

## OBJECTIVES

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### **Population Health – Competencies and Measurement for Success**

- Define population health
- Identify transformation drivers
- Describe necessary health system partnerships
- Discuss competencies and measurements for successful population health
- Identify elements of a self-assessment approach

### **The New Frontier – Patient Safety in Ambulatory and Outpatient Settings**

Discuss the principles of high reliability organizations and how those principles apply to ambulatory and outpatient care settings (v. acute care hospitals)

- Identify how high reliability is a critical success factor in realizing the improved outcomes of tactics by providing a framework to consistently implement those tactics
- Describe how non-technical skills for thinking and thinking together as teams enable staff and physicians to reduce harm – and the role of leadership in developing practice habits for these non-technical skills
- Apply three universal, evidence-based leadership methods for high reliability

### **Patient Engagement – Shared Decision-Making and Motivational Interviewing**

- Analyze examples of health literacy in action
- Explore techniques for shared decision-making and motivational interviewing as a means of promoting meaningful patient partnerships

### **Patient Engagement – A Personal Story**

- Discuss the best practice of strategic storytelling
- Identify critical factors in engaging patients in care and decision-making

- **Debrief - Participant Response**
- Develop short and long term action plans for utilizing new knowledge

## KEYNOTE SPEAKERS

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**Lynne Rothney-Kozlak, MPH**

**President & Principal Consultant**

Rothney-Kozlak Consulting, LLC

Contractor to Premier, Inc.

**Craig Clapper**

**Founding Partner**

Healthcare Performance Improvement

**Barbara Balik, EdD, RN**

**Consultant**

Common Fire Healthcare Consulting

**Kim Blanton**

**Patient Advisor**

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CarolinaEast Health System, Vidant Health System, The Brody School of Medicine Office of CME and Eastern AHEC Department of Nursing Education are pleased to partner together to bring you a day of outstanding Patient Safety and Quality conversation. The purpose of this symposium is to enable learners to increase knowledge of strategies and tools used to improve patient safety and quality.

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You may register online at [www.psqsymposium.com](http://www.psqsymposium.com) or fax registration form to the CarolinaEast Health System Education Department at 252-634-6675.