

Directions:

*Anne Arundel Medical Center
2001 Medical Parkway
Annapolis, MD 21401
443-481-1000*

From Baltimore: Take I-97 South to Route 50 East to Parole exit (Exit 23). Turn right onto West Street then right onto Jennifer Road. Go approximately one mile, and turn left at traffic light onto Medical Parkway. Bear right at the next light and enter the Acute Care Pavilion garage. The conference will be held in the Clatanoff Pavilion, in the Clatanoff Auditorium. Ask for directions to the auditorium at the Information Desk.

From Washington, DC: Take Route 50 East to Parole exit (Exit 23). Turn right onto West Street then right onto Jennifer Road. Go approximately one mile, and turn left at traffic light onto Medical Parkway. Bear right at the next light and enter the Acute Care Pavilion garage. The conference will be held in the Clatanoff Pavilion, in the Clatanoff Auditorium. Ask for directions to the auditorium at the Information Desk.

From Annapolis and the Eastern Shore: Take Route 50 West to Jennifer Road exit (Exit 23A). Turn left at the light onto Jennifer Road, turn right at the light onto Medical Parkway, and at next light bear right into the Acute Care Pavilion (ACP) garage. The conference will be held in the Clatanoff Pavilion, in the Clatanoff Auditorium. Ask for directions to the auditorium at the Information Desk.

Online at www.mdahq.org or
Mail
MAHQ
P.O. Box 703
Arnold, MD 21012

Area Hotels

[Sheraton Barcelo Annapolis](#)
173 Jennifer Road
Annapolis, MD 21401

[Holiday Inn Express Hotel & Suites ANNAPOLIS](#)
2451 RIVA RD.
Annapolis, MD 21401

[Doubletree Hotel Annapolis](#)
210 Holiday Court
Annapolis, MD 21401

[Best Western Annapolis](#)
2520 Riva Rd.
Annapolis, MD 21401

[Courtyard By Marriott Annapolis](#)
2559 Riva Road
Annapolis, MD 21401

SAFETY: WALKING THE TIGHTROPE TO QUALITY



MONDAY

November 10, 2008

8:00 AM – 3:30 PM

Anne Arundel Medical Center

Sponsored by:



*The Maryland Association
for Healthcare Quality*

*Approval for 5 continuing education hours for CPHQ
recertification by HQCB is pending*

Gary Sculli, MSN, RN

Program Manager, VA National Center for Patient Safety
Ann Arbor, Michigan

Ellen F. Kandell, Esquire

President, Alternative Resolutions

Vivian Miller, BA, LHRM, CPHQ, CPHRM, FASHRM

Research Project Manager, Maryland Patient Safety Center

Objectives: Participants will be able to...

1. Explain aviation's Crew Resource Management (CRM) and its effect on promoting a culture of safety.
2. Identify key concepts of CRM that can be exported to the nursing practice environment to enhance patient safety.
3. Summarize how mechanisms used in aviation to reduce distraction can be applied to medication administration on the nursing unit.
4. Describe two collaborative efforts that the Maryland Patient Safety Center has facilitated.
5. Discuss two evidence-based practices that hospitals have implemented as recommended by a collaborative facility that improved the quality of patient care, promoted patient safety and prevented patient harm.
6. Relate how implementing one of the techniques learned through an educational program provided by the Maryland Patient Safety Center can help an organization prevent patient harm and improve the quality of patient care.

SAFETY: WALKING THE TIGHTROPE TO QUALITY

Agenda

7:30 — 8:00 am	Registration & Continental Breakfast
8:00 — 8:15 am	Welcome - Josephine Howard, MAHQ President
8:15 — 8:45 am	MAHQ Annual Business Meeting – Josephine Howard
8:45 — 9:00 am	Break
9:00 – 11:00 am	From the Cockpit to the Nursing Unit – Gary Sculli, MSN, RN
11:00 – 11:30 am	Questions with Gary Sculli, MSN, RN
11:30 — 12:30 pm	Lunch
12:30 — 2:00 pm	The Positive Side of Conflict: Use of Conflict Resolution Strategies and Skills in Healthcare Disputes - Ellen Kandell, Esq.
2:00 – 2:15 pm	Afternoon Break
2:15 — 3:15 pm	Maryland Patient Safety Center Collaborations and Programs – Vivian Miller
3:15 – 3:30pm	Wrap-up, Adjournment, Josephine Howard

Contact person: Josephine Howard
jocarhoward@comcast.net

SAFETY: Walking the Tightrope to Quality

November 10, 2008
Anne Arundel Medical Center

Registration

MAHQ Members (Includes MAHQ, DCAHQ, DAHQ and VaAHQ)	\$ 90.00
Non-Member	\$ 100.00
AAMC Employees	\$ 50.00

Please complete your registration by November 3, 2008.

If you are unable to complete registration by that date, please notify Josephine Howard at jocarhoward@comcast.net by November 7, 2008, and registration will remain at the original price.

Registration at the door will be an additional \$10.

For new members only:
Discounted 2009 MAHQ Annual Membership with Conference is offered online \$20.00 (from regular \$35.00)

Online registration and payment at the MAHQ web site, <http://www.mdahq.org>.

For questions related to online registration and payment, contact the MAHQ webmaster, Cheri Wilson, at cwilso42@jhmi.edu

MAHQ is a 501(c) (3) Federal Tax exempt Association