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

**Meeting Location:**

The Telluride Intermediate School at 721 W Colorado Ave

Telluride, CO 81435

Organizers: Dave Mayer, Anne Gunderson, Kathy Pischke-Winn, Gwen Sherwood

TSRC Host: Mark Kozak

**By the end of the learning sessions, medical students and nurses 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:

The Doctors Company, MedStar Health



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| **WEDNESDAY, July 6, 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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| **THURSDAY, July 7, 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 – 1:45 PM | Transparency – Reporting/Candor | David Mayer |
| 1:45 – 2:30 PM | Domino Game | Katherine Pischke-Winn |
| 2:30 – 3:00 PM | Interprofessional Teams | Katherine Pischke-Winn, David Mayer |
| **3:00 – 3:15 PM** | **Break** | |
| 3:15 – 4:15 PM | Small Group Break out and Consensus | Katherine Pischke-Winn |
| 4:15 – 4:30 PM | Wrap Up | David Mayer |
| **6:00 PM** | **Happy Hour at Bear Creek Lodge** | |

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| **FRIDAY, July 8, 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 | “The Faces of Medical Errors…From Tears to Transparency: The Story of Michael Skolnik” | |
| 9:30 – 10:00 AM | Discussion of film | Wendy Madigosky, Patty and David Skolnik |
| **10:00 – 10:15 AM** | **Break** | |
| 10:15 – 11:30 AM | Shared Decision Making | Wendy Madigosky, Patty and David Skolnik |
| 11:30 AM – 12:30 PM | Teeter Totter | Anne Gunderson |
| **12:30 – 1:00 PM** | **TSRC Catered Lunch (participants only)** | |
| 1:00 – 2:15 PM | High Reliability, Human Factors Engineering, and Go Team | David Mayer |
| **2:15 – 2:45 PM** | **Break with Group Picture** | |
| 2:45 – 4:45 PM | Why Hospitals Should Fly and Q&A | John Nance |
| 4:45 –5:00 PM | Wrap up | David Mayer |
| **6:00 PM** | **Happy Hour at Bear Creek Lodge** | |

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| **SATURDAY, July 9, 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 – 2:00 PM | Reflective Practice: Mindfulness to Become the Change You Want to See | Gwen Sherwood |
| 2:00 – 3:00 PM | Quality Improvement Projects | Anne Gunderson |
| **3:00 – 3:15 PM** | **Break** | |
| 3:15 – 3:45 PM | Event Review | David Mayer |
| 3:45 – 4:45 PM | Human Factors; Environment, Reporting, Analysis | David Mayer |
| 4:45 – 5:00 PM | Wrap up | David Mayer |
| **6:00 PM** | **Happy Hour at Bear Creek Lodge** | |

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| **SUNDAY, July 10, 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 – 9:15 AM | Just Culture and Care for the Caregiver | David Mayer |
| 9:15 – 10:15 AM | Case Review | David Mayer |
| **10:15 – 10:30 AM** | **Break** | |
| 10:30 – 11:30 AM | Patient and Family Communication | Carole Hemmelgarn |
| 11:30 AM – 12:15 PM | Wrap up, Commitments, and Thank You | David Mayer, Anne Gunderson |
| **12:15 – 12:45 PM** | **TSRC catered lunch (participants only)** | |