

17<sup>TH</sup> ANNUAL NORTHWEST PATIENT SAFETY CONFERENCE

“RAISING THE BAR ON COMPASSION FOR PATIENTS & PROVIDERS”



ROOM KEY	
	Ballroom
A	Cascade 11
B	Cascade 12
C	Cascade 13
F	Foyer

MORNING			
7:00	F	<b>Registration Opens</b>   Registration, Breakfast Buffet & Poster Viewing	
7:45		<b>Welcome</b>   Steve Levy, WPSC Executive Director & Jackie Valentine (Seattle Children's), WPSC Steering Committee Chair	
8:00 - 9:30		<b>Morning Keynote</b>   Bryan Sexton, MD (Duke Patient Safety Center)   <b>Burnout Solutions, Interventions &amp; the Predictive Power of Feeling Supported When Things Go Wrong</b> Kick the day off by learning about the prevalence of burnout and the institutional and individual interventions that help to reduce it, offering improved outcomes for both patients and providers.	
9:30 -10:00	F	<b>Break for poster viewing, vendor engagement, and networking</b>	

MORNING CONCURRENT SESSIONS			
	A	B	C
10:00 - 11:00	<b>RESTORATION</b> <b>Restorative Support for Families After Unexpected Death or Disability</b>  Learn innovative interventions to support patients and families experiencing complicated grief and desire for answers with traumatic outcomes, even when the standard of care has been met.  <b>Ted Rynearson, MD</b> (Virginia Mason)	<b>RIGHTS</b> <b>Your Rights as a Patient in Washington</b>  Learn what jurisdiction the WMC has to investigate complaints, your general rights as a patient (office visits, informed consent, etc.) and your rights in regards to pain management and opioid prescribing under the new opioid prescribing and monitoring rules.  <b>Claire Trescott, MD (WMC, Congressional District 6)</b> & <b>Jimi Bush, MPA (WMC)</b>	<b>RESOLUTION</b> <b>Early Resolution &amp; Partnership Between Organizations and Insurers</b>  Learn strategies for partnering with professional liability insurers when offering early resolution, and how to engage multiple insurers.  <b>Richard Bryan, MSN, RN, CPHRM</b> (MedPro)
	<b>COMMUNICATION</b> <b>Empathic Communication in Complex Situations</b>  Learn the skills needed to communicate respectfully and empathetically with patients and families in challenging, emotionally driven conversations, demonstrate sensitivity to patients' cultural and ethnic diversity, listen attentively, answer questions honestly, elicit concerns and calm fears.  <b>Paul D'Aquila, RN, JD, CPHRM</b> (BETA Healthcare Group)	<b>COLLABORATION</b> <b>BEFORE A VISIT: Becoming an Engaged Patient</b>  Learn tips designed to empower patients to confidently self-advocate and participate in their own care and to offer providers this exploration from a patient perspective to help enlighten them as they develop care relationships with their patients.  <b>Linda Radach</b> (WA Advocates for Patient Safety) <b>AFTER AN ADVERSE EVENT: Rebuilding Trust Between the Organization and Patient/Family</b>  Learn the importance of acknowledging a patient's/family's true feelings, including anger and mistrust, and how an effective CRP process can lay the groundwork to rebuilding trust after an adverse event.  <b>Naomi Kirtner &amp; Jeff Goldenberg</b> (Talia's Voice: Projects for Patient Safety)	<b>CAUTION</b> <b>Stopping the Line to Prevent Patient Harm</b>  Learn to identify strategies that can increase the culture of safety, barriers to implementing effective action plans resulting from an RCA, strategies to overcoming these barriers, and an approach to decreasing serious safety events that is effective in various settings.  <b>Sarah McComb, BSN, RN, CPPS &amp; Natalie Johnston (PeaceHealth)</b>

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AFTERNOON		
12:15 - 12:45	F	<b>Break for poster viewing, vendor engagement, and networking</b>
12:45 - 1:45		<b>Plated Lunch &amp; “Comagine Health Spotlight on Innovative Improvements” Awards (1:15)</b>

AFTERNOON SESSIONS	
1:45 - 2:45	<b>THE COMPASSIONATE WORKPLACE</b>  <b>Afternoon Plenary   Interactive Talk and Q&amp;A: Towards a More Compassionate Workplace</b>  Learn about the components of a compassionate collaborative care toolbox, building a framework for compassion at three levels: individual, team, and organizational leadership, and the benefits and evidence behind practices like Schwartz Rounds for promoting a compassionate workplace.  <b>Michael Goldberg, MD</b> (Schwartz Center for Compassionate Healthcare)
2:45 - 3:30	<b>THE COMPASSIONATE DIAGNOSIS</b>  <b>Closer   Mark Graber, MD (Society to Improve Diagnosis in Medicine)</b>  <b>Addressing Diagnostic Error: It's a Team Sport</b>  Learn about the epidemiology of diagnostic error from the founder of SIDM and how making team-based improvements can help.
3:30 - 4:15	<b>Closer   Sue Sheridan, MIM, MBA, DHL (Society to Improve Diagnosis in Medicine)</b>  <b>Addressing Diagnostic Error: Patients are the Answer!</b>  Hear Sue Sheridan's powerful story and perspective on empowering patients in their diagnosis, care, and outcomes, and how they can go a step beyond that by becoming engaged in changing healthcare ecosystems with their valuable perspective.

CLOSING	
4:15	<b>Best Poster Award, Closing Comments &amp; Raffle Drawing</b>