

Co-Sponsored By:



Sigma Theta Tau International

Honor Society of Nursing

Mu Nu Chapter

&

**Nursing Leadership
Council of**

**The Central San Joaquin
Valley**



CENTRAL SAN JOAQUIN VALLEY

The principles of a fair and just culture are based on research by human behavior and management experts such as James Reason, PhD., and David Marx, JM.D. Their work has shown how an organization responds to errors can make a critical difference in preventing future errors from occurring. The most effective way of preventing errors, is to accept that humans will act in unpredictable ways that may lead to mistakes. By understanding how each error occurred, the system can make changes in the workplace to prevent errors or mitigate their effects.

*Sigma Theta Tau, Mu Nu Chapter
and the Nursing Leadership Council
of the Central San Joaquin Valley*

Present:

Just Culture in Healthcare:

**Learning the basics and
How events are investigated**

Featuring:

**Theresa Manley, RN, BSN, MBA
Director of Clinical Operations/
Patient Safety Officer at Palo
Alto Medical Foundation
and Chair of CAPSAC**

November 6, 2009

8:00–3:30

**Saint Agnes Medical Center
Sister Ruth Marie Nickerson
Auditorium at the Shehadey
Pavillion**

**1303 E. Herndon Ave.
Fresno, Ca. 93720**

Featured Speaker:

Theresa Manley is the Director of Clinical Operations and the Patient Safety Officer at the Palo Alto Division of the Palo Alto Medical Foundation. She has organization-wide responsibility for patient safety and nursing scope of practice. She is a Senior Consultant to the Integrated Nurse Leadership Program at the Center for Health Professions, an Executive Coach for the Pharmacy Leadership Program, she is a member of the Program Planning Committee for the Group Practice Improvement Network, and is the Chair of the California Patient Safety Action Coalition (CAPSAC), which now represents 60 healthcare organizations across the continuum.

By the end of this conference, participants will be able to:

- Describe the mission of CAPSAC
- Discuss key concepts of Just Culture
- Understand the role of system design on the management of risk within your organization
- Understand and apply the Just Culture five rules of event investigation

Friday, November 6, 2009

0730-0800—Registration & Continental Breakfast

0800-0815—Welcome and Announcements

*LuAnn Joy, RN
President, Nursing Leadership Council*

0815-0945—Introduction to CAPSAC and the Just Culture

*Theresa Manley, RN, BSN, MBA
Chair of CAPSAC*

0945-1000—Morning Break

1000-1145—Introduction to Just Culture (continued)

*Just Culture Event Investigation
Theresa Manley, RN, BSN, MBA
Chair of CAPSAC*

1145-1245—Lunch and networking

Take your box lunch and network with colleagues

1245-1400—Group work: Event Investigation

*Theresa Manley, RN, BSN, MBA
Chair of CAPSAC*

1400-1415—Afternoon Break

1415-1500—Summary of Concepts: Q&A

*Theresa Manley, RN, BSN, MBA
Chair of CAPSAC*

1500-1530—Wrap-up/Evaluations/CEU's

Fresno City College is approved by the California Board of Registered Nursing Provider number 00059 for 5.0 hours of continuing education units for this conference.

Registration Information

Name: _____

Employer/School: _____

Phone #: _____

Address: _____

City: _____

State: _____ Zip: _____

RN License #: _____

Registration

Fee includes continental breakfast and a box lunch

\$50—Member STTI/Nursing Leadership Council

\$25—Student

\$60—Non-member

\$60—Late registration after 10/30/2009 at the door only on day of event.

RSVP by October 30, 2009 by sending the registration portion of this flyer with check payable to : STTI, Mu Nu.

Mail to: Fresno City College

1101 E. University Ave.

Fresno, Ca. 93704

Attn. Health Sciences/Nursing Dept.

Refunds issued up to 7 days before course offering upon receipt of a written request. No refunds will be issued for non-attendance.