







Presenter	Program Name	Objectives	Date & Time
 <p>Tim Durkin, CSP</p>	<p>Bedside Matters ©...THE communication of care for better outcomes</p>	<ol style="list-style-type: none"> 1. Differentiate between disease & illness 2. Identify communication techniques to improve adherence resulting in increased patient safety & satisfaction 	<p>Wednesday August 14 9-10 am</p>
Break			10:00-10:15
 <p>The End Stage Renal Disease Network Of Texas</p> <p>Glenda F. Harbert, RN, CNN, CPHQ Kelly Shipley, BS HIM, RHIA</p>	<p>Improving ESRD Patient Safety and Quality through Collaboration within the Transitions of Care</p>	<ol style="list-style-type: none"> 1. Describe three care settings with potential fragmentation issues for the ESRD patient 2. Identify effective tools and resources for transitioning the ESRD patient between care settings 3. Activate the patient for engaging and communicating with multiple providers 	<p>Wednesday August 14 10:15-11:30</p>
Lunch & Program			11:30-13:00
 <p>Jim Newton & Paul G. Hill Gina Glidewell</p>	<p>Therapeutic Music Entertainment & Music Therapy: Healing Music for Young & Old</p>	<ol style="list-style-type: none"> 1. Identify components of therapeutic music entertainment 2. Outline the key principals and benefits of music therapy to the patient. 	<p>Wednesday August 14 11:45-12:45</p>
 <p>Pranavi Sreeromoju, MPH, MD</p>	<p>Healthcare Acquired Infections (HAI)</p>	<ol style="list-style-type: none"> 1. Identify sources of HAIs 2. Outline preventive actions to reduce HAIs 	<p>Wednesday August 14 13:00-14:00</p>
 <p>Karyn Buxman, MSN, RN, CSP, CPAE</p>	<p>The Service Prescription: Healthcare the Way It Was Meant to Be</p>	<ol style="list-style-type: none"> 1. Develop customer service attitudes and approaches to improve customer relations and satisfaction 2. Identify ways to create a positive healthcare and patient environment 	<p>Wednesday August 14 14:00-15:30</p>

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Richard Gilder, MS, RN-BC Cindy Cassity, BSN, RN	Three Little Words	<ol style="list-style-type: none"> 1. Identify Strategies to improve employee satisfaction and engagement in patient safety 2. Identify communication techniques to improve adherence resulting in increased patient safety & satisfaction 	Thursday August 15 9-10:30 am
 Pam Dardess, MPH	Patient and Family Engagement in the Hospital Setting: What It Means and How to Get There	<ol style="list-style-type: none"> 1. Describe the recently-published Patient and Family Engagement Framework 2. Identify strategies that hospitals can pursue to promote patient and family engagement 	Thursday August 15 10:30-11:30 am
Lunch			11:30-13:00
 Adam Myers, MD	What do you do when things go wrong?	<ol style="list-style-type: none"> 1. Discuss ways to reduce institutional risk 2. Incorporate methods to maintain relations with clients when adverse events occur 	Thursday August 15 13:00-14:00 pm
 Suzanne Gordon	First Do Less Harm	<ol style="list-style-type: none"> 1. Identify workplace issues that negatively impact patient safety 	Thursday August 15 14:00-15:30 pm

Patient Safety Summit

PATIENTS:
The Heart of Healthcare



SAVE THE DATE!
AUGUST 14-15, 2013

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 or email dara@espinc-usa.com
 or info@dfwhcfoundation.org

Registration link: <http://goo.gl/6YciP>

