



Performance, Measurement and Improvement

A Five-Part Audio Series

Part 1: Everything but the Kitchen Sink: Next Steps for a Rapid Response Team
Wednesday, March 18, 2009

Part 2: Implementation of Electronic Medication Administration and Positive Patient Identification Protects Patients and Nurses
Wednesday, April 15, 2009

Part 3: Creating a Positive and Memorable Patient/Family Experience
Wednesday, May 20, 2009

Part 4: RX – Risk Management for the Office Practice
Wednesday, July 15, 2009

Part 5: Improving Hand Hygiene Compliance in a Healthcare Setting
Wednesday, August 19, 2009

All sessions are from 11:00 a.m. – 12:00 noon (CST)

Register for ALL sessions and save!

Overview

This series is designed to help hospitals improve in key aspects of patient safety and satisfaction, creating safer, more efficient and enjoyable work environments.

Target Audience

This webinar series will benefit those working in human resources, infection control, medical affairs, nursing, marketing and planning, business development, pharmacy and risk management.

Program Topics

Everything but the Kitchen Sink: Next Steps for a Rapid Response Team (March 18, 2009)

This program delves into advancing the function of the rapid response team. The team grows beyond the expectations of the beginning phases, expanding into new roles that help identify and guide the care of patients in need of critical interventions.

Speakers: Suzanne Rotzell, RN, quality management auditor and Lisa Galloway, RN, associate nurse manager at Miami Valley Hospital, Dayton, Ohio.

Implementation of Electronic Medication Administration and Positive Patient Identification Protects Patients and Nurses (April 15, 2009)

Medication errors are widely acknowledged as a major threat to patient safety. These errors occur in all phases of the medication process. National Patient Safety Goals include points for safe medication administration. The purpose of this study was to determine if electronic medication administration improved medication safety.

Speaker: Mimi Gozdan, MSN, CNS, CAN, knowledge expert clinical information at Aultman Hospital, Canton Ohio.

Creating a Positive and Memorable Patient/Family Experience (May 20, 2009)

This program will outline an innovative approach to increase the level of patient/family satisfaction with their healthcare experience. The core concepts of this session will focus on developing mutually collaborative partnerships with patients/families, providing information and support to the family, ensuring the family experience meets expectations and providing support to the clinical staff.

Speaker: Cindy Marvin, RN, referral center program director at Aultman Hospital, Canton, Ohio.

RX - Risk Management for the Office Practice (July 15, 2009)

As more and more physician office practices are acquired by healthcare facilities, hospitals need to ensure that risks are managed in these practices. This program will focus on key areas to address in the office practice setting from a risk, liability and patient safety perspective.

Speakers: Judy Klein and Sally Buchanan, risk managers at OHA Insurance Solutions, Inc.

Improving Hand Hygiene Compliance in a Healthcare Setting (August 19, 2009)

According to the Centers for Disease Control and Prevention, the number one way infections are spread from one patient to another is on the hands of healthcare workers. Developing a Hand Hygiene Program is a Joint Commission National Patient Safety Goal. This session describes various methods used to improve hand hygiene compliance rates.

Speakers: Wendy Gotschall RN, vice president at Aultman Hospital, Canton, Ohio.

Continuing Education

Certificates of Attendance will be issued to all registrants attending this audio conference. These certificates should be placed on file at your hospital as evidence of attendance. Certificates of Attendance will not be awarded for taped sessions.

Registration

\$170 per session for AHA members

\$820 for all sessions for AHA members: a savings of \$30

(You must register for all sessions at the same time to take advantage of savings)

The registration fee includes **one connection and site fee**. One or more individuals from the same facility may participate for the same fee. Participants are encouraged to log in 15 minutes prior to the start of the program, as the program will begin on time.

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials. It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event. If your e-mail address changes, you do not receive an e-mail with instructions from AHA or if you are unable to download or open presentation materials, please contact AHA two days prior to the event to allow time to address the issue.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received confirmation via the e-mail provided on the registration form at least three business days prior to the event, please contact Donna Boroughs at 501-224-7878, or via e-mail to dboroughs@arkhospitals.org. **Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.**

Substitution, Transfer and Cancellation Policy

Refunds, minus a \$25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted. Fax refund requests to Donna Boroughs at 501-224-0519.

(Registration Form on Next Page)

REGISTRATION FORM

Performance, Measurement and Improvement

A Five-Part Audio Series

Audioconferences

A \$30 Savings!

- Complete Five-Part Series – per connection (series discount)

Individual Sessions – Per Connection:

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Registration fee covers one or multiple participants at one location (**one connection per registration**) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

Name and Title of Contact Person _____

Organization _____

Mailing Address _____

City, State, Zip _____

Telephone _____ Fax _____ E-mail _____

Method of Payment

Check in the amount of \$_____ payable to the Arkansas Hospital Association is enclosed.

Credit Card # _____ Visa MasterCard

Cardholder's Billing Address (including zip code) _____

Expiration Date _____ Name on card _____

Signature _____

Mail form and payment to

Donna Boroughs, Registrar, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205; 501-224-7878; or fax form with credit card information to 501-224-0519.

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