What does an organization do when individual or group behaviors undermine the best attempts to create a safe, respectful, and reliable environment? You need a plan and the right people, processes, and 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 course, Promoting Professionalism, will provide practical tactics for attendees who wish to implement these tools in their own organizations.

December 6-7, 2019
at the Kimpton Aertson | 2021 Broadway | Nashville, Tennessee

This CME/CNE activity will be of interest to medical center leaders in medicine, nursing and other disciplines, risk managers, underwriters, institutional lawyers, medical ethicists, and business managers. All specialties may therefore be represented and are welcome to attend this program.
### Agenda, CME/CNE & Presenters

#### Friday December 6, 2019
Kimpton Aertson Hotel, Nashville

**2:30-3 pm** Sign-in & Registration

**3-7 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 December 7, 2019
Kimpton Aertson Hotel, Nashville

**7 - 8 am** Sign-in & Breakfast

**8 am** Program Begins Promptly

**8 am - 2 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 Conclusion

#### 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”
- An evidence based approach for addressing behaviors that undermine a culture of safety
- Three graduated levels of interventions for addressing behaviors that undermine a culture of safety
- Pertinent legal issues that need to be considered in addressing behaviors that undermine a culture of safety

#### 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 nine and one half (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.

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**Gerald B. Hickson, MD**
Senior Vice President for Quality, Safety and Risk Prevention, and the Joseph C. Ross Chair for Medical Education and Administration at Vanderbilt University Medical Center.

**William O. Cooper, MD, MPH**
Cornelius Vanderbilt Professor of Pediatrics and Health Policy, Associate Dean for Faculty Affairs, VUSM, Vice President for Patient and Professional Advocacy, VUMC.

**Charles E. Reiter, III, JD**
Founding partner of Reiter Burns, LLP in Chicago, Former Sr. VP, General Counsel and Secretary of the Loyola University Health System and Physician Foundation.
LOCATION

The rhythm of Nashville awaits you at the Kimpton Aertson Hotel. The chic laid-back style at Kimpton Aertson celebrates innovation with steel and stone, concrete and Carrara, and commissioned artwork everywhere you turn. Located just steps away from Vanderbilt University, relax by the fireplace or find yourself with a handcrafted whiskey cocktail in a walkable neighborhood where locals live, work, dine, and play.

LODGING

The Kimpton Aertson Hotel has earned prestigious accolades in its premiere year. U.S. News & World Report awarded it with "Silver, Best Hotel in the USA 2018 list" and AAA awarded it the "Four Diamond Award". Our Professionalism Course will be perched on the 8th floor with grand views of Vanderbilt and the downtown Nashville skyline.

Click this link to make your room reservations at the CPPA Program group rate starting at $239.00++ or call 1-877-239-2269 and mention the group code “VUMC Center for Patient & Professional Advocacy”.

Hotel information and photos courtesy of the Kimpton Aertson Hotel.
## COURSE RATES & DISCOUNTS

**Vanderbilt Center for Patient and Professional Advocacy**

<table>
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<th>Number of Attendees</th>
<th>Discount Per Person</th>
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1. To receive the Early Bird Discount, registration must be completed by 11:59 pm CST on October 31, 2019.
2. To receive the multi-attendee discount, all attendees must (a) be from the same organization, (b) register under the same group/organization name, and (c) register together on the same order or within three (3) business days of the first registration of the group.
3. All payments are due to VUMC within 10 business days of registration.
4. The total fee for groups of 5 or more is calculated as the per attendee fee x the total number of attendees.

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### Ready to Register

There are two options for submitting payment for this course. Please use the registration button above to go to our Events Page for additional information and to register for our Nashville 2019 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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