Objectives

AUDIENCE
This program was designed for health care providers and employees, health care administra - tors, and Patient and Family Advisory Council (PFAC) members.

GOAL
The goal of this program is to support optimal care for our patients and families.

WHY ATTEND?
By attending this program, you should be able to:

• Identify the key influences that shape patients’ perception of their care.
• Discover how health care professionals and Patient and Family Advisory Councils can partner to create and strengthen a culture of patient- and family-centered care.
• Describe how strategies such as Appreciative Inquiry can foster your organization’s journey towards patient-centered excellence.
• Assess if patient satisfaction data truly measures healthcare providers’ performance.

FEATURED SPEAKER
On July 4, 2004, eighteen-year-old Brian Boyle was driving home from swim practice. At one intersection, a speeding dump truck plowed into his Camaro, totaling the vehicle and practically cost - ing Boyle his life. He suffered massive internal damage and lost 60 percent of his blood. Doctors had to jumpstart his heart eight separate times during surgery. To lessen his pain, the medical staff also put him in a chemical-induced coma. Brian will focus on his experience as a patient who was unable to move or talk, yet could hear, see, and feel pain.

Sponsored By: Baystate Health and Baystate Health Continuing Interprofessional Education

Registration

ENTER YOUR CE ID NUMBER IN ONE OF the boxes to the right. Use your CE ID number to register for courses, access your CE transcript/credits, and confirm your registration.

MAIL TO:
Baystate Continuing Interprofessional Education
361 Whitney Ave, Holyoke, MA 01040

PAYMENT METHOD (WE CANNOT PROCESS REGISTRATIONS WITHOUT PAYMENT):

Check

Amount Enclosed

Interdepartmental Transfer (Cash Refund)

If you are not a Baystate employee or attending physician, your CE ID number is:

A. Your CED number is

B. First initial of your first name

C. Birthday month and day (2 digits each May 7 = 0507)

D. Last four digits of social security number

For Baystate employees or medical staff members, your CE ID number is your EN or PN Number.

For your security, we do not accept credit card payments by FAX or mail. We accept credit card payments on our 128-bit encrypted website available at learn.bhs.org.
We do not store your full credit card number in this system.

Program

8:00 Registration, Continental Breakfast & Exhibits

8:30 Welcome
Nancy Shendell-Falik, RN, MA
Mindfulness and You Matter
Robert Smith, DO

8:50 Through the Eyes of the Patient: The Brian Boyle Story
Brian Boyle

10:00 Coffee Break & Exhibits

10:15 Creating a Framework for Organizational Improvement
Evan Benjamin, MD, FACP
Stephanie Calcasola, MSN, RN-BC

11:00 Methodology Matters: How Patient Survey Data Drives Performance
Joseph Snipp

11:45 Panel Discussion Morning Faculty

12:15 Lunch

1:00 Exploring the Patient Experience: Interactive Round Table Discussions

1:45 Engaging Front Line Staff: One Organization’s Journey
Denise Schoen, MSN, RNC
Mary Ann Simcoe, MA

2:30 Coffee Break & Exhibits

2:45 The Influence of Patient and Family Advisory Councils
Maripat Toye, RN, MS, CCRP
Director, Nursing Research & PFAC Facilitator
Representatives of Baystate Health Patient and Family Advisory Councils

3:30 Stories Matter
Wendy Franz
Jordan Franz

David Dredge, MD
David Page, MD
Facilitator: Diane Thomas, RN, BSN

4:15 Closing Remarks
Nancy Shendell-Falik, RN, MA
Deborah Smith, RN BSN

4:30 Adjourn
Baystate Health is accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

PHYSICIANS
Baystate Health designates this live activity for a maximum of 6.5 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

NURSES
This activity carries a maximum of 6.5 contact hours.

PSYCHOLOGISTS
Baystate Health is approved by the American Psychological Association to sponsor continuing education for psychologists. Baystate Health maintains responsibility for this program and its content. 6.5 CE credit(s) for psychologists have been granted for this educational activity.

MENTAL HEALTH COUNSELORS
Baystate Health is an NBCC Approved Continuing Education Provider (ACEP™) and may offer NBCC approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program. (ACEP #5684) 6.5 clock hours.

SOCIAL WORKERS
Application has been made.

LOCATION
This program will take place at The Log Cabin, 500 Easthampton Road, Holyoke, MA 01040. The Log Cabin phone number is 413-535-5077.

DIRECTIONS
From the Mass Pike: Take Exit 4 to I-91 North. From I-91, take Exit 17B to Route 141 West. The Log Cabin is two miles ahead on the left.

From the North: Travel South on I-91. Take Exit 17 to Route 141 West. (Going toward Easthampton). The Log Cabin is two miles ahead on the left.

From the South: Travel North on I-91. Take Exit 17B to Route 141 West. The Log Cabin is two miles ahead on the left.

There is no charge for parking.

OVERNIGHT ACCOMMODATIONS
Please go to learn.bhs.org and click on the Directions and Lodging link. The list includes amenities and contact information for the overnight lodging options close to the course locations.

SPECIFIC AIDS OR SERVICES
Please call Baystate Continuing Interprofessional Education at 413-322-4242 if, under the Americans with Disabilities Act, you require specific aids or services during your visit to this continuing education program. For additional course listings and your transcript go to learn.bhs.org

YOUR COMFORT
Meeting Room temperatures will fluctuate. Please dress in layers and bring a sweater.

REGISTRATION
REGISTRATION & TUITION INFORMATION:
Includes continental breakfast, refreshment break and lunch; There is no charge for parking

You can register two ways:
By credit card online at learn.bhs.org
Wait for the calendar to load; choose the course you will attend, add it to your shopping cart and follow the registration and credit card payment instructions.

By mail with a check
Complete the registration form attached to the course flyer and mail it with a check for the full course fee payable to:
Baystate Health Continuing Interprofessional Education 361 Whitney Avenue, Holyoke, MA 01040

Remember to include the course name and date on your check.

Through September 18, 2015
Online: $120
After September 18, 2015
Online $130
Mail With Check: $140

CANCELLATIONS:
If you must cancel, telephone Baystate Continuing Interprofessional Education at 413-322-4242 and follow your call with a written refund request or FAX your cancellation request to 413-322-4259. All cancellations will incur a $25 fee. We cannot refund cancellations received less than two weeks (10 business days) before the program date.