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 more than 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.
AGENDA

Friday May 18, 2018
Radisson Blu Aqua Hotel, 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 May 19, 2018
Radisson Blu Aqua Hotel, 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 Medical Center is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. Vanderbilt University Medical Center 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. In 2017, he was appointed to the Institute for Healthcare Improvement Board of Directors.

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 more than 120 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 is a partner in Reiter Burns, LLP in Chicago. He has served as Senior Vice-President, General Counsel and Secretary of the Loyola University Health System and the Loyola University Physician Foundation and was Executive Vice-President, General Counsel and Secretary of Palos Health, a community hospital. He has also served as a director and board chair of Captive Insurance Companies underwriting medical risks. Since receiving his Illinois attorney license in 1981, he has concentrated his practice of law in health-related areas including medical staff matters, contracting, compliance, litigation and complex transactions, including developing structures in response to the many challenges posed by health reform. 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

Radisson Blue Aqua Hotel - Chicago, Illinois

Dive into the rich culture of downtown Chicago from the striking Radisson Blu Aqua Hotel, minutes from the Magnificent Mile, Millennium Park and Navy Pier. The Aqua Hotel offers an innovative new standard for upper-upscale accommodation in Chicago, as well as carbon offsetting for all of our meetings.

LODGING

Located in the heart of the city, surrounded by noteworthy attractions and Financial District businesses

Click this link to make your room reservations at the CPPA Program group rate starting at $279.00++ or call them and mention the group name "2018 Promoting Professionalism Vanderbilt"

Radisson Blu Aqua Hotel
221 North Columbus Drive
Chicago, Illinois 60601 | 312-565-5258
www.radissonblu.com/en/aquahotel-chicago

Hotel information and photos courtesy of Radisson Blu Aqua Hotel, Chicago
REGISTRATION

COURSE RATES & DISCOUNTS

<table>
<thead>
<tr>
<th>Number of Attendees</th>
<th>Discount Percentage</th>
<th>EARLY BIRD Discount (registration through April 15, 2018)</th>
<th>Standard Registration (registration after April 15, 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Per Attendee</td>
<td>Total Fee</td>
</tr>
<tr>
<td>1</td>
<td>0%</td>
<td>$975</td>
<td>$975</td>
</tr>
<tr>
<td>2</td>
<td>5%</td>
<td>$926</td>
<td>$1,852</td>
</tr>
<tr>
<td>3</td>
<td>10%</td>
<td>$878</td>
<td>$2,634</td>
</tr>
<tr>
<td>4</td>
<td>15%</td>
<td>$829</td>
<td>$3,316</td>
</tr>
<tr>
<td>5</td>
<td>25%</td>
<td>$731</td>
<td>$3,655</td>
</tr>
<tr>
<td>6+ 4</td>
<td>25%</td>
<td>$731</td>
<td># x $731</td>
</tr>
</tbody>
</table>

1. To receive the Early Bird Discount, registration must be completed by 11:59 pm CST on April 15, 2018.
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/2018Chicago

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 2018 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:

<table>
<thead>
<tr>
<th>Attendee Cancellation date</th>
<th>Attendee Cost Responsibility</th>
<th>Refund (if previously paid)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through March 18, 2018</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>March 19 - April 15, 2018</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>After April 15, 2018</td>
<td>100%</td>
<td>0%</td>
</tr>
</tbody>
</table>