



# Performance, Measurement and Improvement

## A Five-Part Webinar Series

**Part One:** Wednesday, March 18, 2009

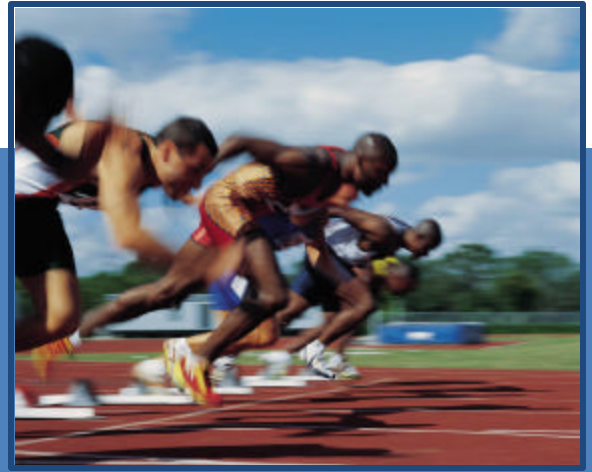
**Part Two:** Wednesday, April 15, 2009

**Part Three:** Wednesday, May 20, 2009

**Part Four:** Wednesday, July 15, 2009

**Part Five:** Wednesday, August 19, 2009

**All sessions:** 11:00a.m. – 12 p.m. (CST)



### PROGRAM 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.

#### **March 18 - Everything but the Kitchen Sink: Next Steps for a Rapid Response Team**

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.

#### **April 15 - Implementation of Electronic Medication Administration and Positive Patient Identification Protects Patients and Nurses**

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.

#### **May 20 - Creating a Positive and Memorable Patient/Family Experience**

This program will outline an innovative approach to increase the level of patient/family satisfaction with their health care 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.

#### **July 15 - RX - Risk Management for the Office Practice**

As more and more physician office practices are acquired by health care 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.

## **August 19 - Improving Hand Hygiene Compliance in a Health care Setting**

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 health care 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.

### **TARGET AUDIENCE**

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

### **TIME**

Log-in begins at 10:45 a.m. Central Standard Time. The sessions will be from 11:00 a.m. – 12:00 p.m. Central Standard Time.

### **REGISTRATION**

Registration fee \$200 per session/connection for **THA members**

*Prices are per connection (phone line/internet) occupied. Additional connections will be billed accordingly.*

**Sites are encouraged to have multiple staff members participate from one phone line/Internet connection (i.e. speakerphone/computer and LCD projector).**

**Within a few days prior to each program, participation instructions and handout materials will be sent to the e-mail address provided on the registration form.**

### **CANCELLATIONS**

A refund of registration fees will be made to those registrants notifying THA of cancellation five working days prior to the program date. A \$50 processing fee will be assessed against each refund. No refunds will be made after that date.

### **THA RECORDING POLICY**

No attendee or participant in THA programming may make audio or video recordings without prior written approval from THA.

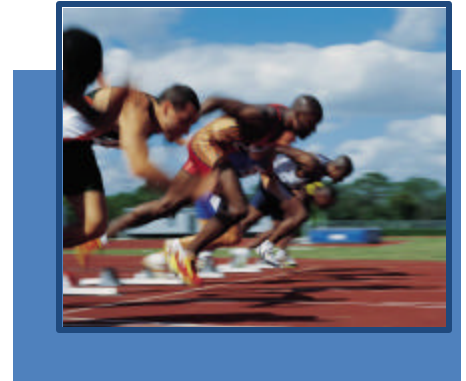
Please contact the education department, Penny Williams at 1-800-258-9541 or [pwilliams@tha.com](mailto:pwilliams@tha.com) if you have any questions.



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**Registration Fee: \$200 per session/connection**

**Please print or type!** (all attendees must complete a registration form)

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Area Code/Phone \_\_\_\_\_ Area Code/Fax \_\_\_\_\_

Email Address \_\_\_\_\_

*(Confirmation sent via email. Please complete!)*

### **Method of Payment**

- Check enclosed and payable to THERF
- Credit Card Payment     Visa                       Mastercard

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Cardholder's Name \_\_\_\_\_ Phone \_\_\_\_\_

**Mail** registration form with payment to: THERF, 500 Interstate Blvd. South, Nashville, TN 37210.

**Fax Registration - Fax number (615)742-3753**

**Registration Deadline: Tuesday, March 11, 2009**

**THERF Use Only: 4520-05-20-10**