

Friday Evening May 21 & Saturday, May 22

LOCATION AND ACCOMMODATIONS

THE RESORT At Marina Village

Tarpon Point Marina
5951 Silver King Boulevard
Cape Coral, Florida 33914
239-541-5000
www.marinavillageresort.com



CME CREDIT

Lee Memorial Health System is accredited by the Florida Medical Association to provide continuing medical education for physicians. Lee Memorial Health System designates this educational activity for a maximum of 9 *AMA PRA Category 1 Credit(s)*[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Faculty and Lee Memorial Health System will disclose any real or apparent conflict of interest related to the content of the presentation. Faculty will also identify any off-label or investigational uses discussed as such.



Created as part of the LMHS Patient Safety Evaluation System

**ENCOURAGING COLLEGIAL
RELATIONSHIPS:**

Evaluating, Documenting,
Treating and
Monitoring Difficult Colleagues



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and Saturday, May 22, 2010**

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Cape Coral, Florida

**LEE MEMORIAL
HEALTH SYSTEM**

OVERVIEW

Lee Memorial Health System is partnering with Vanderbilt University School of Medicine's Center for Patient and Professional Advocacy to present "**Encouraging Collegial Relationships: Evaluating, Documenting, Treating and Monitoring Difficult Colleagues**" on **May 21 and May 22** for key physician-leaders and administrators to improve Lee Memorial Health System's patient safety culture.

PURPOSE

Disruptive behavior by healthcare professionals is first and foremost a threat to patient safety and quality of care. While increasing costs to practices and institutions it also adversely affects staff morale. This unique workshop will give physician-leaders a comprehensive plan with needed tools and strategies to address behaviors that undermine a culture of safety within the hospitals.

TARGET AUDIENCE

This conference is targeted specifically for physician-leaders with a working interest in reducing medical errors and improving patient safety; risk managers and hospital-based administrators. Invited groups include The Medical Executive Committee of each hospital facility; the Physician Leadership Council; The Physician Patient Safety Work Group; Medical Directors and Patient Care Administrators.

FACULTY

The curriculum, designed by and for physicians, is grounded in best-practice research drawn from the nation's leading health systems and physician leaders. The program is highly interactive, with educational exercises and interactions and socratic-style dialogue and discussion.

RESERVATIONS AND MORE INFORMATION:

Please contact Sherri Brusco (Assistant to Chuck Krivenko, MD Chief Patient Safety Officer) at 239.985.3573 or sherri.brusco@leememorial.org

CONFERENCE AGENDA

FRIDAY, MAY 21, 2010

6:00 p.m. to 9:00 p.m.

- Registration and Dinner with colleagues
- Your Examples of Disruptive Conduct
- What Constitutes Disruptive Conduct?
- Why Are Leaders Hesitant to Act?
- Why Do Professionals Behave in Ways that Are Disruptive?
- How Disruptive Conduct Impacts Safe Patient Care

SATURDAY MAY 22, 2010

8:00 a.m. – 12:00 p.m.

- Welcome and Breakfast with colleagues
- A Case of a Deteriorating Patient: Early, Middle, Late, and Too Late
- Strategies for Recognition and Intervention
- Why Bother Dealing with Disruptive Behavior?
- Principles for Case Evaluation: The Two Sides of a Legal Relationship
- A Case of Never on Wednesday
- Institutional Infrastructure and Intervention Model for Addressing Disruptive Behavior: The Joint Commission Sentinel Event Alert
- Informal Intervention: The "Cup of Coffee" Conversation

12:00 p.m. - 5:00 p.m.

- Lunch
- A Case of "I don't know what you're talking about"
- Barriers to Whistle-Blowing
- "Awareness" and "Authority" Interventions
- A Case of a Worsened Status
- What your Lawyers Want You to Do: Appropriate Notification and Documentation
- Resources for Distressed Healthcare Professionals: Evaluating, Documenting, Treating, and Monitoring Difficult Colleagues
- Summary, Closing, and Adjourn