



Keynote Session Descriptions



The Truth About Getting Sick in America

Timothy Johnson, MD

Many Americans fall between the cracks and do not receive any care—or receive care that is either inferior or too costly or both. Using lessons learned from his extensive medical career, Dr Timothy Johnson will provide an overview of the basic problems facing the average healthcare consumer and suggestions for public solutions.



Bedside Manners

Suzanne Gordon

Today there is greater awareness than ever before on the impact of teamwork and communication on patient safety. Countless studies have shown that genuine teamwork and Team Intelligence is critical to keeping patients safe and enhancing quality of care. Bedside Manners, a play about team relationships in healthcare, are designed as a teaching tool for healthcare professionals and other healthcare staff. It focuses on not only the what, but the how of communication and teamwork.

Made up of true stories, it explores what can go wrong in teamwork and how to make it right. Performed by those who work in healthcare as well as by professional actors Bedside Manners has been designed to create a vibrant conversation about teamwork and communication in health care and its impact on patient safety, staff retention and job satisfaction.