

## “Promoting Professional Accountability and a Culture of Safety and Respect” Webinar”

**Monday, September 30, 2019**  
**3:00 p.m. - 4:00 p.m.**

### Program Overview:

What can leaders do when a clinician models behaviors and performance that undermine attempts to create a safe and reliable health system? Addressing this challenge requires the right people, process and technology to promote early identification and interventions delivered by peer professionals. The Vanderbilt Center for Patient and Professional Advocacy has been engaged for the past 25 years in research and support of hundreds of hospitals and groups internationally in developing reliable and successful approaches to address the small percentage of clinicians who model disrespect toward patients, families and fellow medical team members.

### Learning Objectives:

At the completion of this webinar, participants will be able to:

- Discuss the relationships between disrespect and adverse medical outcomes;
- Explain the essential elements needed for an organization to address behaviors that undermine a culture of safety;
- Describe a range of behaviors that undermine a culture of safety; and
- Identify the Vanderbilt professional accountability pyramid.

### Target Audience:

Administrators, CEOs, CNOs, CMOs, quality leaders and physician leaders.

### Faculty:

**Gerald Hickson, MD**, has focused his research on why families choose to file suit and how to identify and intervene with high-risk physicians. His work has resulted in more than 170 peer review articles along with educational initiatives to promote disclosure of medical errors and address behaviors that undermine a culture of safety. Hickson has developed the Patient Advocacy Reporting System and Coworker Observation Reporting System, programs that use unsolicited patient and coworker complaint data as the basis for tiered interventions on high-risk clinicians. He serves as a member of the board of directors of the Institute for Healthcare Improvement, served on the board of the National Patient Safety Foundation, Professionals in Patient Safety and on the quality care committee for the National Association of Children’s Hospitals and Related Institutions.

### Registration Fee:

**\$195** per site for MHA members

**\$295** per site for non-members

**The registration deadline is September 23.** Advance registration is required to ensure the delivery of instructional materials.

### Cancellation Policy:

Cancellations made prior to the registration deadline (September 23) will be issued a refund, less a \$25 administrative fee. Cancellations made after September 23 will be charged 50% of the registration fee. No refunds will be issued for those who do not cancel in advance of the program.

### Connecting to the Webinar:

**All registration fees are per phone connection.** If more than one connection is made from your hospital for any reason, an additional charge of \$195.00 (per connection) will be billed. Upon registering for the webinar, notify all participants and arrange a meeting room and speaker phone, if desired. At least three business days prior to the webinar, you will receive confirmation of your registration via email including instructions on logging in, as well as attached handouts. Approximately 5 to 10 minutes before the program, dial in to be connected to the session.

If you have not received a confirmation notice 48 hours prior to the program, please call Leslie Couturier at (207) 622-4794 to confirm your registration has been received.

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## Registration Form

### Webinar: Promoting Professional Accountability and Culture of Safety & Respect September 30, 2019 / 3:00 p.m. - 4:00 p.m.

**Important Note:** Instructions for accessing the program will be emailed to the contact person listed below prior to the program date. If you would like the instructions emailed to an additional contact person, please list their email address as well.

Name and Title of Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZipCode: \_\_\_\_\_

The registration fee is: **\$195** per site for **MHA members** / **\$295** per site for **Non-members**

The fee covers **ONE** telephone connection and includes a set of handouts (which can then be copied).

If more than one connection is made from your hospital for any reason, an additional charge of \$195.00 (per connection) will be billed.

**Payment Method:**  Check enclosed (payable to MHA)  Check being mailed  Credit Card\*\*

\*\*If paying by credit card, please register online at [www.themha.org](http://www.themha.org). **VISA** and **MasterCard** accepted.

Please complete this fillable PDF form and email or fax to [lcouturier@themha.org](mailto:lcouturier@themha.org) or 207/622-3073. Mail original along with payment to: Leslie Couturier, Maine Hospital Association, 33 Fuller Road, Augusta, Maine 04330. If you have questions, please call Leslie Couturier or Carol Sinclair at 207/622-4794 or by email at [lcouturier@themha.org](mailto:lcouturier@themha.org) or [csinclair@themha.org](mailto:csinclair@themha.org).

**Registration deadline is Monday, September 23, 2019.**