



Maine Hospital Association

presents

“Hospital Discharge Planning: Best Practices to Reduce Preventable Readmissions” Webinar (#T2567)

Thursday, March 4, 2010

10:00 - 11:00 a.m.

Overview:

Hospital discharge is often a stressful and hazardous venture for older adults. Discontinuity and fragmentation of care yields tangible risks of harm to the patient. Research has shown that patients can experience at least one medical error and some of these result in adverse events. Many of these are preventable or ameliorable. The hospital discharge process is often fragmented, highly variable, and haphazard, resulting in frequent re-hospitalizations. Key areas that need to be improved include assessment and communication of unresolved problems at time of discharge; educating patients about diagnoses, medications, and other therapies; and monitoring drug therapies and the patient's overall condition after discharge.

Program Topics:

- Patient safety issues between care points (transitions)
- Potential solutions to decrease breakdowns in patient care during transitions
- Analyze case studies for potential breakdowns and solutions

Objectives:

At the completion of this program, the participant will be able to:

- Identify the most common areas where transition errors occur
- List two solutions to practice improvement
- Identify patients at risk for transition adverse events

Target Audience:

CEO, COO, CNO, CMO, Nursing Leadership, Clinical Leadership, The Joint Commission Coordinator, Performance Improvement Director and Staff, Safety Officer, Social Workers, Discharge Planners, and Risk Managers

Faculty:

Susan Shepard, MSN, MA, RN, CPHRM, The Doctors Company

Susan Shepard has over 30 years of leadership experience in acute care hospitals, ambulatory care systems, health maintenance organizations, and conducting comprehensive evaluations for provision of health care. She has expertise in change leadership, utilization management, complex organizations, managed care and wellness, staff development, and strategic vision development and implementation, and multidisciplinary collaboration. For the past seven years, she provided quality and risk management and consulting services in the medical malpractice industry. She spent seven years as a nurse and administrator surveyor for The Joint Commission and was a highly acclaimed speaker for Shared Visions New Pathways, Ambulatory Care, and the AHA Continuous Readiness Program for Tennessee, Alabama, Mississippi, and Arkansas.

Susan Shepard received her Masters in Nursing Administration from Medical Colleges of Virginia – Virginia Commonwealth University. She also holds a Master of Arts in Management from Webster University, a Bachelor of Science in Nursing from St. Louis University. She holds the rank of Colonel (retired) in the U.S. Air Force, Nurse Corps.

Registration Fee:

\$175 per site for MHA members
\$275 per site for non-members

The registration deadline is February 19, 2010. Advance registration is required to ensure the delivery of instructional materials.

Cancellation Policy:

Cancellations made prior to the registration deadline (February 19) will be issued a refund, less a \$25 administrative fee. Cancellations made after February 19 will be charged 50% of the registration fee. No refunds will be issued for those who do not cancel in advance of the program.

Connecting to the Program:

All registration fees are per phone connection. Complete the attached registration form and return it to the Maine Hospital Association. Upon registering for the program, notify all participants and arrange a meeting room and speaker phone, if desired. At least three business days prior to the program, you will receive confirmation of your registration and instructions on logging into the program via email. You will also receive instructions on downloading the speakers' handouts via website. Approximately 5 to 10 minutes before the program, dial in to be connected to the session.

If you have not received a confirmation notice 48 hours prior to the program, please call Leslie Gagne at (207) 622-4794 to confirm your registration has been received. Confirmation notices will be sent via email when available.

Registration Form

**Webinar: Hospital Discharge Planning: Best Practices to Reduce Preventable Admissions
March 4, 2010/ 10:00 a.m. - 11:00 a.m.**

Important Note: Information for accessing the program will be emailed to the following contact person prior to the program date.

Name and Title of Contact Person: _____

Telephone: _____ Fax: _____ Email: _____

Organization: _____

Address: _____ City: _____ State: _____ ZipCode: _____

The registration fee is: **\$175** per site for **MHA members** / **\$275** per site for **Non-members**

The fee covers one telephone connection and includes a set of handouts (which can then be copied).

Payment Method: Check enclosed (payable to RET) Check being mailed Credit Card

Credit card amount authorized \$ _____

Credit Card # _____

Visa MasterCard Amex

Exp. Date _____ Name on Card (*please print*) _____

Signature _____

Please send completed registration form along with payment to: Leslie Gagne, Maine Hospital Association, 33 Fuller Road, Augusta, Maine 04330 or fax (mail payment separately) to 207/622-3073. If you have questions, please call Leslie Gagne or Carol Sinclair at 207/622-4794 or by email at lgagne@themha.org or csinclair@themha.org.

Registration deadline is Friday, February 19, 2010.