

# Sharp HealthCare's 2019 Do No Harm Patient Safety Conference

## *CAREforYou: Creating a Culture of Support and Reliability*

A **knowledge** activity for Sharp HealthCare physicians, pharmacists and other interested employees.

**Friday, September 13, 2019**

**Hilton San Diego Resort & Spa**

1775 East Mission Bay Drive  
San Diego, CA 92109

Last year's conference was the most highly rated Do No Harm conference to date... so we have made the decision to repeat it! We are privileged to have Dr. Susan Scott as our keynote again this year. Dr. Scott is a widely published expert on the topic of the Second Victim phenomenon, clinicians who experience physical or psychological distress because of their involvement in a medical error or when a patient experiences an unexpected outcome.

**Educational Objectives:** Following this activity, participants should be able to:

- Describe Sharp HealthCare values, goals and initiatives that demonstrate value for and support for staff, leaders and physicians
- Summarize the Second Victim phenomenon and the potential impact on the healthcare workforce
- Recognize common emotions and stages of healing that Second Victims experience
- State high-risk clinical events, which can create the second victim phenomenon
- List interventional strategies to support clinicians following unanticipated or traumatic events
- State individual and system opportunities and ways to prevent further errors and second victims through review of a case study
- Describe the CAREforYou program and how to access resources at Sharp HealthCare

**Registration** is complementary. To learn more or register, visit: [www.sharp.com/DoNoHarm](http://www.sharp.com/DoNoHarm)

**Commercial Support:** None – a full list of exhibitors is available on the conference website.



**Accreditation:** Sharp HealthCare is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

**CME Credit:** Sharp HealthCare designates this live activity for a maximum of 4 *AMA PRA Category 1 Credit(s)*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



**Accreditation:** Sharp HealthCare is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

**CPE Credit:** Sharp HealthCare designates this live activity for a maximum of 4 contact hours (0.40 CEUs). Partial credit will not be awarded. Pharmacists can verify their credits at [CPE Monitor](http://CPE Monitor) within 30 days of completion of this activity. **UAN: 0571-0000-19-036-L05-P/T**

**PA Credit:** PAs may claim a maximum of 4 Category 1 credits for completing this activity. NCCPA accepts AMA PRA Category 1 Credit™ from organizations accredited by ACCME or a recognized state medical society.

**NP Credit:** AANPCB accepts AMA PRA Category 1 Credit(s) issued by organizations accredited by ACCME as an equivalent number of hours of participation. 1 AMA PRA Category 1 credit = 1 contact hour.

**Nurse Credit:** The California Board of Registered Nursing recognizes the use of Category 1 Continuing Medical Education credit toward credit contact hours. Report "ACCME Category 1 Credit" as BRN number. No BRN slip will be given. Participants must attend the entire conference to receive continuing education credits.

**LCSW:** Sharp HealthCare is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and LEPs (Provider number: 130750). Sharp HealthCare maintains responsibility for this program/course and its content. Course meets the qualifications for 4.00 hours of continuing education credit for LMFTs, LCSWs, LPCCs and/or LEPs as required by the California Board of Behavioral Sciences.

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### Agenda

7 a.m.	Registration, breakfast and exhibits
8 a.m.	<b>Welcome and Overview</b> - Cheryl Dailey, MSN, RN, CPPS - <i>System Director, Patient Safety, Sharp HealthCare</i>
8:10 a.m.	<b>CAREforYou: Stories of Peer Support at Sharp</b>
8:20 a.m.	<b>Supporting Our Own at Sharp ... a Care Model for Caregivers</b> - Lisa Allen - <i>SVP of Human Resources &amp; Talent Management, Sharp HealthCare</i>
8:40 a.m.	<b>Foundation and Framework of Second Victim Phenomenon</b> - Susan D. Scott, PhD, RN, CPPS, FAAN - <i>Director of Nursing, Professional Practice, and Foundation Director – forYOU Team University of Missouri Health Care System, Columbia, Missouri</i>
9:35 a.m.	Break and Exhibits
10:05 a.m.	<b>Caring for the Second Victim</b> - Susan D. Scott, PhD, RN, CPPS, FAAN
11:05 a.m.	<b>Supporting Staff through Supporting Systems</b> - Samantha Crandall, MSN, RN, CPHQ, CPPS - <i>Patient Safety Specialist, Sharp HealthCare</i> and Alexandra Perreiter, PharmD, APh, MAS, BCPS - <i>Pharmacy Specialist, Safe Medication Practices, Sharp Memorial Hospital</i>
11:55 p.m.	<b>Sharp HealthCare's CAREforYou Program</b> - Cheryl Dailey, MSN, RN, CPPS
12:20 p.m.	Wrap-up
12:30 p.m.	Adjourn

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**Disclosure:** As an organization accredited by the ACCME, Sharp HealthCare requires everyone who is in a position to control the content of an education activity to disclose all relevant financial relationships with any commercial interest. The ACCME defines "relevant financial relationships" as financial relationships in any amount, occurring within the past 12 months, including financial relationships of a spouse or life partner, that could create a conflict of interest. The ACPE defines "relevant financial relationships" as financial relationships in any amount, occurring within the past 12 months."

Sharp HealthCare, encourages faculty to identify investigational products or off-label uses of products regulated by the US Food and Drug Administration, at first mention and where appropriate in the content.

**Cultural & Linguistic Competency:** This activity is in compliance with California Assembly Bill 1195 which requires that all CME activities comprising a patient care element include curriculum addressing the topic of cultural and linguistic competency. The intent of this bill is to ensure that health care professionals are able to meet the cultural and linguistic concerns of a diverse patient population through effective and appropriate professional development. Cultural and linguistic competency was incorporated into the planning of this activity.