



Compassion.  
Resilience.  
Innovation.

Thriving in a Changing  
Healthcare Environment

MASSPRO

Massachusetts Coalition  
for the  
Prevention of Medical Errors

MITSS  
Massachusetts Institute of Technology  
Services for the Improvement of  
Teamwork and Safety

JUNE 25, 2014  
Sheraton Framingham

Track 1	The Human Side of Healthcare
Track 2	Supporting Clinicians and Staff
Track 3	Making Sense of It All
	Bringing It All Together

8:00 am – 8:30 am	REGISTRATION and BREAKFAST			
8:30 am – 8:45 am	Welcome and Introductions Grand Ballroom			
8:45 am – 9:40 am	<p align="center"><b>Keynote Address:</b> <b>The Truth About Getting Sick in America</b> <i>Timothy Johnson, MD</i></p>			
9:50am – 10:50 am	<p><b>101. Physician Communication, Patients, &amp; the Patient Experience</b></p> <p><i>Adrienne Seiler MD, Susan Lawson, Patient Volunteer</i></p> <p>Baystate Medical Center, Springfield, MA</p>	<p><b>102. Older Adults in the Emergency Department: An Elder Friendly Approach to Care</b></p> <p><i>Nancy Fogarty, BS, CPHQ, CPEHR</i></p> <p>Roger Williams Medical Center, Providence, RI ChaterCare Health Partners</p>	<p><b>103. Something for everyone: A Comprehensive Approach to Improving Patient Care Transitions in an Integrated Safety Net Health System</b></p> <p><i>Richard Balaban, MD Maren Batalden, MD MPH</i></p> <p>Cambridge Health Alliance</p>	<p><b>104. Reaching the Triple Aim: The Value Proposition of Evidence based Programs in Patient Centered Care</b></p> <p><i>Robert Schreiber, MD</i></p> <p>Hebrew Senior Life</p>
11:00 am – 12:00 pm	<p><b>201. Leading Well: Promoting Clinician Resilience &amp; Patient Safety through Provider Support</b></p> <p><i>Pat McCotter, RN, JD, CPHRM, CPC; Ronald L. Hofeldt, MD</i> Physician's Insurance, Seattle WA</p>	<p><b>202. Introduction to the Clinician Support Tool Kit for Healthcare</b></p> <p><i>Linda Kenney, President &amp; Executive Director Winifred Tobin, Communications Director</i></p> <p>Medically Induced Trauma and Support Services (MITSS), Chestnut Hill, MA</p>	<p><b>203. Shared Accountability on Every Shift Prevents Unplanned Hospital Readmissions</b></p> <p><i>Herminia Shermont MSN, RN, NE-BC Bolanle Bukoye, MSPH</i></p> <p>Boston Children's Hospital, Boston MA</p>	
12:00 pm – 12:45 pm	LUNCH BREAK- MAIN HALL			
12:45 pm – 2:15 pm	<p align="center"><b>Bedside Manners</b> <b>Suzanne Gordon</b></p>			
Afternoon Workshops				
2:30 pm – 3:30 pm	<p><b>301. Patient Centered Care: The Linchpin of a Cohesive Quality Strategy</b></p> <p><i>Patrick Charmel, MPH, FACHE</i> President &amp; CEO Griffin Hospital, Derby CT, Chairman of the Board Planetree International</p>	<p><b>302. Mission &amp; Vision &amp; Regs! Oh My!</b></p> <p><i>Natalie MacBrien RN, BSN, VP and Chief Health Officer</i> Edgewood Retirement Community, North Andover, MA</p>	<p><b>303. A Prescription for Safety: The Clinical Pharmacist's Role in Care Transitions</b></p> <p><i>Lauren Doctoroff, MD, FHM May Adra, PharmD, BCPS</i> Beth Israel Deaconess Medical Center</p>	
3:40 pm - 4:15 pm	<p align="center"><b>Bringing It All Together</b> <b>(Grand Ballroom)</b></p>			