



Title:	
2017 MHA Patient Safety and Quality Symposium	
Purpose:	
The commitment to patient safety is a priority for all healthcare providers. As the method of how healthcare is delivered continues to change, it is crucial that healthcare leaders come together to understand how hospitals and other healthcare organizations can continue to provide the best quality care at lower costs.	
Learning Outcome:	
The learner should have knowledge of how hospital leaders use concepts of high reliability to make patient care better and how the learner can improve quality and safety in their own work environment using strategies to build a safe culture.	
Session Objectives:	
Session #: PC1 Session Title: Preventing and De-escalating Violence Presenter(s): Ann Scott Blouin Available CE: CNE, CME I Objective 1: Discuss how to work toward prevention of workplace violence Objective 2: Identify techniques toward de-escalation of workplace violence	Session #: PC2 Session Title: Healthcare Failure Mode Effects Analysis (HFMEA) Presenter(s): Joe DeRosier Available CE: CNE, CME I Objective 1: Describe the purpose of HFMEA Objective 2: Discuss the steps needed for a successful proactive risk assessment using HFMEA Objective 3: Discuss how to choose an appropriate topic for analysis
Session #: PC3 Session Title: Patient Family Engagement Presenter(s): Kelly Parent Available CE: None	Session #: Welcome Session Title: Welcome & Patient Story Presenter(s): Dr. Michelle Schreiber, Elizabeth Rubenstein Available CE: CME I
Session #: Update Session Title: Michigan Healthcare Environment Presenter(s): Brian Peters Available CE: CME I	Session #: KN Session Title: Understanding Psychological Safety Presenter(s): Ann Scott Blouin Available CE: CNE, CME I Objective 1: Describe elements of psychological safety
Session #: GS1 Session Title: Bringing Joy Back to Work: A Flcus on Culture and Humanism Presenter(s): Dr. Karen Frush Available CE: CNE, CME I Objective 1: Discuss the links between patient and family centered care and safe, reliable care Objective 2: Discuss the importance of patient partnership as it relates to burnout of healthcare professionals	Session #: GS2 Session Title: A Commitment to No Harm: Memorial Hermann Health System’s High-reliability Journey Presenter(s): Dr. Michael Shabot Available CE: CNE, CME I Objective 1: Discuss the impact that sources of injury and error have in health care today Objective 2: Describe how high reliability industries mitigate risk and harm Objective 3: Discuss how high reliability practices can be incorporated into clinical practice to ensure patient safety and quality



<p>Session #: GS3 Session Title: Using Data to Improve Your Employee Safety Presenter(s): Eric Bacigal Available CE: CNE, CME I Objective 1: Describe the increasing need for violence prevention programs Objective 2: Identify three metrics to measure common workplace violence Objective 3: List examples of training that will help prevent/negate workplace violence</p>	<p>Session #: BS4 Session Title: Safety Checking Technology's Role in High Reliability Presenter(s): Dr. Allan Frankel Available CE: CNE, CME I Objective 1: Identify the essential components that comprise "culture" in the healthcare environment Objective 2: Describe ways that technology can promote or undermine a desired learning culture</p>
<p>Session #: GS5 Session Title: Console, Coach or Punish: How Reactions to Behavioral Choices Influence Culture Presenter(s): David Marx Available CE: CNE, CME I Objective 1: Describe how to build highly reliable clinical systems Objective 2: Describe the meaning of Just Culture Objective 3: Identify the model of a Just Culture</p>	

<p>Disclosures:</p>
<p>CRITERIA FOR COMPLETION Criteria for obtaining continuing education hours is: Check in at the event, attend at least 80% of the sessions, complete the online Evaluation Survey, and complete the post-event continuing education electronic request. Virtual Attendees: Each person seeking continuing education must be registered, even if watching in a group setting. Please Note: NO late forms will be accepted.</p>
<p>The Planning Committee members declare no relevant financial conflict of interest or financial interests in any product or service mentioned in this program, including grants, research support, consultant, stock holdings or other financial and material support.</p>
<p>The presenters, have declared no conflict of interest or financial interest in this program. All presenters have signed an attestation that they will present fairly and without bias.</p>
<p><u>Nursing Contact Hours Designation</u> A total of 7.75 Nursing contact hours have been awarded for this activity by the Michigan Public Health Institute – Continuing Education Solutions (MPHI-CES). <i>Michigan Public Health Institute is an approved provider of continuing nursing education by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91) (OH-320, 6/1/2019)</i></p>
<p><u>Continuing Medical Education I</u> The <i>CMEsolutions</i> designates this live activity for a maximum of 8.25 <i>AMA PRA Category 1 Credits.™</i> Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>
<p>All participants have been provided with a copy of the event purpose statement, event objectives, session descriptions, session objectives, and disclosure statements prior to the start of this event.</p>