**“The Power of Change Agents: Teaching Caregivers Effective Communication Skills to Overcome the Multiple Barriers to Patient Safety and Transparency”**

**Meeting Location:**

The Telluride Ah Haa School for the Arts at 300 South Townsend St.

Telluride, CO 81435

Organizers: Dave Mayer, Anne Gunderson

TSRC Host: Mark Kozak

**By the end of the learning sessions, medical residents will be able to**:

1. Give an in-depth presentation that provides at least three reasons why open, honest and effective communication between caregivers and patients is critical to the patient safety movement and reducing risk in healthcare.
2. Utilize tools and strategies to lead change specific to reducing patient harm.
3. Implement, lead and successfully complete a Safety/QI project at their institution over the next twelve months.

This program has only been possible because of the generous support and enthusiasm of:

CIR, COPIC, MagMutual, MedStar Health

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| **SUNDAY, June 5, 2016** |
| 6:00 – 8:00 PM | TSRC Catered Reception at Bear Creek Lodge by the outdoor pool (Family members and other TSRC guests welcomed free of charge) |
| 7:00 – 8:00 PM | Ice Breaker Exercise |

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| **Monday, June 6, 2016** |
| **8:00 – 8:30 AM** | **TSRC catered breakfast at school (participants only)** |
| 8:30 – 9:15 AM | Welcome, Safety Moment, Goals, Objectives | David Mayer, Anne Gunderson |
| 9:15 – 9:45 AM | Blogging and Reflection | Anne Gunderson |
| 9:45 – 10:45 AM | “The Faces of Medical Errors…From Tears to Transparency: The Story of Lewis Blackman” |
| **10:45 – 11:00 AM** | **Break** |
| 11:00 AM – 12:00 PM | Discussion of film | David Mayer, Dan Ford |
| **12:00 – 12:45 PM** | **TSRC Catered Lunch (participants only)** |
| 12:45 – 1:15 PM | CQI I | Anne Gunderson |
| 1:15 – 2:00 PM | High Reliability | David Mayer |
| 2:00 – 2:45 PM | Patient Safety and Health IT | David Classen |
| **2:45 – 3:00 PM** | **Break** |
| 3:00 – 3:45 PM | Human Factors Engineering; Event Review – Root Cause Analysis | David Mayer |
| 3:45 – 5:00 PM | Case Review Small Group Breakouts and Consensus Building | David Mayer |
| 5:00 – 5:15 PM | Wrap up | David Mayer |
| **6:00 PM** | **Happy Hour at Bear Creek Lodge** |

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| **Tuesday, June 7, 2016** |
| **8:00 – 8:30 AM** | **TSRC catered breakfast at school (participants only)** |
| 8:30 – 8:45 AM | Safety Moment, Reflections on Day 1 | David Mayer |
| 8:45 – 9:30 AM | Just Culture and Care for the Caregiver | David Mayer |
| 9:30 – 10:15 AM | “The Faces of Medical Errors…From Tears to Transparency: The Story of Michael Skolnik” |
| **10:15 – 10:30 AM** | **Break** |
| 10:30 – 11:00 AM | Discussion of film | David Mayer, Dan Ford |
| 11:00 – 11:45 AM | Shared Decision Making – Small Group Breakouts and Consensus Building | Anne Gunderson |
| **11:45 AM – 12:30 PM** | **TSRC Catered Lunch (participants only)** |
| 12:30 – 1:30 PM | Transparency – Reporting/Candor | David Mayer |
| 1:30 – 2:30 PM | Teeter Totter | Anne Gunderson |
| 2:30 – 4:45 PM | Why Hospitals Should Fly and Q&A | John Nance |
| 4:45 – 5:00 PM | Wrap up  | David Mayer |
| **5:15 PM** | **Happy Hour at Bear Creek Lodge** |

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| **Wednesday, June 8, 2016** |
| 8:30 – 11:30 AM | Group hike, Team Building |
| **12:00 – 1:00 PM** | **Lunch on your own** |
| 1:00 – 1:15 PM | Safety Moment; Reflections on Day 2 | David Mayer |
| 1:15 – 2:45 PM | CQI II | Anne Gunderson |
| **2:45 – 3:15 PM** | **Break with Group Picture** |
| 3:15 – 4:00 PM | Domino Game | David Mayer, Anne Gunderson |
| 4:00 – 4:30 PM | Domino Game Discussion | David Mayer, Anne Gunderson |
| 4:30 – 4:45 PM | Wrap Up | David Mayer |
| **6:00 PM** | **TSRC Picnic at Ah Haa School for the Arts (300 S. Townsend); family members and TSRC guests welcomed free of charge** |

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| **Thursday, June 9, 2016** |
| **8:00 – 8:30 AM** | **TSRC catered breakfast at school (participants only)** |
| 8:30 – 8:45 AM | Safety Moment, Reflections on Day 3 | David Mayer |
| 8:45 – 9:45 AM | Patient and Family Partnership in Quality and Safety | Roger Leonard |
| 9:45 – 10:30 AM | Diane Ford Loved to Learn! | Dan Ford |
| **10:30 – 10:45 AM** | **Break** |
| 10:45 AM – 12:00 PM | Difficult Situations | David Mayer, Alan Lembitz |
| 12:00 – 1:00 PM | QI/Risk Reduction Commitments | David Mayer, Anne Gunderson |
| **1:00 – 1:30 PM** | **Working Lunch;** Wrap up and Thank you | David Mayer, Anne Gunderson |