

# HIGH RELIABILITY PROGRAMS SPRING 2017



**Breakfast or lunch will be provided at each session.  
Registration and appropriate meal begin at the start of each event.**

*Accreditation: Each of these programs has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of The John D. Thompson Hospice Institute for Education, Training, and Research, Inc., and Hospital Association of Rhode Island. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.*

*Disclosure: The speakers and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation.*

## **Safety Coach Training**

**Wednesday, March 22, 2017 - 9:30 a.m. to 12:30 p.m.**

*Held at South County Hospital, Potter Conf. Room, 100 Kenyon Ave, Wakefield, RI 02879*

Safety coaches are peer mentors trained to recognize and acknowledge good high reliability behavior and remind people about opportunities to improve behavior that does not stay true to high reliability concepts. Medicine and nursing continuing education credits are offered for this session.

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## **Sustainability Training**

**Wednesday, March 22, 2017 - 1:00 p.m. to 4:30 p.m.**

*Held at South County Hospital, Potter Conf. Room, 100 Kenyon Ave, Wakefield, RI 02879*

This session is designed for drivers of change in your organization it covers techniques to ensure the changes resulting from high reliability approaches are ongoing. Medicine and nursing continuing education credits are offered.

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## **Rounding to Influence**

**Thursday, April 6, 2017 - 8:30 a.m. to 12:30 p.m.**

*Held at Roger Williams Medical Center, Kay Auditorium, 825 Chalkstone Ave, Providence RI 02908*

The program teaches leaders how to go out on the units to coach, mentor and sustain high reliability habits and practices. Medicine and nursing continuing education credits are offered.

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**CLICK TO REGISTER**

[March 22 \(morning\)](#)

[Safety Coach Training](#)

**CLICK TO REGISTER**

[March 22 \(afternoon\)](#)

[Sustainability Training](#)

**CLICK TO REGISTER**

[April 6 \(morning\)](#)

[Rounding to Influence](#)

## HIGH RELIABILITY PROGRAMS SPRING 2017 CONT.

Breakfast or lunch will be provided at each session.  
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### Fair and Just

**Thursday, April 6, 2017 - 12:30 p.m. to 4:30 p.m.**

*Held at Roger Williams Medical Center, Kay Auditorium, 825 Chalkstone Ave, Providence RI 02908*

This session is for human resource executives and anyone else who manages staff. Attendees will learn how to review performance from a standardized perspective when there is an adverse event- to focus on the behavior rather than the outcome. Medicine and nursing continuing education credits are offered.

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### Using High Reliability to Improve the Patient Experience

**Thursday, May 18, 2017 - 8:30 a.m. to 12:30 p.m.**

**Thursday, May 18, 2017 - 1:00 p.m. to 4:30 p.m.**

**Friday, May 19, 2017 - 8:30 a.m. to 12:30 p.m.**

**Friday, May 19, 2017 - 1:00 p.m. to 4:30 p.m.**

*Registration is site specific. Hospitals will be provided with details.*

Lynn Pierce, RN of HPI, an alumna of Baptist Hospital in Pensacola FL (home of the 2003 Malcolm Baldrige Quality Award), will be our instructor. Ms. Pierce will provide evidence-based strategies to improve hospital HCAHPS scores in nurse communication, patient satisfaction, pressure ulcer and fall prevention and other nurse sensitive measures. Nursing continuing education credits are offered.

**CLICK TO REGISTER**

[April 6 \(afternoon\)](#)

[Fair and Just](#)

**REGISTRATION IS SITE SPECIFIC**

*HOSPITALS WILL BE PROVIDED WITH DETAILS*

*May 18 & May 19*

*Improve Patient Experience*



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