



## Maine Hospital Association

presents

# “Primum Non Tacere, or Why Don’t We Speak Up? The Impact on Patient Safety” Webinar (#T2576)

Thursday, April 15, 2010

10:00 - 11:00 a.m.

### Overview:

This presentation will offer a number of clinical examples in which the failure to speak up caused harmful results. The reasons why health professionals and student health professionals often resist speaking up will be explored. In addition to the familiar fear of retribution, attention will be called to the ways that human beings rationalize or excuse their failure to call attention to latent system failures. The presentation will conclude with a host of recommendations whereby health care organizations can cultivate an environment that promotes constructive comment and action plans aimed at system improvement. If health professionals refrain from speaking up, it is because they are not properly incentivized to do so. Recommendations will therefore target the need to create work environments wherein system operators feel safe and supported for speaking up, as well as experience a healthy sense of self from doing so.

### Program Topics:

- Clinical examples of why clinicians don’t speak up and the impact on patient safety
- Reasons for not speaking up and why they do it ineffectively
  - System failures
  - Broken rules
  - Errors and mistakes
  - Incompetence
  - Poor teamwork
  - Disrespectful, abusive behavior
  - Lack of support
- Why health professional should speak up
- Implementing speaking up to ensure patient safety

### Objectives:

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

1. Explain the need to speak up
2. List organizational factors that hinder or that facilitate speaking up
3. Describe helpful strategies to use in remediating employees’ problematic behaviors
4. Articulate helpful phrases to use in any difficult conversation bearing on another person’s problem behaviors

### Target Audience:

CEO, COO, CNO, CMO, Safety Officer, Performance Improvement Director, Risk Manager, Nursing/Hospital Leadership, The Joint Commission Coordinator, Ethics Committee, Physical Therapists, and Nursing Home Administrators

### Faculty:

**John Banja, PhD, Center for Ethics, Emory University, Atlanta, GA**

**John Banja** is an Associate Professor of Clinical Ethics at Emory University and the Associate Professor of Rehabilitation Medicine at Emory University School of Medicine. Dr. Banja has authored or co-authored over 150 publications and delivered over 700 invited presentations at regional, national, and international conferences. He received a doctorate degree in philosophy from Fordham University in New York.

**Registration Fee:**

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

**The registration deadline is April 2, 2010.** Advance registration is required to ensure the delivery of instructional materials.

**Cancellation Policy:**

Cancellations made prior to the registration deadline (April 2) will be issued a refund, less a \$25 administrative fee. Cancellations made after April 2 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: Why Don't We Speak Up? The Impact on Patient Safety**  
**April 15, 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). If more than one connection is placed, your hospital will be billed accordingly.

**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](mailto:lgagne@themha.org) or [csinclair@themha.org](mailto:csinclair@themha.org).

**Registration deadline is Friday, April 2, 2010.**