What does an organization do when individual or group behaviors undermine the best attempts to create a safe and reliable environment? You need a plan and the right people, processes and data systems. The Vanderbilt Center for Patient and Professional Advocacy has conducted 20 years of research to help medical centers and physician groups make healthcare kinder, safer, and more reliable. Our internationally recognized faculty have years of experience in healthcare leadership and professional accountability. CPPA’s leadership training, “Promoting Professionalism” will provide practical tactics for attendees who wish to implement these tools in their own organizations.
Friday June 16, 2017

Loews Chicago Hotel, Downtown Chicago

3:00 pm - 7:00 pm (with a short reception break around 5:15 pm)

- Introduction
- Skill Training:
  - Cup of Coffee Conversation
  - Infrastructure: Leadership & Policy
  - Why may Leaders be hesitant to act?
  - Legal Foundations

Saturday June 17, 2017

Loews Chicago Hotel, Downtown Chicago

Breakfast will be served from 7:30 am - 8:00 am, and the program will start promptly at 8:00 am.

8:00 am - 2:00 pm (one morning break and lunch)

- Recognizing a pattern
- Evidence for Effectiveness ("Does any of this work?")
- Skill Training:
  - Awareness Conversation
  - Organizational Infrastructure for addressing behavior/performance that undermines a Culture of Safety
  - A Call for Clean Hands
  - Disciplinary legal specifics
  - The Project Bundle: determining readiness for an initiative and/or assessing why an ongoing initiative has stalled short of the goal
- Skill Training:
  - Authority Conversation
  - What type of conversation?
  - Review and epilogue

After participating in this CME activity, participants should be able to describe and discuss:

- Relationships between behaviors that undermine a culture of safety and suboptimal outcomes
- A method that may be used for identifying professionals with a pattern of behaviors that undermine a culture of safety
- A range of behaviors that undermine a culture of safety and describe a “professional accountability pyramid”
- The essential elements needed for an organization to address behaviors that undermine a culture of safety
- An evidence based approach for addressing behaviors that undermine a culture of safety
- Pertinent legal precedents about which to be aware before taking action

CME Credit:
Vanderbilt University School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. Vanderbilt University School of Medicine designates this live activity for a maximum of 9.5 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

CNE Credit:
This continuing nursing education activity was approved by the Tennessee Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. This activity was approved for 9.5 contact hours.
Decades of hands-on experience in leading and sustaining a culture of safety and accountability

**Gerald B. Hickson, MD** is the Senior Vice President for Quality, Safety and Risk Prevention, and the Joseph C. Ross Chair for Medical Education and Administration at Vanderbilt University School of Medicine. Dr. Hickson received a BS from the University of Georgia, his MD from Tulane University School of Medicine, and completed his pediatric residency and fellowship in General Academic Pediatrics at Vanderbilt Children’s Hospital. Since 1990, Dr. Hickson’s research has focused on why families choose to file suit, why certain physicians attract a disproportionate share of claims and how to identify and intervene with high risk physicians. He is the Past Chair of the National Patient Safety Foundation Board of Directors and has received awards for Excellence in Research and Teaching from the Ambulatory Pediatric Association and the Society for Healthcare Consumer Advocacy’s Award for National Healthcare Patient Advocacy.

**William O. Cooper, MD, MPH** is a practicing physician, researcher, teacher, and administrator. He has led School of Medicine programs, including the Center for Patient and Professional Advocacy, the Master of Public Health Program and the Pediatrics Office for Faculty Development. He is an internationally recognized expert in medication safety in children and has published over 100 scholarly articles to date, with research published in journals including *New England Journal of Medicine* and *JAMA*. In his role as Director of Vanderbilt’s Center for Patient and Professional Advocacy, Dr. Cooper oversees the operations of the center’s PARS® program, education and training, and research programs. He has lectured on professionalism and is recognized for his innovative approach to teaching. Dr. Cooper has won numerous awards and was selected for Vanderbilt’s Academy for Excellence in Teaching in 2010.

**Charles E. Reiter, III, JD** has over 25 years of Executive Leadership and Counsel experience in health care systems and medical centers. Since receiving his Illinois attorney license in 1981, he has concentrated his practice of law in health-related areas including contracting, reimbursement and litigation. Mr. Reiter is a graduate of Boston University and the University of Miami School of Law. He is admitted to practice in the state and federal (trial bar) courts in Illinois.
LOCATION & LODGING

LOCATION

Loews Chicago Hotel - Chicago, Illinois

Experience Chicago from the heart of the city. The luxurious Loews Chicago Downtown Hotel, situated steps from Navy Pier, offers guests spectacular city skyline and lake views, while enjoying the comforts of home.

Come stay in the middle of everything Chicago has to offer.

LODGING

Loews Chicago Hotel - Chicago, Illinois

Located in historic Streeterville, Loews Chicago Hotel offers guests an authentic escape at the center of Downtown Chicago.

To make room reservations at the CPPA Program group rate starting at $249.00 see the course registration page found at: www.mc.vanderbilt.edu/cppa

Loews Chicago Hotel
455 North Park Drive
Chicago, Illinois 60611  (312) 840-6600
www.loewshotels.com/chicago-downtown

Hotel information and photos courtesy of Loews Chicago Hotel
REGISTRATION

COURSE RATES & DISCOUNTS

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1. To receive the Early Bird Discount, registration must be completed by 11:59 pm CST on May 1, 2017.
2. To receive the multi-attendee discount, all attendees must register together or within three business days of the first registration of the group.
3. Please make sure all attendees in a multi-attendee group register on the same order or under the same group/organization name.
4. All payments are due to VUMC within 10 business days of registration.
5. The total fee for groups of 6 or more is calculated as the per attendee fee x the total number of attendees.

To Register Visit:
www.tinyurl.com/VanderbiltChicago2017

PAYMENT OPTIONS

There are two options for submitting payment for this course. Please use the link to our Events Page above for additional information and to register for our Chicago 2017 Promoting Professionalism Course

CHECK PAYMENT. Please mail to:
Vanderbilt Center for Patient and Professional Advocacy
ATTN: Professional Accountability Course
2135 Blakemore Avenue
Nashville, TN 37212-3505    Attn: Keith Rawlings

CREDIT CARD PAYMENT
To pay by credit card please use our Credit Card Payment Form found on the CPPA website. It can be printed then faxed or mailed to the CPPA Office.

If this course should need to be canceled by the Center for Patient and Professional Advocacy a full refund of any previously paid monies will be returned to the attendee or sponsoring institution. Cancellations by attendees will result in a refund of any previously paid amount at the following scale:

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