

To Err is Human: Managing Human Failure to Improve Patient Safety

May 15, 2009

This program will be held in the Weiss Research Building, Room 305 at The Rockefeller University, located at 1230 York Avenue (at East 66th Street), New York, NY 10065.

The Rockefeller University shares the intersection of York Avenue and East 68th Street with Memorial Sloan-Kettering Cancer Center and New York-Presbyterian Hospital/Weill Medical College of Cornell University.

For more information or directions, go to www.rockefeller.edu/about/directions.php



Seating is limited, so please register early. Only pre-payment will guarantee you a seat. Walk-ins cannot be guaranteed admission.

Cancellation Policy:

Cancellations are accepted up to 1 week before the date of the program, by email. An administrative fee of \$50 will be charged for all refunds made one week or less prior to the program. No refund will be made for the cancellation made less than 24 hours before the start of the program.

The New York-Presbyterian Hospital, School of Continuing Education for Nurses is an approved provider of continuing nursing education by the New York State Nurses Association, an accredited approver by the American Credentialing Center's Commission of Accreditation.

6.0 Contact hours will be awarded upon completion of this program.

 **New York-Presbyterian**
 The University Hospital of Columbia and Cornell
School of Continuing Education for Nurses
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New York, N.Y. 10065

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SCHOOL OF CONTINUING EDUCATION FOR NURSES

TO ERR IS HUMAN: Managing Human Failure to Improve Patient Safety

Friday, May 15, 2009

8:00 am - 4:00 pm

The Weiss Research Building
Room 305, 3rd floor
The Rockefeller University
1230 York Ave (at East 66th St),
New York, NY 10065

 **New York-Presbyterian**
 The University Hospital of Columbia and Cornell

To Err is Human: Managing Human Failure to Improve Patient Safety

Presented by the Department of Nursing

Wilhelmina Manzano, MA, RN, NEA-BC
Senior Vice President and Chief Nursing Officer

Planning Committee

Rosemary Sullivan, MA, RN
Linda Saal, MA, RN-BC

Program Description:

There is an increased focus in improving patient safety and quality of care in hospitals. This conference will address

- Promoting a culture of safety, using what we have learned to prevent harm to patients
- Impact of adverse events on hospital finances
- Components of high reliability organizations
- Impact of disruptive and inappropriate behaviors on patient safety

Target Audience:

- **Front Line Staff**
RNs, NPs, Residents, other clinicians who practice at the bedside
- **Administrators**
Quality and Patient Safety staff, Patient Care Directors, Managers, Safety Officers, others who are responsible for patient care.

Program

- 8:00 am Registration and Light Breakfast
- 8:30 am **Keynote Address**
Promoting a Culture of Safety: What does this Mean?
Harold S. Kaplan, MD
Professor of Clinical Pathology
Columbia University College of Physician and Surgeons
- 10:00 am Break
- 10:15 am **Never Say “Never Events” Again**
Brian Regan, PhD
Director, Clinical Affairs
NewYork Presbyterian Healthcare System
- 12:00 pm Lunch
- 1:00 pm **Disruptive Behavior & Improving Patient Safety through a “Code of Professionalism”**
Katie Capitolo, DNSc, RN, FAAN
Vice president, Nursing Education and Professional Practice
North Shore LIJ Health System
- 2:30 pm Break
- 2:45 pm **Characteristics of a High Reliability Organization**
Aileen R. Killen, PhD, RN
Director, Patient Safety Program
Memorial Sloane Kettering Cancer Center
- 4:15 pm Evaluation

REGISTRATION

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Conference Fee:

\$ 150 for non-hospital employees,
\$ 135 for NYPH System employees,
\$ 125 for NYPH employees,

Includes conference materials & light breakfast.
Lunch on your own, restaurant on site.

Mail form with **CHECKS ONLY** to the address listed below, for credit card payments see weblink below.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____

Mobile Phone: _____

Employer/Unit: _____

Fee: _____

To register on-line please go to our secured website:

<http://nyp.org/nursing/news/cme>

Check Enclosed
(Make Check payable to **NYP-SCE**)

Mail Registration to:

NewYork-Presbyterian Hospital
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