjacent to the MAHEC campus conference site and historic Biltmore Village.

This conference rate applies to the evenings of April 12-15, 2016 and is \$125 for a standard room. Ask for the "Mission Patient Safety" rate when making your reservations.

Please make your reservations by March 20, 2016 to be eligible for the conference rate.

**The DoubleTree by Hilton Asheville-Biltmore.....(828) 274-1800**

## PLANNING COMMITTEE

Melanie Norman, MBA, BSN, RN

Melody Hays, MA, BA

Tory Schmitz, MSN, RN

Elizabeth Corbin, MSN, RNC

Pam Brownfield, MBA, RN, CPHQ

Lori Murrey, RN, BSN, CCM

Dana Raines, MSN, BS, AS

Elaine Alexander, MSN, RNC-OB | Nurse Planner

Have a question?

Special Services: 257-4485



Program Director:

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

Mail:

MAHEC Registration  
121 Hendersonville Rd.,  
Asheville, NC 28803

**National Patient Safety: Cultivating A Culture of Safety in Healthcare**

**Wednesday - Friday, April 13-15, 2016**

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 \_\_\_\_\_

E-mail Address \_\_\_\_\_

Brochures mailed to  home  email

Please remove my name from the MAHEC mailing list.

#16ID008/

Vegetarian meal  Gluten-free

\$500 per person early registration

\$515 if received after April 6, 2016

\$250 per person Mission Health employee

\$265 per person Mission Health employee if received after April 6, 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

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Regional Education  
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[www.mahec.net](http://www.mahec.net)

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