

THE PENNSYLVANIA STATE UNIVERSITY
PENN STATE MILTON S. HERSHEY MEDICAL CENTER
DEPARTMENT OF CONTINUING EDUCATION G220
P.O. BOX 851
HERSHEY, PA 17033-0851

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Enhancing Patient Safety, Quality and Efficiency of Care Through Improved Communication

Thursday, November 1, 2012

University Conference Center
on the campus of
Penn State Milton S. Hershey Medical Center
500 University Drive
Hershey, Pennsylvania 17033

PENNSSTATE HERSEY
 College of Medicine

Purpose

The course is designed to provide participants with a better understanding of the science of team work and how it can improve patient safety, quality, and efficiency of care. In addition, registrants will learn communication methodologies and tools which can be applied to daily patient care experiences.

Audience

The intended audience includes the broad spectrum of individuals who participate in the care of patients treated at the Penn State Hershey Medical Center for bone and joint disease.

Objectives

- Discuss the science of teamwork and how it can enhance patient safety
- Explore communication tools that can be utilized to improve patient safety, quality, and efficiency of care, focusing on TeamSTEPPS
- Identify how to apply these tools to patient care

Credit

Penn State College of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Penn State College of Medicine designates this live activity for a maximum of 6.0 *AMA PRA Category 1 Credit(s)*TM. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

It is our policy to ensure balance, independence, objectivity, and scientific rigor in all of our sponsored educational programs. Faculty and course directors have disclosed relevant financial relationships with commercial companies, and Penn State has a process in place to resolve any conflict of interest. Complete faculty disclosure will be provided to program participants at the beginning of the activity.

Fee

There is no fee for this program; however, registration is required by October 24, 2012.

Registration

Register by phone, by fax, or by mail. Registrations will be confirmed by email. If you do not receive a confirmation within two weeks, phone 717-531-6483 to confirm. Walk-ins and late registrations will be accepted if space is available. Substitutes are accepted at any time.

The University may cancel or postpone any course or activity because of insufficient enrollment or other unforeseen circumstances. If a program is canceled or postponed, the University will refund registration fees but cannot be held responsible for any related costs, charges, or expenses, including cancellation/change charges assessed by airlines or travel agencies. Preregistered participants will be notified if a program is filled or canceled.

Access

Penn State encourages persons with disabilities to participate in its programs and activities. If you anticipate needing any type of special accommodation or have questions about the physical access provided, please contact Continuing Education at least one week in advance of your participation or visit.

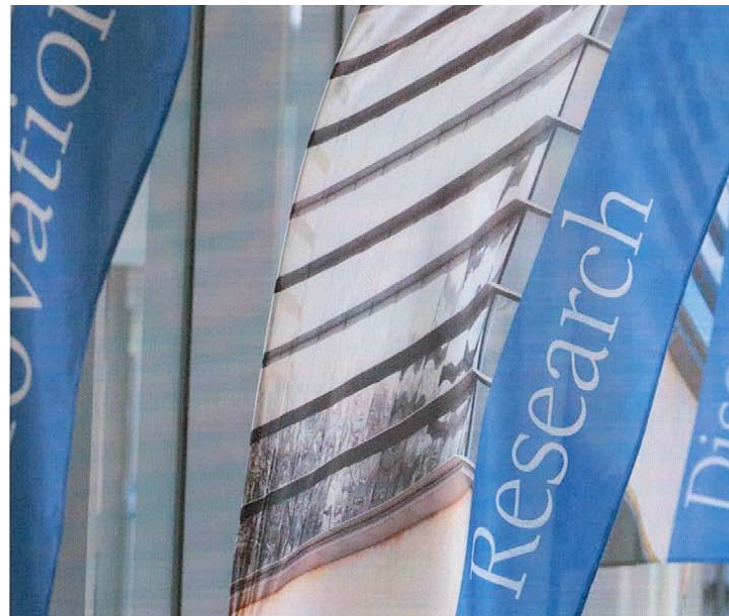


This publication is available in alternative media on request.

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Program

- 7:30 a.m. Final Registration
- 8:00 Introduction and Welcome
Kevin Black, MD
C. McCollister Evarts Chair and Professor of Orthopaedics and Rehabilitation
Penn State Milton S. Hershey Medical Center
Penn State College of Medicine
Hershey, Pennsylvania
- 8:15 **The Science of Teamwork and Why it Matters in Health Care**
Eduardo Salas, PhD
Pegasus and Trustee Chair Professor
Department of Psychology
Institute for Simulation and Training
University of Central Florida
Orlando, Florida
- 9:15 **Team STEPPS: An Overview and Self Reflection**
Franchesca Charney, RN, MSHA, CPSO, CPHRM, CPHQ, FASHRM
Director
Pennsylvania Patient Safety Authority
Harrisburg, Pennsylvania
- 9:45 Break
- 10:00 **Leadership**
Dwight Burney III, MD
Chair, Communication Skills Mentoring Program Project Team
American Academy of Orthopaedic Surgeons
Albuquerque, New Mexico
- 10:30 **Communication**
Dwight Burney, III, MD
- 11:00 **Situation Monitoring**
Franchesca Charney, RN, MSHA, CPSO, CPHRM, CPHQ, FASHRM
- 11:30 **Mutual Support**
Megan Shetterly, RN, MS
Senior Patient Safety Liaison, Education
Pennsylvania Patient Safety Authority
Harrisburg, Pennsylvania
- 12:00 noon Lunch
- 12:45 p.m. Introduction to the Afternoon Workshop
The Hershey Experience
April Armstrong, MD
Associate Professor of Orthopaedics and Rehabilitation
Penn State Milton S. Hershey Medical Center
Penn State College of Medicine
Hershey, Pennsylvania
- 1:00 **Roundtable Discussions**
April Armstrong, MD
Kevin Black, MD
Franchesca Charney, RN, MSHA, CPSO, CPHRM, CPHQ, FASHRM
Maria Hamilton, BSIE, MBA
Director
Quality Academy/Quality Programs
Penn State Milton S. Hershey Medical Center
Hershey, Pennsylvania
Eduardo Salas, PhD
Megan Shetterly, RN, MS
- 2:30 **Summary of the Day**
Dwight Burney III, MD
Franchesca Charney, RN, MSHA, CPSO, CPHRM, CPHQ, FASHRM
- 3:00 **Commitment to Change**
April Armstrong, MD
- 3:15 Program Evaluation and Adjournment



This program sponsored by

PENNSSTATE HERSHEY



Penn State Hershey Quality Academy

For More Information or to Register

- Call: 717-531-6483
- Email: ContinuingEd@hmc.psu.edu
- Fax to: 717-531-5604

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Name (first name, M.I., last name) _____ Degree/Credentials _____

Email Address (Print legibly. We use this for confirmation, registration status, and program materials.) _____

Home Address _____ male female

City _____ State _____ Zip Code _____

Daytime Phone _____ Evening Phone _____ Fax Number _____

Hospital or Organization _____ Specialty/Position _____

Address (HMC/COM employees—provide dept. name/mail code) _____

City _____ State _____ Zip Code _____

Special Needs (dietary, access, etc.) _____

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