

# **15th Annual Leading the Way Mid-Atlantic Interprofessional Leadership Conference**

**Friday, October 19, 2018  
8 a.m. - 3 p.m.**

The Richmond Marriott  
500 East Broad Street  
Richmond, Virginia



# Conference Information

## Conference Overview

The 15th Annual Mid-Atlantic Interprofessional Leadership Conference, with a theme of “Leading the Way” in safety, quality and service is specifically designed to educate and equip those in leadership and management positions to achieve highly reliable team performance in their health care organizations.

Presenters will address practical strategies in hardwiring the adoption of high-reliability principles and practices through clinician engagement, resilient performance, effective communication, optimization of health IT functionality, and transformation of the patient experience. The conference is intended for all formal and informal healthcare leaders and managers, including nurses, allied health professionals, social workers, Advanced Practice Providers and physicians, located in the Richmond area and the Mid-Atlantic region.

## Continuing Education

**Nursing:** 5.0 Contact Hours. VCU Health is approved as a provider of continuing nursing education by the Virginia Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

**Physicians:** VCU Health Continuing Medical Education is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

VCU Health Continuing Medical Education designates this live activity for a maximum of 5.0 **AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Allied Health Providers:** 0.5 CEU\* The continuing education activity meets the criteria of Virginia Commonwealth University and the Southern Association of Colleges and Schools. (\*0.1 CEU equals 1 contact hour.)

## Americans with Disabilities Act

VCU Health System is an equal opportunity/affirmative action institution and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, genetic information, military status, or any other characteristic protected by applicable federal or state law. If special accommodation is needed, please contact us at 804.828.0418. Every attempt will be made to facilitate your participation in this conference.

## Registration Fee - \$130

Includes all sessions, program materials, CE credit certificate, continental breakfast, break refreshments, and lunch, and parking. NOTE: Minimum and maximum numbers for attendance at this conference have been established, and we reserve the right to substitute speakers/topics, or cancel if necessary.

## Cancellation Policy

Full refund minus \$25 processing fee given for EMAIL **CANCELLATIONS sent by September 21, 2018. No refunds will be given for cancellations sent after this date.** Due to the popularity of in this conference, we urge you to register early. Registration will be accepted on a first come, first served basis.

## Accommodations

To arrive rested for this conference, consider staying overnight at the Richmond Marriott Hotel. Attendees at this conference will have the opportunity to receive the reduced rate of \$159 per night. Please call the hotel’s central reservation line at 800.228.9290 by October 5, 2018. Reference the “VCU Leadership 2018” when speaking with the reservations department, or click on the link <https://book.passkey.com/e/49710905>.

## Conference Disclosures

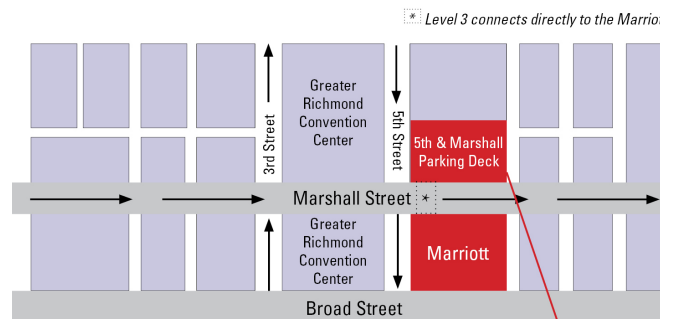
### Criteria for Successful Completion

To receive continuing education credit:

- Attend all sessions
- Complete an online evaluation for all sessions attended and for the overall conference

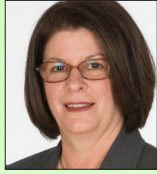
## Parking at the Conference

**Please park in the 5th & Marshall Deck. Parking vouchers are available at the registration desk to be validated**



**Please note: This is the only parking location that we can validate parking.**

# Guest Faculty



**Deborah Davis, FACHE, CEO** of VCU Health System Hospitals and Clinics. Ms. Davis oversees the overall management of the hospitals, including administration, financial operations, patient care services, support services, clinical services and medical affairs. She holds a bachelor's and master's degrees in business administration from East Carolina University. She also is certified as a fellow of the American College of Healthcare Executives.



**Abraham Segres, MSHA** is the Virginia Hospital and Healthcare Association's (VHHA) Vice President for Quality and Patient Safety. Mr. Segres provides leadership for the Association's statewide quality, safety and performance improvement activities among Virginia hospitals, health systems and relevant statewide stakeholders. He also serves as Executive Director of VHHA's Center for Healthcare Excellence. Mr. Segres holds a Master's Degree in Health Administration from Virginia Commonwealth University, and a Bachelor's of Science Degree in Public Health from the University of North Carolina, Chapel Hill. He is a Fellow of the American Society for Healthcare Risk Management and completed the Advanced Training Program in Health Care Delivery Improvement from Intermountain Health Care in Salt Lake City, Utah. He is also a trained performance improvement advisor through the Institute for Healthcare Improvement in Cambridge, Massachusetts.



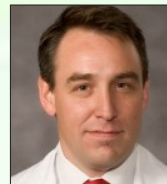
**Mary Jo Assi, DNP, RN, FNP-BC, NEA-BC, FAAN**, Associate Chief Nursing Officer at Press Ganey. Ms. Assi leads strategies for strengthening caregiver resilience and engagement, reducing patient suffering and delivering compassionate, connected care. She has more than 35 years of nursing experience in a variety of different roles, including clinical nurse, nurse educator, advanced practice nurse and nurse executive, and served as an ANCC Magnet® Commissioner for six years. She has published on a broad range of topics, including quality, safety and nursing leadership.



**Nathan Cunningham, MPH**, Manager - Patient Experience and the Department of Patient Centered Services VCU at Health System. Mr. Cunningham oversees the Office of Language Services, Patient Relations, Patient Experience programs, Patient Family Advisory Councils, and Guest Services for VCU Medical Center, Children's Hospital of Richmond, and all VCU Health Ambulatory clinics in the Greater Richmond region. He holds a Masters of Public Health from East Tennessee State University and has achieved Six Sigma Green Belt Professional Certification.



**Aaron D. Anderson, PhD**, Associate Professor and Associate Chair of the Department of Theatre, Associate Professor VCU School of Medicine. Dr. Anderson's work encompasses theatre and drama; he also specializes in qualitative and mixed-method research design, pedagogy and curriculum design, theories of the body and methods of movement analysis. He is a recognized expert on media violence and on the use of theatre training and performance studies in applied social science, and has designed the curricula for several national and international teacher certification programs. He is the founding Director of VCU's Standardized Patient Program and received the Educational Innovation Award from VCU's School of Medicine for pioneering research in the field of healthcare communication. He holds an Interdisciplinary PhD in Culture from Northwestern University and an MFA in Theatre from the University of Hawai'i at Manoa.



**Colin Banas, MD, MSHA**, Associate Professor, Chief Medical Information Officer, Department of Internal Medicine. Dr. Banas heads the Office of Clinical Transformation, a unique group of clinicians and support staff who drive innovation and optimization into the application of information technology at the point of care. Recently, he was named 2018 Physician Executive Leader of the Year by the Healthcare Information and Management Systems Society and the Association of Medical Directors of Information Systems. The award recognizes a physician leader who demonstrates significant leadership in optimizing health engagements and care outcomes through information technology. His interest's center on novel forms of Clinical Decision Support, including real-time dashboarding and intuitive usability designs.



**Alan Dow, MD, MSHA**, Assistant Vice President, Interprofessional Education and Collaborative Care Professor, Internal Medicine. Dr. Dow is responsible for developing, implementing, and studying initiatives in interprofessional education and collaborative practice across the Schools of Medicine, Nursing, Pharmacy, Dentistry, Allied Health, and Social Work, the VCU Health System, and the surrounding community. He has been supported in this work by funding from the Josiah H. Macy, Jr Foundation as one of the inaugural class of Macy Faculty Scholars, a highly competitive national program focused on developing the next generation of educational leaders. A practicing internist, Dr. Dow attended medical school at Washington University and completed residency in internal medicine and a health administration degree at VCU.

# Conference Agenda

- 7:30 am**      **Registration and Continental Breakfast**
- 8:00**          **Welcome & Opening Remarks**  
Deborah Davis, FACHE
- 8:15**          **Keynote Presentation: Becoming Highly Reliable Organizations: A Shared Vision for Virginia's Hospitals and Health Systems**  
Abraham Segres, MSHA
- 9:15**          **Caring for the Caregiver: A Strategic Approach to Strengthening Clinician Engagement**  
Mary Jo Assi, DNP, RN, FNP-BC, NEA-BA, FAAN
- 10:15**        **Break with Exhibitors and Poster Presenters**
- 10:45**        **The Patient Experience: Comprehensive, Safe, and High Quality Care and Partnership with a Patient and Family Advisory Committee (PFAC)**  
Nathan Cunningham, MPH
- 11:45**        **Lunch with Exhibitors and Poster Presenters**
- 12:45 pm**    **The Five Key Skills for Building Rapport**  
Aaron D. Anderson, PhD
- 1:45**          **Break**
- 2:00**          **EMR's, "Meaningful Use", and Health Care Quality**  
Colin Banas, MD, MSHA
- 3:00**          **Closing Remarks**  
Alan Dow, MD, MSHA

# 15th Annual Leading the Way Mid-Atlantic Interprofessional Leadership Conference Registration Form

Friday, October 19, 2018 | The Richmond Marriott

**Registration Deadline: October 1, 2018**

## Registrants Name(s)

Name 1

Email Address

Phone Number

Employer (Unit Name for VCUHS Employees)

Name 2

Email Address

Phone Number

Employer (Unit Name for VCUHS Employees)

Name 3

Email Address

Phone Number

Employer (Unit Name for VCUHS Employees)

Name 4

Email Address

Phone Number

Employer (Unit Name for VCUHS Employees)

## Registration & Fee Payment Options:

**Rates:** Registration Fee

*Through* September 28, 2018 - **\$130**

*After* September 28, 2018 - **\$140**

### Option 1

Online Registration

(a) Click on: <https://tinyurl.com/interprofessional2018>

(b) Set-up online User ID and password (non-VCU)

### Option 2

Mail-in Registration and Check Payment Option:

Personal Check

Employer Check

*Payable to:* UHS-PEP

UHS-PEP

Box 980048

Richmond, VA 23298-0048

### Option 3

Call in Credit Card Payment to:

UHS-PEP

Telephone: (804) 828-3640



**For more information contact Paul Swadley or Caroline Bowers-Brown:**



paul.swadley@vcuhealth.org

caroline.bowersbrown@vcuhealth.org



804.628.0025



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