



## **Faculty**

Sue Dill Calloway, MSN, JD, RN, Director of Hospital Patient Safety, The Doctors Company. Sue Dill Calloway earned an Associate Degree, BSN and MSN in nursing (summa cum laude), a BA degree, and a law degree (Juris Doctor with honors from Capital University. In addition to being a licensed attorney, Mrs. Dill has been an adjunct professor with the College of Nursing for 17 years, has many years of experience as an emergency department nurse and nurse manager of multiple hospital departments, has been VP of Legal Services for a community hospital, and served as the Director of Risk Management for the Ohio Hospital Association. She has been a consultant with many state hospital associations and national organizations. Mrs. Dill also provides for-profit services for hospitals, writes numerous newsletters, and develops resources for ambulatory surgery facilities.

## **Webinar Topics**

- CMS hospital CoP standard on non-punitive environment
  - Requirement for voluntary non-punitive environment
  - Medication errors and adverse drug events
  - Must include near misses or close calls
  - Corrective actions to prevent reoccurrences.
- TJC leadership standards on non-punitive behavior and organization safety standards, system performance and culture survey
  - Patient safety program requirements
  - Near misses or close calls
  - FMEA and RCA requirements
  - Patient safety plan and scope of the program
  - System or process failures
  - Sentinel event requirements
  - External reporting of significant adverse events
- National Quality Forum 2010 34 Safe Practices for Better Healthcare standard on culture of safety
  - Leadership structures and systems
  - Patient safety program and patient safety officer
  - Patient safety committee
  - Board responsibility in patient safety
  - Two toolkits for leadership on walk abouts
  - Culture measurement
- Just culture theory as a balance
- The IOM Study on Medical Errors
- Patient safety issues
- Other names for medical error
- Error prevention and just culture
- Establishing a culture of safety
- High reliability organizations
- Key features of culture of safety (AHRQ)
- AHRQ Patient Safety Primer on Safety Culture
- 10 domains of patient safety
- AHRQ 10 Patient Safety Tips for Hospitals
- Human factor engineering
- Root cause analysis
- Active vs. mistakes
- Patient safety outcomes
- Culture of safety components
- Developing a culture of safety
- High reliability organizations

## **Nursing Contact Hours**

1.8 Nursing Contact hours will be awarded upon completion of this webinar.

**Instructions will be given at the conclusion of the Webinar on how to obtain certificate.**

## **Note:**

Sign in/Log on instructions will be sent to the registrant several days prior to the Webinar.



# Louisiana Hospital Association

## WEBINAR REGISTRATION

### **Patient Safety and the “Just Culture:” A Primer for Health Care**

**Wednesday, October 6, 2010  
9:00 a.m. – 10:30 a.m. (Central Standard Time)**

**NOTE: Advance registration is REQUIRED to ensure delivery of instructional materials.**

**Fee:** \$225.00 LHA Member Rate (includes one phone line per site)  
Additional phone lines will be billed at \$199.00.  
  
\$275.00 Non-Member Rate (includes one phone line per site)  
Additional phone lines will be billed at \$249.00.

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