## WEDNESDAY, MAY 14

### PRE-CONGRESS DAY

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30AM–6:00PM</td>
<td>REGISTRATION OPEN</td>
<td>OCEANS FOYER</td>
</tr>
<tr>
<td>7:30AM–4:00PM</td>
<td>CERTIFIED PROFESSIONAL IN PATIENT SAFETY (CPPS) REVIEW COURSE</td>
<td>CORAL BALLROOM</td>
</tr>
<tr>
<td>8:00AM–4:00PM</td>
<td>EXPLORING NEW PATHWAYS FOR HEALTH CARE SIMULATION</td>
<td>OCEANS 1</td>
</tr>
<tr>
<td>8:00AM–4:00PM</td>
<td>JUST CULTURE AND SAFETY SCIENCE: OPTIMIZING THE ROOT CAUSE ANALYSIS PROCESS</td>
<td>OCEANS 3</td>
</tr>
<tr>
<td>8:30AM–4:00PM</td>
<td>LEADERSHIP DAY: KEEPING QUALITY AND SAFETY FRONT AND CENTER – MANAGING YOUR INFLUENCE IN THE RIGHT DIRECTION</td>
<td>DISCOVERY BALLROOM</td>
</tr>
<tr>
<td>8:30AM–4:00PM</td>
<td>PATIENTS AND FAMILIES: THE ESSENTIAL PARTNERS FOR SAFER CARE</td>
<td>OCEANS 2</td>
</tr>
</tbody>
</table>

### 1:00PM–4:00PM

<table>
<thead>
<tr>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>USING PATIENT SAFETY ORGANIZATIONS TO IMPROVE QUALITY, SAFETY, AND EFFICIENCY IN HEALTH CARE</td>
<td>OCEANS 4</td>
</tr>
</tbody>
</table>

### 4:00PM–6:00PM

<table>
<thead>
<tr>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEARNING &amp; SIMULATION CENTER – WELCOME RECEPTION, SIMULATIONS, EXHIBITS, POSTERS, PRIZE DRAWINGS</td>
<td>OCEANS BALLROOM</td>
</tr>
<tr>
<td>5:00PM–6:00PM</td>
<td>CPPS NETWORKING EVENT <em>(by invitation)</em></td>
</tr>
</tbody>
</table>

### SIMULATIONS

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:30PM–5:00PM</td>
<td>I'M TALKING, ARE YOU LISTENING?</td>
<td>BOOTH 101</td>
</tr>
<tr>
<td>5:00PM–5:30PM</td>
<td>YOU'RE SPEAKING, BUT I DON'T HEAR YOU.</td>
<td>BOOTH 119</td>
</tr>
<tr>
<td>5:30PM–6:00PM</td>
<td>I HEAR YOU NOW, WE'RE COMMUNICATING.</td>
<td>BOOTH 413</td>
</tr>
</tbody>
</table>

Don't miss the raffle drawings for prizes, at the NPSF booth in the Learning & Simulation Center:

- **Wednesday** 5:45PM
- **Thursday** 1:15PM and 5:45PM
- **Friday** 1:15PM
THURSDAY, MAY 15

6:30AM–6:00PM
REGISTRATION OPEN
OCEANS FOYER

7:00AM–8:00AM
CONTINENTAL BREAKFAST
OCEANS FOYER

8:00AM–9:30AM
NPSF LUCIAN LEAPE INSTITUTE KEYNOTE SESSION — PATIENT SAFETY IS NOT ELECTIVE
CRYSTAL BALLROOM

9:45AM–10:45AM
CONCURRENT BREAKOUT SESSIONS
TRACK 1: SAFETY EVENT IDENTIFICATION, ANALYSIS, AND FEEDBACK
Session 101: The Health Care Safety Hotline: Creating a Pilot Patient and Family Reporting System for Medical Errors
OCEANS 1

TRACK 2: TEAMWORK AND COMMUNICATION
Session 102: The Art and Science of Disclosure
OCEANS 2

TRACK 3: OPERATIONALIZING JOY AND MEANING
Session 103: Building a Culture of Respect for People
OCEANS 3

TRACK 4: PATIENT ENGAGEMENT
Session 104: Engaging Patients and Families in the Reviewable Adverse Event Process
OCEANS 4

TRACK 5: SAFETY ACROSS THE CONTINUUM OF CARE
Session 105: Team Training in Adult Outpatient Oncology
CORAL BALLROOM

TRACK 6: SAFETY BEST PRACTICES
Session 106: Finding and Mitigating Hypoglycemia
DISCOVERY BALLROOM

11:00AM–12:00PM
CONCURRENT BREAKOUT SESSIONS
TRACK 1: SAFETY EVENT IDENTIFICATION, ANALYSIS, AND FEEDBACK
Session 201: Learning from Safety Events: Lessons from Two Regional Healthcare Systems
OCEANS 1

TRACK 2: TEAMWORK AND COMMUNICATION
Session 202: Enhancing Clinical Learning Environment for Patient Safety: The CLER Program
OCEANS 2

TRACK 3: OPERATIONALIZING JOY AND MEANING
Session 203: Building Second Victim Support Programs: What We’ve Learned
OCEANS 3

TRACK 4: PATIENT ENGAGEMENT
Session 204: Engaging Patients in Redesigning Care Delivery: Shadowing to View Care through the Eyes of Patients and Families
OCEANS 4

TRACK 5: SAFETY ACROSS THE CONTINUUM OF CARE
Session 205: Improving Patient Safety through Electronic Clinical Surveillance
CORAL BALLROOM

TRACK 6: SAFETY BEST PRACTICES
Session 206: Fifteen Minutes That Transformed an Organization
DISCOVERY BALLROOM
THURSDAY continued

12:00PM–1:30PM

LEARNING & SIMULATION CENTER—LUNCH, SIMULATIONS, EXHIBITS, POSTERS, PRIZE DRAWINGS

OCEANS BALLROOM

SIMULATIONS
12:00PM–12:30PM  I'M TALKING, ARE YOU LISTENING?  
  BOOTH 101
12:30PM–1:00PM  YOU'RE SPEAKING, BUT I DON'T HEAR YOU.  
  BOOTH 119
1:00PM–1:30PM  I HEAR YOU NOW, WE'RE COMMUNICATING.  
  BOOTH 413

1:45PM–2:45PM

CONCURRENT BREAKOUT SESSIONS

TRACK 1: SAFETY EVENT IDENTIFICATION, ANALYSIS, AND FEEDBACK
Session 301: Closing the Loop: Providing Feedback to Reporters for Safety Events  
  OCEANS 1

TRACK 2: TEAMWORK AND COMMUNICATION
Session 302: SIM: Seriously In Motion—United in Patient Safety!  
  OCEANS 2

TRACK 3: OPERATIONALIZING JOY AND MEANING
Session 303: Enhancing Joy and Meaning in the Workplace by Reducing Challenging Patient Situations  
  OCEANS 3

TRACK 4: PATIENT ENGAGEMENT
Session 304: Beyond Duty: Driving Change with Patient Partners  
  OCEANS 4

TRACK 5: SAFETY ACROSS THE CONTINUUM OF CARE
Session 305: Improving Patient Safety in Small Primary Care Practices  
  CORAL BALLROOM

TRACK 6: SAFETY BEST PRACTICES
Session 306: Design and Implementation of a Strategic Approach to High-Reliability Health Care  
  DISCOVERY BALLROOM

4:00PM–6:00PM

LEARNING & SIMULATION CENTER—NETWORKING RECEPTION, SIMULATIONS, EXHIBITS, POSTERS, PRIZE DRAWINGS

OCEANS BALLROOM

4:00PM–5:00PM  NETWORKING EVENT for MEMBERS of ASPPS and the STAND UP FOR PATIENT SAFETY PROGRAM  
  (by invitation)
The Stand Up for Patient Safety Management Awards will be conferred at this event.
  MEMBER LOUNGE: BOOTH 229/328

SIMULATIONS
4:30PM–5:00PM  I'M TALKING, ARE YOU LISTENING?  
  BOOTH 101
5:00PM–5:30PM  YOU'RE SPEAKING, BUT I DON'T HEAR YOU.  
  BOOTH 119
5:30PM–6:00PM  I HEAR YOU NOW, WE'RE COMMUNICATING.  
  BOOTH 413

6:00PM–8:00PM

BOARD & FACULTY RECEPTION  
  (by invitation)

FRIDAY, MAY 16

6:30AM–3:00PM

REGISTRATION OPEN
  OCEANS FOYER

7:00AM–8:00AM

CONTINENTAL BREAKFAST  
  OCEANS FOYER

7:00AM–7:45AM

SPECIAL INTEREST BREAKFAST — PARTNERSHIP FOR PROMOTING HEALTH IT PATIENT SAFETY  
  OCEANS 4

3:00PM–4:00PM

AFTERNOON KEYNOTE SESSION — JUST AS I AM
The John Q. Sherman Award for Excellence in Patient Engagement will be conferred prior to the start of this keynote.
  CRYSTAL BALLROOM

8:00AM–9:15AM

MORNING KEYNOTE SESSION — HOT TOPICS IN PATIENT SAFETY: SELECTED PAPERS ADVANCING THE FIELD IN THE PAST YEAR  
  CRYSTAL BALLROOM
FRIDAY continued

9:45AM–10:45AM
CONCURRENT BREAKOUT SESSIONS
TRACK 1: SAFETY EVENT IDENTIFICATION, ANALYSIS, AND FEEDBACK
Session 401: Diving into Laboratory Events
OCEANS 1
TRACK 2: TEAMWORK AND COMMUNICATION
Session 402: Moving the Needle: Codifying and Hardwiring Culture Change
OCEANS 2
TRACK 3: OPERATIONALIZING JOY AND MEANING
Session 403: The High-Reliability Chassis: Improving Patient and Employee Safety
OCEANS 3
TRACK 4: PATIENT ENGAGEMENT
Session 404: Moving from Engagement to Action with Patients and Families as Partners in Preventing Harm
OCEANS 4
TRACK 5: SAFETY ACROSS THE CONTINUUM OF CARE
Session 405: Safety Event Reporting in the Ambulatory Setting: A Story of Success
CORAL BALLROOM
TRACK 6: SAFETY BEST PRACTICES
Session 406: Learning from Every Death: Actionable System Failures
DISCOVERY BALLROOM

11:00AM–12:00PM
CONCURRENT BREAKOUT SESSIONS
TRACK 1: SAFETY EVENT IDENTIFICATION, ANALYSIS, AND FEEDBACK
Session 501: Development of an Event Analysis Model: Shared Learnings
OCEANS 1
TRACK 2: TEAMWORK AND COMMUNICATION
Session 502: An Assertive Communication Algorithm: Resolving Conflict
OCEANS 2
TRACK 3: OPERATIONALIZING JOY AND MEANING
Session 503: Here’s How Now: Every Employee’s Wellness Works for Patient Safety
OCEANS 3
TRACK 4: PATIENT ENGAGEMENT
Session 504: The Other Side of the Bedrail: Learning from Patient Stories
OCEANS 4
TRACK 5: SAFETY ACROSS THE CONTINUUM OF CARE
Session 505: Improving Transitions in Care after an ED Visit with an Enhanced Follow-Up Program
CORAL BALLROOM
TRACK 6: SAFETY BEST PRACTICES
Session 506: Tools for Optimizing Medication Safety
DISCOVERY BALLROOM

12:00PM–1:30PM
LEARNING & SIMULATION CENTER – LUNCH, SIMULATIONS, EXHIBITS, POSTERS, PRIZE DRAWINGS
OCEANS BALLROOM

SIMULATIONS
12:00PM–12:30PM  I’M TALKING, ARE YOU LISTENING?
BOOTH 101
12:30PM–1:00PM  YOU’RE SPEAKING, BUT I DON’T HEAR YOU.
BOOTH 119
1:00PM–1:30PM  I HEAR YOU NOW, WE’RE COMMUNICATING.
BOOTH 413

1:45PM–3:15PM
CLOSING KEYNOTE SESSION — THRIVING VS. SURVIVING DURING TIMES OF CHANGE
CRYSTAL BALLROOM

3:15PM
CONGRESS ADJOURNS

JOIN US NEXT YEAR FOR THE 17TH ANNUAL NPSF PATIENT SAFETY CONGRESS IN AUSTIN, TEXAS, APRIL 29–MAY 1, 2015