

Maryland Healthcare Education Institute

MHEI WEBINAR OFFERING:

PRIMUM NON TACERE OR WHY DON'T WE SPEAK UP? THE IMPACT ON PATIENT SAFETY

Thursday, April 15, 2010 / 10:00-11:00 AM EST

This presentation will offer a number of clinical examples in which the failure to speak up caused harmful results. The reasons why health professionals and student health professionals often resist speaking up will be explored. In addition to the familiar fear of retribution, attention will be called to the ways that human beings rationalize or excuse their failure to call attention to latent system failures. The presentation will conclude with a host of recommendations whereby health care organizations can cultivate an environment that promotes constructive comment and action plans aimed at system improvement. If health professionals refrain from speaking up, it is because they are not properly incentivized to do so. Recommendations will therefore target the need to create work environments wherein system operators feel safe and supported for speaking up, as well as experience a healthy sense of self from doing so.

Program Topics:

- Clinical examples of why clinicians don't speak up and the impact on patient safety
- Reasons for not speaking up and why they do it ineffectively
 - System failures
 - Broken rules
 - Errors and mistakes
 - Incompetence
 - Poor teamwork
 - Disrespectful, abusive behavior
 - Lack of support
- Why health professional should speak up
- Implementing speaking up to ensure patient safety

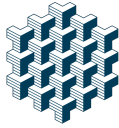
Objectives:

At the completion of this program, the participant will be able to:

- Explain the need to speak up
- List organizational factors that hinder or that facilitate speaking up
- Describe helpful strategies to use in remediating employees' problematic behaviors
- Articulate helpful phrases to use in any difficult conversation bearing on another person's problem behaviors

Faculty: **John Banja, PhD** is an Associate Professor of Clinical Ethics at Emory University and the Associate Professor of Rehabilitation Medicine at Emory University School of Medicine. Dr. Banja has authored or co-authored over 150 publications and delivered over 700 invited presentations at regional, national, and international conferences. He received a doctorate degree in philosophy from Fordham University in New York.

Target Audience: CEO, COO, CNO, CMO, Safety Officer, Performance Improvement Director, Risk Manager, Nursing/Hospital Leadership, The Joint Commission Coordinator, Ethics Committee, Physical Therapists, and Nursing Home Administrators



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THE IMPACT ON PATIENT SAFETY [1017/1266]
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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 Robbie Heacock at 410.796.6239 or via e-mail to rheacock@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.

Registration Fee \$150 per Webinar/Session for MHEI members; \$250 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.
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