

**2009  
NPSF PATIENT SAFETY  
CONGRESS**

**Patient Safety In  
Challenging Times**

*Now More than Ever, a Critical Need*

Pre-Congress May 20  
**CONGRESS May 21–22**

Washington DC Area  
*Gaylord National  
(National Harbor, MD)*

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registration form in this brochure

*“To Err Is Human”  
Report Authors*

*Distinguished Members  
of the Lucian Leape Institute*

*Leadership Day for  
Healthcare Executives*

**FULL PROGRAM and FACULTY LIST INSIDE**

**Patient Safety In Challenging Times**  
*Now More Than Ever, a Critical Need*

**2009 NPSF ANNUAL PATIENT SAFETY CONGRESS**

Gaylord National • Washington DC Area  
Pre-Congress May 20 • Congress May 21-22

*Janet Corrigan, President  
& CEO, National Quality Forum*

*Molly Joel Coye, CEO,  
Health Technology Center*

*Paul O’Neill, Former  
Chairman & CEO, Alcoa, and  
72<sup>nd</sup> US Treasury Secretary*

*John Wennberg,  
Dartmouth Medical School*

*Keeping patients safe in challenging times requires  
real-world strategies and tools, new thinking,  
and vigilance across health care.*

*From adversity comes the spark of innovation and renewed  
commitment – a mindset at the heart of this year’s Congress,  
offering highly focused programs designed to speak directly to  
today’s critical patient safety imperatives.*

**2009 PROGRAM SCHEDULE**

**Wednesday, May 20, Pre-Congress** 8:00 am–4:30 pm

**Thursday, May 21** 8:00 am–5:00 pm

**Friday, May 22** 7:30 am–4:00 pm

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*Empowering Healthcare*

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# Be Inspired By Our Innovative Plenaries!

Motivational and Stimulating

## Lucian Leape Institute Town Hall Plenary: IOM Report Retrospective and the Decade Ahead

**Thursday, May 21, 3:30-5:00 pm** Distinguished members of the Lucian Leape Institute at the National Patient Safety Foundation, including a number of architects of *To Err is Human: Building A Safer Health System*, will be joined by Janet Corrigan as they discuss the state of patient safety ten years after the release of this pivotal publication. What progress has been made as stakeholders across health care have been galvanized in support of the patient safety mission? With awareness achieved, what key learnings will serve as the critical levers to propel the drive toward life-saving change? This interactive discussion promises to offer valuable reflections and insights as we look with optimism toward what can be achieved in the decade ahead.

Moderated by **Janet Corrigan**, President and CEO, National Quality Forum, and Former IOM Senior Board Director



### MEMBERS OF THE LUCIAN LEAPE INSTITUTE

Donald M. Berwick, MD, MPP  
President & Chief Executive Officer,  
Institute for Healthcare  
Improvement

Carolyn M. Clancy, MD  
Director, Agency for Healthcare  
Research and Quality

James B. Conway, MAM, CHE  
Senior Vice President,  
Institute for Healthcare  
Improvement

Paul A. Gluck, MD  
Ex Officio Institute Member  
Immediate Past Chair, NPSF Board

James A. Guest  
President, Consumers Union

David M. Lawrence, MD  
Chairman & Chief Executive  
Officer (retired),  
Kaiser Foundation Health Plan, Inc.  
and Kaiser Foundation Hospitals

Lucian L. Leape, MD  
*Lucian Leape Institute Chair*  
Adjunct Professor of Health Policy,  
Harvard School of Public Health

Julianne M. Morath, RN, MS  
Chief Quality and Safety Officer,  
Vanderbilt Medical Center

Dennis S. O'Leary, MD  
President Emeritus,  
The Joint Commission

Paul O'Neill  
Former Chairman & Chief Executive  
Officer, Alcoa  
72<sup>nd</sup> Secretary of the US Treasury

Diane C. Pinakiewicz, MBA  
*Lucian Leape Institute President*  
President, National Patient Safety  
Foundation

## Patient Safety: Reaching for Transformational Change in Challenging Times – with Alan Aviles, President, New York City Health and Hospitals Corporation

*HHC was a recipient of the 2008 John M. Eisenberg Patient Safety and Quality Award*

**Friday, May 22, 2:45-4:00 pm** Mr. Aviles will discuss how HHC, the largest municipal hospital and healthcare system in the country, has been transformed by implementing a clear and determined plan to deliver safe, efficient, effective, and patient-centered care. Hear how a public system that has consistently been challenged by funding and resource limitations has been able to maintain a core focus on patient safety, keep this critical work on track, and achieve acclaimed results. As our healthcare system weathers the challenges of the current fiscal environment, insights from the HHC experience will provide inspiration and practical guidance.



## Health Policy Reform

**Friday, May 22, 8:45-10:00 am** A new administration with a stated focus on health care holds the potential for great change, from shifts in policy to the economics and quality of care. This plenary will explore the changing healthcare environment and the impact on providers, systems, and patients. What the future holds depends on the unwavering commitment of governmental leaders, the impact of challenging economic times, the vision and determination of executives across the spectrum of health care, and the acceptance of those on the front lines of care.

The Time for Change  
Is Now

## Kevin Carroll: Rediscovering Play – Bringing Fun and Passion to Your Work . . . and Life

**Thursday, May 21, 8:15-9:30 am** With his masterful storytelling skills, Kevin Carroll communicates lessons garnered from the spirit and dynamics of play to help attendees understand how to enliven and enrich their work lives, enhance innovation, and improve team dynamics and interpersonal communication. An area of the healthcare environment that has been specifically targeted by the Lucian Leape Institute as crucial to patient safety, finding meaning and fulfillment in work is central to Mr. Carroll's life-changing presentations. He challenges his audience to do more with less and rediscover the joy of work and team.



Information in this brochure  
is subject to change

Enjoy the wit and wisdom of the **Capitol Steps**, renowned political satirists who have been entertaining audiences with a look at the lighter side of Washington for over 25 years.

**Thursday, May 21, 7:30-8:30 pm**

Reserve your spot now!



# Wed May 20 • Full-Day Pre-Congress Programs

**8:00 am–4:30 pm** These highly targeted interactive sessions offer a unique opportunity to learn from acclaimed patient safety experts and to share and innovate with peers from across health care.

*In-Depth, Interactive Programs*

## Leadership Day

*Created Exclusively for C-Suite and Board-Level Participants*



### FACULTY

**Richard M. J. Bohmer, MD, MBA**, Class of 1973 Senior Lecturer of Business Administration, Harvard Business School

**Janet Corrigan, PhD, MBA**, President and Chief Executive Officer, National Quality Forum

**Michael Cuffe, MD**, Vice Dean, Medical Affairs, Duke University School of Medicine and Vice President, Medical Affairs, Duke University Health System

**Gerald B. Hickson, MD**, Director, Center for Patient and Professional Advocacy, Vanderbilt University Medical Center

**Lucian L. Leape, MD**, Adjunct Professor of Health Policy, Harvard School of Public Health

**Gregg S. Meyer, MD, MSc**, Senior Vice President for Quality and Patient Safety, Massachusetts General Hospital

**Barry Silbaugh, MD, MS, FACPE**, Chief Executive Officer, American College of Physician Executives

**David F. Torchiana, MD**, Chief Executive Officer and Chairman, Massachusetts General Physicians Organization

**Michael Zia, MD**, Chief Medical Officer and Vice President, Quality Management, Decatur Memorial Hospital

### AGENDA

#### Welcome and Introductions

Richard M. J. Bohmer, MD, MBA

#### Reflection on the Past 10 Years: Why Have We Not Gotten Further?

Lucian L. Leape, MD  
Janet Corrigan, PhD, MBA

#### Framing the Safety Enterprise within an Organization: Alcoa Case Study

Richard M. J. Bohmer, MD, MBA

#### Setting Priorities for the Work of Safety and Quality

Gregg S. Meyer, MD, MSc  
David F. Torchiana, MD

#### Designing Incentives for Quality and Safety: Intermountain Case Study

Richard M. J. Bohmer, MD, MBA  
Gregg S. Meyer, MD, MSc

#### Physician Engagement *(Panel Discussion)*

Michael Cuffe, MD  
Gerald B. Hickson, MD  
Lucian L. Leape, MD  
Barry Silbaugh, MD, MS, FACPE  
Michael Zia, MD

#### 6:00 pm CMO Dinner Program

#### Dealing with Disruptive Behavior: Another Side of Physician Engagement

Gerald B. Hickson, MD  
Gregg S. Meyer, MD, MSc

*David M. Lawrence, MD, CEO (retired), Kaiser Foundation Health Plan and Kaiser Foundation Hospitals, and Paul O'Neill, Former Chairman and CEO, Alcoa, will hold a follow up discussion during lunch on Thursday, May 21, for those also attending the full Congress meeting.*

## Community Engagement from the Patient and Family Perspective

This unique program has been developed to provide perspective and ideas in support of engaging communities in patient safety work. Patient and family representatives will serve as faculty, offering viewpoints from this important stakeholder group. This event will provide models for partnership for community members, patient and family representatives, and healthcare workers, teach techniques for driving forward community-based initiatives, and offer tools for developing an action plan for participants who wish to bring patient and family-centered care and community engagement in patient safety work to their communities.

### FACULTY

**Beverly H. Johnson**  
President & CEO, Institute for Family-Centered Care

**Linda K. Kenney**  
President, Medically Induced Trauma Support Services, Board of Directors, NPSF

**Ilene Corina**, PULSE of NY, Inc., Board of Governors, NPSF

**Terrell Smith, MSN, RN**, Director, Patient/Family Centered Care, Vanderbilt University Hospital and Clinics

**Don McSurley**, Council Member, Vanderbilt Hospital Advisory Council, Attendee, Community Engagement Program 2008

**Deborah W. Wachenheim**, Health Quality Manager, Health Care For All

**Lucilia Prates**, Consumer Health Quality Council Member, Health Care for All

## Patient Safety 101

This session is designed to provide frontline, middle management, and top leadership staff who are “new” to patient safety with a solid overview of the background and foundations of the field, introductions to approaches and techniques for detecting and reducing adverse events, and exposure to nationally recognized patient safety organizations and resources. This will be done through presentations, discussion, simulation, and storytelling.

### FACULTY

**Caryl Z. Lee, RN, MSN**  
Program Manager, VA National Center for Patient Safety

**Doug Bonacum, MBA, BS**  
Vice President, Safety Management, Kaiser Permanente

**Linda C. Williams, RN, MSI**  
Program Specialist & Cybrarian, VA National Center for Patient Safety

**K. Scott Griffith, MS**  
Chief Operating Officer, Outcome Engineering, LLC

**Suzanne Graham, RN, PhD**  
Director of Patient Safety, Kaiser Permanente

**Register Now!** Visit [www.npsf.org](http://www.npsf.org) or use the registration form in this brochure

# Thurs–Fri May 21–22 • Breakout Sessions In 7 Theme Tracks

This content-rich program of educational sessions continues to set the standard as the preeminent patient safety forum each year. Tracks have been carefully crafted to address critical issues facing the field today and deliver the information, tools, and tactics participants need to drive meaningful change.

## LLI Breakfast Roundtables

Friday May 22, 7:30 am-8:30 am  
Lucian Leape Institute members facilitate open discussions

**Thursday**

10:00 am -  
11:00 am

11:15 am -  
12:15 pm

1:30 pm -  
3:00 pm

**Friday**

10:30 am -  
12:00 pm

1:00 pm -  
2:15 pm

	Safe and Reliable Care: A Focus on Staff	Patient and Family Engagement: Untapped Resilience	Pre-Hospital, Ambulatory and Emergency Care: New Challenges and Opportunities	Making the Business Case for Safety
	<b>101 Workforce Engagement: Patient Safety and the Real World</b> <b>Dennis Clifford, MD</b> , Rocky Mountain Pulmonary and Critical Care Medicine PC	<b>102 Personal Health Records: A Patient Safety Tool for Patients</b> <b>Daniel Sands, MD, MPH</b> , Clinical and Patient-Centered IT Specialist, Beth Israel Deaconess Medical Center and Harvard Medical School	<b>103 Failure to Diagnose – Improvement Strategies</b> <b>Mark Graber, MD, FACP</b> , Chief, Medical Service, Veterans Affairs Medical Center Northport	<b>104 From MRI Events to Wandering Patients – How to Make the Business Case for Patient Safety</b> <b>Erik Stalhandske, MPP, MHSA</b> , Program Manager, Department of Veterans Affairs, National Center for Patient Safety
	<b>201 The Joy and Meaning of Work</b> <b>Julianne M. Morath, RN, MS</b> , Chief Quality and Safety Officer, Vanderbilt University Medical Center <b>Paul O'Neill</b> , Former Chairman and CEO, Alcoa, and 72 <sup>nd</sup> Secretary of the US Treasury, Founding Co-Chair, Pittsburgh Regional Healthcare Initiative	<b>202 Do Consumer Assessments Identify Safe Care?</b> <b>Thomas Isaac, MD</b> , Associate Physician, Beth Israel Deaconess Medical Center, Associate Professor of Medicine, Department of Health Care Policy, Harvard Medical School <b>Bruce Landon, MD, MBA, MSc</b> , Department of Health Care Policy, Harvard Medical School	<b>203 Improving Patient Safety in High-Cost Medicare Beneficiaries: The MassGeneral Care-Management Program</b> <b>Joanne Kaufman, RN, MPA, A-CCC</b> , Team Manager, Case Management, Massachusetts General Hospital <b>Eric Weil, MD</b> , Associate Director for Primary Care, Massachusetts General Physicians Organization <b>Mary Neagle, MSW</b> , Project Manager, MassGeneral Care-Management Program, Massachusetts General Hospital	<b>204 Paying for Never Events Makes No Cents</b> <b>Gregg S. Meyer, MD, MSc</b> , Senior Vice President, Edward P. Lawrence Center for Quality and Safety, MGH/MGPO <b>Leah Binder, MA, MGA</b> , Chief Executive Officer, The Leapfrog Group
	<b>301 The Why and How of Dealing with ‘Special’ Colleagues: Discouraging Disruptive Behavior</b> <b>Gerald Hickson, MD</b> , Director, Center for Patient and Professional Advocacy, Vanderbilt University Medical Center	<b>302 Using Patient Stories as a Tool for Change</b> <b>Carol Cain, PhD</b> , Principal Consultant, Incubation, Kaiser Permanente Care Management Institute	<b>303 Introducing the New AHRQ Medical Office Survey on Patient Safety Culture</b> <b>John Hickner, MD</b> , Chairman of Family Medicine and Vice Chair for Research of the Medicine Institute, Cleveland Clinic <b>Joann Sorra, PhD</b> , WESTAT	<b>304 The Economics of Technology Deployment for Patient Safety</b> <b>Molly Joel Coye, MD, MPH</b> , Chief Executive Officer, Health Technology Center
	<b>401 Health Care Safety Network: CEOs Committed to Patient Safety</b> <b>Lillee Gelinas, RN, MSN, FAAN</b> , Vice President and Chief Nursing Officer, VHA, Inc. <b>CEO, VHA, Inc.</b> [to be announced]	<b>402 Patient Engagement: Untapped Resources for Safer Health Care</b> <b>Saul Weingart, MD</b> , Vice President of Patient Safety, Dana Farber Cancer Institute <b>Beverley Johnson</b> , President and CEO, Inst for Family-Centered Care <b>Susan Edgman-Levitan, PA</b> , Executive Director, John Stoeckle Ctr, Massachusetts General Hospital	<b>403 Emergency Department Throughput – Improving Access and Patient Safety</b> <b>John Milne, MD, FACEP</b> , Medical Director for Strategic Development, Swedish Medical Center <b>Michelle Hoppes, RN, MS, DFASHRM</b> , President & CEO, Patient Safety & Risk Solutions, LLC, and Board Member, EMPSF	<b>404 Disseminating a Safety Strategy: Connecting Early Reporting and Disclosure Training to Malpractice Insurance Rebates</b> <b>Gerald Hickson, MD</b> , Director, Center for Patient and Professional Advocacy, Vanderbilt University Medical Center
	<b>501 Employee Safety and Patient Safety: Inextricably Linked</b> <b>Sharon Dunn, RN, BSN, MAS</b> , Practice Leader, Healthcare, BST Solutions <b>Thomas Krause, PhD</b> , Chairman and Chief Executive Officer, BST Solutions	<b>502 Disclosing Errors: Nurturing Fragile Relationships When Things Go Wrong</b> <b>Robert Truog, MD</b> , Professor of Medical Ethics, Anaesthesia, & Pediatrics, Harvard Medical School Dir of Clinical Ethics, Harvard Medical School, Exec Dir, Institute for Professionalism & Ethical Practice, Senior Associate in Critical Care Medicine, Children’s Hospital Boston	<b>503 Implementation of Shared Decision Making Tools in Primary Care Practices</b> <b>William Kormos, MD</b> , Education Director, John D. Stoeckle Center for Primary Care Innovation, General Internal Medicine Unit, Massachusetts General Hospital	<b>504 The Contribution of Nursing to High Value Inpatient Care</b> <b>Ellen Kurtzman, MPH, RN</b> , Assistant Research Professor, Department of Nursing Education, School of Medicine and Health Sciences, The George Washington University

# Breakout Sessions *continued*

*Remarkable and Distinguished Faculty*

*A Patient Safety "Must" Event*

**Thursday**  
10:00 am -  
11:00 am  
*(continued)*

11:15 am -  
12:15 pm  
*(continued)*

1:30 pm -  
3:00 pm  
*(continued)*

**Friday**  
10:30 am -  
12:00 pm  
*(continued)*

1:00 pm -  
2:15 pm  
*(continued)*

Medication Safety: A Prescription for Performance Improvement	Yes We Can: Improving Patient Safety through Public Policy	Tools for Transformation and Efficiency
<p><b>105 Creating Rapid and Innovative Improvements Outside of the Capital Budget</b> <b>Mary Gieslak-Duchek</b>, System Nursing Integration, Aurora Health Care, Corporate Office <b>Kathy Rapala, DNP, JD, RN</b>, Director of Clinical Risk Management, Aurora Health Care <b>Michelle Mandrack, RN, MSN</b>, Director Consulting Services, Inst for Safe Medication Practices <b>Susan Stinson, RN</b>, VP Professional Services, Clinical Practice Lead, AmerisourceBergen Corp</p>	<p><b>106 The Critical Role of Patient Safety in Health Care Reform</b> <b>David M. Lawrence, MD</b>, Chairman and CEO (retired), Kaiser Foundation Health Plan, Inc. <b>Lucian L. Leape, MD</b>, Harvard School of Public Health</p>	<p><b>107 Outcomes College: Transforming Mindset and Practice</b> <b>Patti S. McCue, ScD, RN, MSN, NEA-BC</b>, Senior Vice President, Patient Care Services, Chief Nursing Officer, Centra Health</p>
<p><b>205 Safe Practices for Intravenous Medication Safety</b> <b>Bona Benjamin, BS Pharm</b>, Director, Medication-Use Quality Improvement Practice Development Division, American Society of Health System Pharmacists <b>Deborah R. Saine, BPharm, MS</b>, Medication Safety Manager, Department of Pharmacy, Winchester Medical Center</p>	<p><b>206 Developing Multi-Stakeholder Consensus around Health Reform</b> <b>James D. Bentley, PhD</b>, Senior Vice President, Strategic Policy Planning, American Hospital Association</p>	<p><b>207 QUEST: Tools for Defining, Measuring and Avoiding Harm</b> <b>Richard Bankowitz, MD, MBA</b>, Vice President and Medical Director, Healthcare Informatics, Premier Inc.</p>
<p><b>305 Point-Counter Point: Debate on Medication Safety Measures</b> <b>Frank Federico, RPh</b>, Content Director, Institute for Healthcare Improvement <b>Steve Meisel, PharmD</b>, Interim Patient Safety Officer, Fairview Health Services <b>David Munch, MD</b>, Chief Clinical and Quality Officer, Exempla Lutheran Medical Center</p>	<p><b>306 Why Should I Work With or Become a PSO?</b> <b>William B. Munier, MD</b>, Director, Center for Quality Improvement and Patient Safety, AHRQ <b>Amy Helwig, MD, MS</b>, Medical Officer, Center for Quality Improvement and Patient Safety, AHRQ <b>Designated PSO</b> <b>Mark Keroack, MD, MPH</b>, Vice President, Clinical Practice Advancement Center, University HealthSystem Consortium</p>	<p><b>307 Patient Safety Under Stress: The Collision of Psychological Safety, Burnout, Clinical Outcomes and Operational Outcomes</b> <b>J. Bryan Sexton, PhD, MA</b>, Assistant Professor, Johns Hopkins Quality and Safety Research Group, Department of Anesthesiology and Critical Care Medicine, The Johns Hopkins University School of Medicine</p>
<p><b>405 Creating a Single Source of Truth: Electronic Medication Management Process</b> <b>Manisha Shah, MBA, RT</b>, Director, Patient Safety, HCA <b>Alicia B. Perry, PharmD, AVP</b>, Patient Safety and Pharmacy Services, HCA</p>	<p><b>406 Shared Decision Making Legislation and Patient Safety</b> <b>John Wennberg, MD, MPH</b>, Director, Center for the Evaluative Clinical Sciences, Dartmouth Medical School <b>Karen Merriken</b>, Executive Director of Public Policy, Group Health Cooperative <b>Benjamin W. Moulton, JD, MPH</b>, Executive Director, American Society of Law, Medicine and Ethics</p>	<p><b>407 Designing the Hospital of the Future: Lessons for Today</b> <b>Lamont Yoder, RN, MSN, MBA, NEA-BC, FACHE</b>, Vice President and Chief Nursing Officer, OhioHealth, Inc.</p>
<p><b>505 Applying High Reliability to the Medication Process</b> <b>Steve Meisel, PharmD</b>, Interim Patient Safety Officer, Fairview Health Services</p>	<p><b>506 Influencing Policy at the Local Level</b> <b>Amy Whitcomb Slemmer</b>, Executive Director, Health Care For All <b>Deborah Wachenheim</b>, Health Quality Manager, Health Care For All</p>	<p><b>507 Transforming Patient Care Using Lean Methodologies – Perspectives from the Office of the Chief Nurse</b> <b>Patti Crome, RN, MN, CNA, FACMPE</b>, Principal, Rona Consulting Group <b>Loraine Frank-Lightfoot, RN, BSN, MBA, CCRN</b>, CNO, Dir of Patient Services, Wooster Community Hosp <b>Kathy Kallas</b>, Vice President Patient Care Services, CNO, Park Nicollet Medical Center <b>Charleen Tachibana, RN MN</b>, Senior Vice President, Hospital Administrator, Chief Nursing Executive, Virginia Mason Medical Center</p>

## 2009 NPSF CONGRESS CO-CHAIRS



**Doug Bonacum,**  
MBA, BS  
Vice President,  
Safety Management,  
Kaiser Permanente



**Janet Corrigan,**  
PhD, MBA  
President & CEO,  
National Quality  
Forum



**Lilee Gelinas, RN,**  
MSN, FAAN  
Vice President & Chief  
Nursing Officer,  
VHA, Inc.

## Exhibit Hall and Poster Display Hours

### Wednesday, May 20

6:00 pm–8:30 pm - Opening Reception

### Thursday, May 21

7:00 am–8:00 am (including breakfast)

9:30 am–3:15 pm (including lunch)

5:00 pm–7:00 pm - Reception

### Friday, May 22

7:00 am–8:30 am (including breakfast)

10:00 am–1:00 pm (including lunch)

The 2009 NPSF Congress is supported by

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### LLI Plenary



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## Research and Solutions Poster Presentations

The poster display is an essential learning tool, a forum for sharing cutting-edge patient safety research, tools, and methodologies designed to help drive improved safety and prevention of harm. View posters during exhibit hall hours and at a special "meet the poster presenters" session during Thursday evening's networking reception.

**Continuing Education Credits** are available for pharmacists, nurses, and risk managers. **Continuing Medical Education** credits are available for physicians. Complete information is included in registration material.

**The NPSF Patient Safety Congress** brings together stakeholders from across the healthcare continuum to share new learnings and best practices, using educational excellence and innovation to accelerate the delivery of improved patient safety, care, and quality.

This program is created for all levels and disciplines within health care, including physicians, executive leadership, clinical leaders, nurses, pharmacists, patient safety officers, quality and risk managers, researchers, educators, policy professionals, solutions providers, patients, and all those committed to patient safety from throughout the United States and abroad.

**After participating in this CME/CNE/CPE/CEU accredited activity,** participants should be able to:

- Incorporate research findings across multiple healthcare settings to improve patient safety
- Identify existing tools, best practices, and resources to improve health care quality
- Recognize and overcome barriers to cultural and process change and employ innovative solutions and technology
- Provide timely information on medication safety across the continuum of care



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# Patient Safety In Challenging Times

Now More Than Ever, a Critical Need

## 2009 NPSF ANNUAL PATIENT SAFETY CONGRESS

Gaylord National • Washington DC Area  
Pre-Congress May 20 • Congress May 21-22

PLEASE PRINT CLEARLY

### REGISTRATION INFORMATION \*Required field

\*Full Name \_\_\_\_\_  
Nickname for badge, if desired \_\_\_\_\_  
Suffix(es) (degrees, certificates) \_\_\_\_\_  
\*Title \_\_\_\_\_  
\*Company/Organization \_\_\_\_\_  
\*Mailing Address \_\_\_\_\_  Home  Work  
\*City \_\_\_\_\_  
\*State \_\_\_\_\_ \*Zip \_\_\_\_\_ Country \_\_\_\_\_  
\*Daytime Phone \_\_\_\_\_ Fax \_\_\_\_\_  
\*Email \_\_\_\_\_

#### \*Please check all that apply to you

- CEO (1)  CFO (2)  COO (3)  CMO (4)  President (5)  
 Executive Director (6)  Risk Management (7)  Quality Manager (8)  
 Patient Safety Officer (9)  Physician (10)  Nurse (11)  Pharmacist (12)  
 Education (13)  Research (14)  Consultant (15)  Marketing (16)  
 Other (17) \_\_\_\_\_

### SESSION REGISTRATION Sessions you would like to attend

- 101  102  103  104  105  106  107  
 201  202  203  204  205  206  207  
 301  302  303  304  305  306  307  
 401  402  403  404  405  406  407  
 501  502  503  504  505  506  507

### CME and CONTINUING EDUCATION CREDITS Type of credits you will be requesting

- Continuing Nursing Education (CNE) (20)  
 Continuing Medical Education (CME) (21)  
 Continuing Pharmacy Education (CPE) (22)  
 Continuing Education Credits (CEU, Risk Managers) (23)

CME Accreditation: This activity has been planned and implemented in accordance with the Essentials Areas and Policies of the Accreditation Council for CME (ACCME) through the joint sponsorship of Vanderbilt School of Medicine (VSOM) and NPSF. VSOM is accredited by ACCME to provide continuing medical education for physicians. VSOM designates this educational activity for a maximum of 19.75 AMA PRA Category 1 Credit(s)<sup>™</sup>. Physicians should only claim credit commensurate with the extent of their participation in the activity. It is the policy of VSOM that participants in CME activities be made aware of any affiliation or financial interest that may affect the planner's involvement and speaker's presentation(s). Each course director, planner, and speaker has completed and signed a conflict of interest statement. The faculty members' relationships will be disclosed to the audience.

**CANCELLATION POLICY** All cancellation requests must be received by NPSF in writing (fax, mail, email) on or before April 14, 2009. Full refunds will be issued less a \$150 cancellation fee. Please submit cancellation requests to: [info@npsf.org](mailto:info@npsf.org). There will be no refunds for cancellations received after April 14, 2009. No-shows are non-refundable. In the unlikely event of program cancellation, NPSF will refund 100 percent of registration fees paid. NPSF assumes no liability for any penalty fees on airline tickets, deposits for hotel accommodations, or any other fees, charges, penalties, or other incidental costs that a registrant might incur as a consequence of program cancellation.

It is the policy of NPSF, VSOM, ANA, ASHP, and ASHRM to not discriminate against any person on the basis of disabilities. Please contact [info@npsf.org](mailto:info@npsf.org) with specific requests.

# REGISTRATION FORM

For online registration,  
please go to [www.npsf.org](http://www.npsf.org)

Early Bird Registrations must be postmarked by **April 3, 2009**. Payment by check or credit card must be included for Early Bird Rates.

### REGISTRATION FEES

Please check your registration choice(s)	Through March 20, 2009	After March 20, 2009
<input type="checkbox"/> <b>CONGRESS - May 21-22</b>	\$1045	\$1145
Single Day:		
<input type="checkbox"/> May 21	\$625	\$645
<input type="checkbox"/> May 22	\$625	\$645
<b>Pre-Congress - May 20</b> (register for one only):		
<input type="checkbox"/> Leadership Day	\$550	\$550
<input type="checkbox"/> Patient Safety 101	\$550	\$550
<input type="checkbox"/> Community Engagement from the Patient & Family Perspective	\$300	\$300
<input type="checkbox"/> <b>Capitol Steps Entertainment May 21, 7:30 pm</b>	\$35	\$35
TOTAL	\$	\$

**PAYMENT** Payment must be included at the time of registration. Your registration will not be considered confirmed until full payment has been received.

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**Questions about registration: Call 401-766-4904**