



WEBINAR:

CMS NEVER EVENTS: KEEPING NEVER EVENTS FROM HAPPENING

Thursday, September 16, 2010/10:00-11:00 AM EDT

Never events, those things that shouldn't happen, continue to challenge hospitals. Without adequate processes in place, these events can still occur. This impacts both patient safety and the hospital's bottom line – both in terms of finances and reputation. Many of these are preventable or ameliorable. Key areas that need to be improved include assessment and communication, documentation and implementing processes that can identify problems early on can reduce the impact of these events. You will learn strategies to prevent never events.

Program Topics:

- Background history of never events
- Preventive measures for infection never events: catheter-associated UTI, vascular catheter associated infection, surgical site infections (mediastinitis after CABD, and post orthopedic/bariatric surgery)
- Potential impacts that never events have on hospitals
- Two areas with the most potential to mitigate the possibility of never events
- Overview of various methods to improve processes

Objectives:

- Identify the most common areas where transition errors occur
- List two solutions to practice improvement
- Identify patients at risk for transition adverse events

Target Audience: CEO, COO, CNO, CMO, Nursing Leadership, Clinical Leadership, The Joint Commission Coordinator, Performance Improvement Director and Staff, Safety Officer, Social Workers, Discharge Planners, and Risk Managers

Faculty: Susan Shepard, MSN, MA, RN, CPHRM, The Doctors Company, has over 30 years of leadership experience in acute care hospitals, ambulatory care systems, health maintenance organizations, and conducting comprehensive evaluations for provision of health care. She has expertise in change leadership, utilization management, complex organizations, managed care and wellness, staff development, and strategic vision development and implementation, and multidisciplinary collaboration. For the past seven years, she provided quality and risk management and consulting services in the medical malpractice industry. She spent seven years as a nurse and administrator surveyor for The Joint Commission and was a highly acclaimed speaker for Shared Visions New Pathways, Ambulatory Care, and the AHA Continuous Readiness Program for Tennessee, Alabama, Mississippi, and Arkansas. Susan Shepard received her Masters in Nursing Administration from Medical Colleges of Virginia – Virginia Commonwealth University. She also holds a Master of Arts in Management from Webster University, a Bachelor of Science in Nursing from St. Louis University. She holds the rank of Colonel (retired) in the U.S. Air Force, Nurse Corps. **The speaker has no real or perceived conflicts of interest that relate to this presentation and there will be no discussion of unlabeled uses of drugs/devices.**



CMS NEVER EVENTS: KEEPING NEVER EVENTS FROM HAPPENING [1046 T2612]

Thursday, September 16, 2010 / 10:00-11:00 AM EDT

You should register at least five (5) business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. **Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.**

Prior to the event, you will receive a file with the link to the webinar, call-in (bridge) phone number, and link to the handout. You are encouraged to make enough copies of the handout for all the participants at your hospital. If you have not received an e-mail with instructions via the e-mail you provided on the registration form or if you are unable to download or open presentation materials, at least three (3) business days prior to the event, please contact Mary Hofbauer Brown at 410.796.6204 or via e-mail to mhbrown@mhaonline.org.

Substitution, Transfer and Cancellation Policy

Refunds, minus a \$25 processing fee, will be granted if requests are received by MHEI at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted.

BEGINNING SEPTEMBER 1, 2010, REGISTRATION FEES FOR WEBINARS WILL CHANGE:

Registration Fee \$175 per Webinar/Session for MHEI members; \$300 for non-members

Registration fee covers one or multiple participants at one location (**one connection per registration**) and includes one set of instructional materials/handouts. Advance registration is required to ensure delivery of instructional materials. Upon receipt, additional handouts can be copied.

Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.

Name and Title of Contact Person _____
Email: _____ Direct Phone # _____
Organization _____
City, State, Zip _____

Method of Payment

Check in the amount of \$_____ payable to Maryland Healthcare Education Institute is enclosed.

MasterCard VISA American Express

Credit Card # _____ Exp Date _____ CSC # _____

Name on card _____

Return Registration Form and Payment to:

Mary Hofbauer Brown
Director, Operations & Programs
Maryland Healthcare Education Institute
6820 Deerpath Road
Elkridge, MD 21075

mhbrown@mhaonline.org
410.796.6204
410.379.9541 FAX