



HARVARD
MEDICAL SCHOOL

HEALTHCARE QUALITY and SAFETY 2018

October 15-16, 2018 • Boston, MA

Strategies • Metrics • Methods • Best Practices

Process Optimization in Ambulatory
and Inpatient Settings

Under the direction of
David W. Bates, MD, MSc
Allen B. Kachalia, MD, JD

Choose from among 30
educational offerings
to tailor your learning
experience to your specific
quality and safety objectives

- Quality and Safety Professionals
- Healthcare Leaders and Administrators
- Physicians, Nurses, Pharmacists, and all other Healthcare Providers
- Policymakers and Regulators
- Operations, Risk, and Compliance Managers

BRIGHAM HEALTH



BRIGHAM AND
WOMEN'S HOSPITAL

Register at Quality.HMSCME.com

2018 Keynote Speakers



Richard C. Boothman, JD, Executive Director of Patient Relations and Clinical Risk and Chief Risk Officer, Michigan Medicine; Assistant Adjunct Professor, Department of Surgery, University of Michigan Medical School



Tejal Gandhi, MD, MPH, CPPS, Chief Clinical and Safety Officer, Institute for Healthcare Improvement; Associate Professor of Medicine, Harvard Medical School



Thomas Lee, MD, Chief Medical Officer, Press Ganey; Professor of Medicine, Part-time, Harvard Medical School; Professor of Health Policy and Management, Harvard T.H. Chan School of Public Health



Gregg S. Meyer, MD, MSc, Chief Clinical Officer, Partners HealthCare; Professor of Medicine, Harvard Medical School



Namita Seth Mohta, MD, Clinical Editor, *NEJM Catalyst*; Internal medicine physician, Brigham and Women's Hospital; Faculty, The Center for Healthcare Delivery Sciences and Harvard Medical School



Madelyn Pearson, DNP, RN, NEA-BC, Senior Vice President of Patient Care Services and Chief Nursing Officer, Brigham Health



Steven Strongwater, MD, President and Chief Executive Officer, Atrius Health

Course Description

This special program provides quality, safety, healthcare, regulatory, and policy professionals with state-of-the-art strategies for quality, safety, and process improvement. It combines these strategies with industry updates, trends, and specific recommendations to translate concepts into daily practice in order to:

- Elevate the performance of inpatient and ambulatory activities
- Reduce preventable patient harm
- Improve patient outcomes
- Increase value in healthcare
- Remove waste from the delivery system
- Transform high-level recommendations and goals into everyday practice

The course consists of a mix of lectures, panel discussions, case presentations, and workshops. Small sessions foster a learning environment among presenters and attendees, encouraging best practice sharing and networking. Participants will leave with examples of successful approaches and new ideas to implement successful change and to improve the value of the care delivered in their own organizations.

Learning Objectives

Upon completion of this course, participants will be able to:

- Identify successful approaches for advancing quality, safety, and efficiency and incorporate these approaches into practice as appropriate.
- Utilize process improvement tools to improve value and achieve the best clinical outcomes.
- Evolve the framework in participants' home institutions to support safety and quality improvement culture.
- Develop an understanding of ways to optimize an electronic health record for improvement initiatives and enhancing patient safety.
- Describe symptoms of opioid dependence and addiction and review approaches designed to reduce dependence and addiction.

Customize Your Learning Experience

Choose from among 30 educational offerings to tailor your learning experience to your specific quality and safety objectives.



Care redesign	Risk mitigation
Managing assets	Lean in everyday work
Just culture training and sustainment	Inpatient safety
Transitions in care	Ambulatory safety
Post-acute care	Optimizing value
Opioid management	Disclosure programs
Population health management	Rapid cycle testing
Addressing drug shortages	Standardizing care
Patient-centered medical homes	Leveraging the EHR

NEW | This year, we have added additional education for professionals who lead and support quality and safety initiatives within ONCOLOGY and PRIMARY CARE settings.



HARVARD MEDICAL SCHOOL

Dear Colleagues,

In today's healthcare environment, we are all facing mounting pressure to improve quality, safety, and efficiency. The key question becomes, "How do we accomplish this?" There are abundant challenges for clinical and administrative professionals, but evidence-based guidance to address these challenges in actual practice can be scant.

This immersive, two-day course focuses on the "how-to" elements of improvement work, including how to effectively translate successful quality and safety strategies, standards, and mandates into sustainable daily practice and operations. It is an opportunity to learn from and pose your questions directly to the leading experts in patient safety and healthcare quality improvement, and we encourage you to bring questions.

With increasing attention on how to deliver better healthcare, the need to bring successful strategies, evidence-based approaches, and tools for implementing change in both ambulatory and inpatient settings has never been greater.

We invite you to join us for this exciting and timely course. We look forward to meeting you soon.



David W. Bates, MD, MSc



Allen B. Kachalia, MD, JD



Course Directors

David W. Bates, MD, MSc

Chief, Division of General Internal Medicine and Primary Care, Brigham and Women's Hospital
Medical Director, Clinical and Quality Analysis, Partners HealthCare System, Inc.
Professor of Medicine, Harvard Medical School

Dr. Bates is an internationally renowned expert in patient safety, using information technology to improve care, quality-of-care, cost-effectiveness, and outcomes assessment. He is a Professor of Medicine at Harvard Medical School, and he directs the Center for Patient Safety Research and Practice at Brigham and Women's Hospital. He has been elected to the Institute of Medicine, the American Society for Clinical Investigation, the Association of American Physicians and the American College of Medical Informatics. He has published over 700 peer-reviewed papers and has an h-index of 115, which ranks him among the 400 most cited biomedical researchers of any type.

Allen B. Kachalia, MD, JD

Chief Quality Officer and Vice President for Quality and Safety, Brigham Health
Associate Professor of Medicine, Harvard Medical School

Dr. Kachalia oversees inpatient and ambulatory quality initiatives at Brigham and Women's Hospital. He is a general internist and practices as an academic hospitalist on the hospital wards with medical students and residents. Dr. Kachalia is also Associate Professor of Medicine at Harvard Medical School. His research focuses on how the law affects medical care—particularly how liability system reform and the disclosure of medical error relate to the quality and safety of healthcare.

Register at Quality.HMSCME.com

Course Faculty

Emily L. Aaronson, MD, MPH, Assistant Chief Quality Officer, Massachusetts General Hospital, Edward P. Lawrence Center for Quality and Safety; Harvard Medical School Faculty

Jonathan Baum, MBA, Lead Process Improvement Consultant, Brigham and Women's Hospital

Caryn Domenici Belisle, RPh, MBA, Director of Pharmacy Regulatory Compliance, Quality and Safety, Brigham and Women's Hospital

Craig A. Bunnell, MD, MPH, MBA, Chief Medical Officer, Dana-Farber Cancer Institute; Harvard Medical School Faculty

Sree Chaguturu, MD, Vice President, Center for Population Health, Partners HealthCare; Harvard Medical School Faculty

Cheryl R. Clark, MD, ScD, Director, Health Equity Research & Intervention, Center for Community Health and Health Equity, and Hospitalist, Brigham and Women's/Faulkner Hospitals, Division of General Medicine & Primary Care; Harvard Medical School Faculty

Michael Cotugno, RPh, Director, Pharmacy Patient Care Services, Brigham and Women's Hospital

Elizabeth Cullen, MS, Senior Project Manager for Care Redesign, Brigham and Women's Physicians Organization

Rebecca Cunningham, MD, Medical Director for Ambulatory Care Management, Brigham and Women's Hospital; Harvard Medical School Faculty

Carole Dalby, RN, MBA, OCN, CCRP, Director, Clinical Quality Improvement and Director, Dana-Farber Pathways Operations, Dana-Farber Cancer Institute

Christian Dankers, MD, MBA, Associate Chief Quality Officer, Partners HealthCare; Harvard Medical School Faculty

Heather Dell'Orfano, PharmD, CACP, CPPS, BCPS AQ-Cardiology, Medication Safety Officer, Brigham and Women's Hospital

Sonali Desai, MD, MPH, Rheumatologist, Medical Director of Ambulatory Patient Safety, and Medical Director of Quality in the Department of Medicine, Brigham and Women's Hospital; Harvard Medical School Faculty

Jessica C. Dudley, MD, Chief Medical Officer, Brigham and Women's Physicians Organization; Vice President, Care Innovation, Brigham Health; Harvard Medical School Faculty

Jeff Durney, MS, Senior Program Manager for System Safety and Human Factors, Dana-Farber Cancer Institute

Chris Fortier, PharmD, FASHP, Chief Pharmacy Officer, Massachusetts General Hospital

Belén Fraile, MD, Senior Director, Population Health Management and Decision Support, Dana-Farber Cancer Institute

Mark Galluzzo, MHA, ORT/L, Senior Lean Process Improvement Consultant, Brigham and Women's Hospital

Richard Gitomer, MD, MBA, Director, Brigham and Women's Primary Care Center of Excellence, Brigham Health; Vice Chair for Primary Care, Department of Medicine, Brigham and Women's Hospital; Harvard Medical School Faculty

Anne H. Gross, PhD, RN, NEA-BC, FAAN, Senior Vice President for Patient Care Services and Chief Nursing Officer, Dana-Farber Cancer Institute

Brandon Hehir, MBA, Director, Clinical Reporting & Analytics, Brigham and Women's Physicians Organization

Nancy Hilton, RN, MS, Associate Chief Nursing Officer of Solid Tumor, Dana-Farber Cancer Institute

David Jackman, MD, Medical Director of Clinical Pathways and Senior Physician, Lowe Center for Thoracic Oncology, Dana-Farber Cancer Institute; Harvard Medical School Faculty

Joseph Jacobson, MD, MSc, Chief Quality Officer, Dana-Farber Cancer Institute; Harvard Medical School Faculty

Kunal Jajoo, MD, Gastroenterologist, Clinical Director for the Division of Gastroenterology, Hepatology and Endoscopy, Brigham and Women's Hospital; Harvard Medical School Faculty

Daniel Kavanaugh, MBA, Manager, Brigham and Women's Physicians Organization, Brigham Health

Kathleen Keavany, MHA, Vice President, Ambulatory Clinical Operations, Dana-Farber Cancer Institute

Ramin Khorasani, MD, MPH, Vice President of Radiology, Brigham and Women's Hospital; Harvard Medical School Faculty

Hakim Lakhani, MS, Director of Process Improvement, Dana-Farber Cancer Institute

Karl Laskowski, MD, MBA, Associate Medical Director, Brigham and Women's Physicians Organization; Harvard Medical School Faculty

Ryan Leib, MBA, Director of Analytics, Departments of Ambulatory Practice Management and Medical Oncology, Dana-Farber Cancer Institute

David Levine, MD, MPH, MA, Clinician Investigator and Assistant Medical Director, Brigham and Women's Hospital; Harvard Medical School Faculty

Adam Licurse, MD, Associate Medical Director, Brigham and Women's Physicians Organization; Medical Director, Brigham Health Virtual Care; Associate Medical Director, Partners Population Health Management; Harvard Medical School Faculty

Anthony Massaro, MD, Director, Medical Intensive Care Unit, Brigham and Women's Hospital; Harvard Medical School Faculty

Claire Massero, MS, Performance Improvement Manager, Performance Improvement, Brigham and Women's Faulkner Hospital

Richard Meinking, PharmD, Director of Pharmacy, Wentworth-Douglass Hospital

Charles Morris, MD, MPH, Associate Chief Medical Officer, Brigham and Women's Hospital; Harvard Medical School Faculty

Elizabeth Mort, MD, MPH, Senior Vice President of Quality and Safety, Chief Quality Officer, and Internist, Massachusetts General Hospital and Massachusetts General Physicians Organization; Harvard Medical School Faculty

Dana Opas, MPH, Manager, Physician Engagement, Brigham and Women's Physicians Organization

Madelyn Pearson, DNP, RN, NEA-BC, Senior Vice President, Patient Care Services, and Chief Nursing Officer, Brigham and Women's Hospital

Charles Pozner, MD, Executive Director, Neil and Elise Wallace STRATUS Center for Medical Simulation, Brigham and Women's Hospital; Harvard Medical School Faculty

Christin Price, MD, Program Administrative Director, Brigham Health Bridge Clinic; Associate Director, Medical Management, Brigham and Women's Hospital

Chanu Rhee, MD, MPH, Assistant Hospital Epidemiologist, Brigham and Women's Hospital; Harvard Medical School Faculty

Katherine Santos, Director of Service Excellence and Performance Improvement, Brigham and Women's Faulkner Hospital

Jeffrey Schnipper, MD, MPH, FHM, Director of Clinical Research, Brigham and Women's Hospital; Harvard Medical School Faculty

Thomas Sequist, MD, MPH, Chief Quality and Safety Officer, Partners HealthCare; Harvard Medical School Faculty

Jo Shapiro, MD, FACS, Director of the Center for Professionalism and Peer Support, and Surgeon, Department of Surgery, Brigham and Women's Hospital; Harvard Medical School Faculty

Julia Sinclair, MBA, Senior Vice President, Inpatient and Clinical Services, Brigham Health

Catherine Ulbricht, PharmD, MBA, CPPS, Director of Clinical and Academic Programs, Patient Safety, Brigham and Women's Hospital

Scott Weiner, MD, MPH, FACEP, FAAEM, Attending Physician, Department of Emergency Medicine, and Program Director, Brigham Comprehensive Opioid Response and Education (B-CORE), Brigham and Women's Hospital; Harvard Medical School Faculty

Paige Wickner, MD, MPH, Assistant Medical Director for Quality and Safety, Brigham and Women's Hospital; Assistant Medical Director, Brigham and Women's Physicians Organization; Harvard Medical School Faculty

Conrad Charles Worrell, RN, Staff Nurse, Brigham and Women's Hospital

Adam Wright, PhD, FACMI, Senior Scientist, Brigham and Women's Hospital; Harvard Medical School Faculty

Agenda

Monday, October 15

7:30-8:30	Registration and Breakfast		
8:30-8:45	Opening Remarks David W. Bates, MD, MSc		
8:45-9:35	KEYNOTE PRESENTATION Healthcare Provider Burnout and Resilience (Panel) Thomas Lee, MD, Madelyn Pearson, DNP, RN, NEA-BC, and Steven Strongwater, MD <i>Moderator: Namita Seth Mohta, MD</i>		
Session 1 9:45-10:30	Session 1A “No Standardization without Representation”: The Development and Implementation of Dana-Farber Pathways Carole Dalby, RN, MBA, OCN, CCRP and David Jackman, MD	Session 1B Developing a Process Improvement Project Assessment: Inpatient Psych Care Redesign Work at Brigham and Women’s Faulkner Hospital Claire Massero, MS and Katherine Santos	Session 1C Overview of Population Health Management Sree Chaguturu, MD
COFFEE BREAK (Refreshments provided)			
Session 2 10:45-11:30	Session 2A Approaching Risk Preemptively to Manage the Rapidly Increasing Complexity in Cancer Care Jeff Durney, MS, Joseph Jacobson, MD, MSc, and Hakim Lakhani, MS	Session 2B Detecting and Avoiding Electronic Clinical Decision Support Malfunctions Adam Wright, PhD, FACMI	Session 2C Peer Support: Mitigating the Toll of Medical Errors Jo Shapiro, MD, FACS
Session 3 11:40-12:25	Session 3A Analytics: What Is the Time to Value? An Overview of Clinical, Financial, Operational and Research Analytics Transformation Belén Fraile, MD	Session 3B Building a Substance Use Disorder Bridge Clinic Christin Price, MD and Scott Weiner, MD, MPH, FACEP, FAEM	Session 3C Accountable Care Organizations Jessica C. Dudley, MD
12:25-1:25 NETWORKING LUNCH (Provided)			
Session 4 1:25-2:10	Session 4A Improving Patient Access: Results of a Strategic Plan to Create Next-Day Access for New Patients with Cancer Anne H. Gross, PhD, RN, NEA-BC, FAAN, Nancy Hilton, RN, MS, and Kathleen Keavany, MHA	Session 4B Ambulatory Safety Nets: Creating High-Reliability Solutions to Prevent Missed and Delayed Diagnoses Sonali Desai, MD, MPH, Kunal Jajoo, MD, and Ramin Khorasani, MD, MPH	Session 4C The Patient Safety Learning Lab: Building Tools around an EHR to Improve the Safety and Quality of Healthcare Delivery Jeffrey Schnipper, MD, MPH, FHM
SNACK BREAK (Refreshments provided)			
Session 5 2:20-3:05	Session 5A Broad Implementation of a Real-Time Location System to Improve Efficiency and Patient Experience in a Large Ambulatory Oncology Setting Craig A. Bunnell, MD, MPH, MBA and Ryan Leib, MBA	Session 5B PANEL: Strategies for Maintaining Quality Care during National Drug Shortages: Lessons Learned from Large AMCs and Community Hospitals Michael Cotugno, RPh, Christopher Fortier, PharmD, FASHP, and Richard Meinking, PharmD <i>Moderator: Catherine Ulbricht, PharmD, MBA, CPPS</i>	Session 5C Reliability, Resilience, and Risk: Why a Just Culture Is Critical to Quality and Safety Improvement Christian Dankers, MD, MBA
3:15-4:05	KEYNOTE ADDRESS Designing a Communication Resolution Program (CRP)? Just Align with the Mission Richard C. Boothman, JD		
4:15-5:15	NETWORKING RECEPTION in the MAIN BALLROOM (Hors d’oeuvres and beverages provided) Join us for refreshments and networking with faculty and colleagues		

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[BWH](#) at [@BrighamWomens](#).



Agenda

Tuesday, October 16

7:00-8:00	Breakfast		
8:00-8:50	KEYNOTE ADDRESS Free from Harm Tejal Gandhi, MD, MPH, CPPS		
Session 6 9:00-9:45	Session 6A Bringing Ambulatory Care to the Patient's Home: Launching a Telehealth Program Daniel Kavanaugh, MBA and Adam Licurse, MD	Session 6B Necessary Fallibility: It's OK to Be Human Charles Pozner, MD	Session 6C Peer-to-Peer Assessment of AMC Quality and Patient Safety—A New Tool for Healthcare: Results from MGH and Johns Hopkins Pilot Elizabeth Mort, MD, MPH
COFFEE BREAK (Refreshments provided)			
Session 7 10:00-10:45	Session 7A Aligning Funding and Sustainability of Innovation with Organizational Strategy Karl Laskowski, MD, MBA and Paige Wickner, MD, MPH	Session 7B Multidisciplinary Strategies for Developing Medication Safety in a Just Culture Environment Heather Dell'Orfano, PharmD, CACP, CPPS, BCPS AQ-Cardiology and Caryn Domenici Belisle, RPh, MBA	Session 7C Advancing Patient-Provider Communication Emily L. Aaronson, MD, MPH
Session 8 10:55-11:40	Session 8A Leveraging Data and IT to Improve Care Delivery: A Case Study in Using Data Analytics to Address Novel Care Challenges Rebecca Cunningham, MD and Brandon Hehir, MBA	Session 8B Primary Care's Quality Challenge: Making the Transition from Volume to Value Richard Gitomer, MD, MBA	Session 8C Everyday Improvements: Intro to Daily Management Systems at Brigham and Women's Hospital Jonathan Baum, MBA, Mark Galluzzo, MHA, ORT/L, and Conrad Charles Worrell, RN
11:40-12:40 NETWORKING LUNCH (Provided)			
Session 9 12:40-1:25	Session 9A Engaging Staff in Clinical Innovation: Training and Wellness Jessica C. Dudley, MD and Dana Opas, MPH	Session 9B Addressing Social Determinants of Health in Primary Care Cheryl R. Clark, MD, ScD	Session 9C Equity In Healthcare Thomas Sequist, MD, MPH
SNACK BREAK (Refreshments provided)			
Session 10 1:35-2:20	Session 10A Bringing Inpatient Care to the Patient's Home Elizabeth Cullen, MS and David Levine, MD, MPH, MA	Session 10B Sepsis Quality Improvement Initiatives Anthony Massaro, MD and Chanu Rhee, MD, MPH	Session 10C Hospital-Wide Safety Huddles Charles Morris, MD, MPH, Madelyn Pearson, DNP, RN, NEA-BC, and Julia Sinclair, MBA
2:25-3:15	KEYNOTE ADDRESS Implementing and Sustaining a Safer Culture: What Really Works Gregg Meyer, MD, MSc		

Program changes/substitutions may be made without notice. To view the most up-to-date version of the course program, please see Quality.HMSCME.com.

Accommodations

A limited number of rooms* have been reserved at Sheraton Boston Hotel until September 14, 2018. To make your reservation online and to request the discounted group rate of \$329/night, please visit the course website at Quality.HMSCME.com and click on the dedicated link on the Venue page. Guests can also request the discounted rates by calling 888-627-7054 or 617-236-2000 and mentioning "Healthcare Quality and Safety." Reservations must be made **prior to September 14, 2018**, and are subject to availability.

➔ **Discounts for conference attendees have also been arranged at several other area hotels.** For discounted rates, deadlines, and reservation instructions, please visit Quality.HMSCME.com/Venue.

*Please note: discounted room blocks may sell out before the deadline.



HARVARD
MEDICAL SCHOOL

HEALTHCARE QUALITY and SAFETY 2018

October 15–16, 2018 Boston, MA

State-of-the-Art Approaches to Quality, Safety, and Process Improvement in Inpatient and Ambulatory Settings

- Leverage decision support tools and analytics to prevent harm
- Redesign care with innovative delivery models
- Mitigate risk with safe medication practices
- Promote healthcare equity
- Improve clinical outcomes through population health
- Demonstrate value with accountable care



Customize your learning
experience to your specific
quality and safety objectives

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Earn up to

- 10.50 AMA PRA Category 1 Credits™
- 10.50 Risk Management Credits
- 0.75 Opioid Education/Pain Management Training
- 1.50 Electronic Health Records Training
- CNE, ACPE, CPPS, CPHQ Credits



HARVARD MEDICAL SCHOOL

Healthcare Quality and Safety 2018

October 15–16 • Boston, MA
Course #734690-1901

	Register after Sept. 20, 2018	Register on or before Sept. 20, 2018
Course Tuition	\$995	\$895 (Save \$100)
Group Tuition* for 5+ Employees from the Same Organization		\$845
Course Tuition for Employees of Partners HealthCare**		\$700
Course Tuition for Fellows, Residents, and other Students		\$495

Tuition includes all breakfasts and lunches, morning and afternoon refreshment breaks, and an early evening reception on Monday. Complimentary internet will be provided in the meeting rooms.

All attendees of Healthcare Quality and Safety 2018 will receive access to course materials online.

**If you are registering as part of a group of five (5) or more employees from the same organization, please contact CEprograms@hms.harvard.edu for more information regarding a group discount.*

***Please register using your partners.org email address to receive this discount.*

Registration, Payment, Confirmation and Refund Policy

Registrations for Harvard Medical School CME programs are made via our secure online registration system. To register for this course, please visit the course website at Quality.HMSCME.com.

At the end of the registration process, a \$5 non-refundable processing fee will be added to your registration, and you will have the choice of paying by check or credit card (Visa, MasterCard, or American Express). If you are paying by check (draft on a US bank), the online registration system will provide you with instructions and a printable form for remitting your course fees by check. Postal, telephone, fax, and cash-payment registrations are not accepted. All fees shown in USD.

Upon receipt of your paid registration, an email confirmation from the HMS GCE office will be sent to you. Be sure to include an email address that you check frequently. Your email address is used for critical information, including registration confirmation, evaluation, and certificate. Refunds, less an administrative fee of \$75, will be issued for all cancellations received two weeks prior to the start of the course. Refund requests must be received by email. No refund will be issued should cancellation occur less than two weeks prior. "No shows" are subject to the full course fee and no refunds will be issued once the conference has started.

Conference Location

Sheraton Boston Hotel
39 Dalton Street
Boston, MA 02199



Please do not make non-refundable travel arrangements until you have received an email from the HMS GCE office confirming your paid registration.

Questions? Call 617-384-8600 Monday-Friday 9am – 5pm (ET) or send an email to CEprograms@hms.harvard.edu

Accreditation

PHYSICIANS

The Harvard Medical School is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The Harvard Medical School designates this live activity for a maximum of 10.50 *AMA PRA Category 1 Credits™*. Physicians should claim only credit commensurate with the extent of their participation in the activity.

RISK MANAGEMENT

This activity meets the criteria of the Massachusetts Board of Registration in Medicine for 10.50 credits of Risk Management Study. This includes .75 credits in Opioid Education and Pain Management Training and 1.50 credits in Electronic Health Records Training. Please check your individual state licensing board requirements before claiming these credits.

NURSES

Successful completion of this program will award 5.67 nursing contact hours for day 1, and 5.58 contact hours for day 2. Brigham and Women's Hospital is an Approved Provider of continuing nursing education by the Northeast Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

PHARMACISTS

American Health Resources, Inc. is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider of continuing pharmacy education. Pharmacists can earn up to 10.50 Contact Hours (1.05 CEUs) of knowledge-based credit.

QUALITY AND SAFETY PROFESSIONALS

This activity meets the criteria of the Certification Board for Professionals in Patient Safety for up to 10.50 CPPS CE hours.

This program has been approved by the National Association for Healthcare Quality for 10.50 CPHQ continuing education hours.

CANADIAN ACCREDITATION

The Royal College of Physicians and Surgeons of Canada recognizes conferences and workshops held outside of Canada that are developed by a university, academy, hospital, specialty society or college as accredited group learning activities.

EUROPEAN ACCREDITATION

Through an agreement between the American Medical Association and the European Union of Medical Specialists, physicians may convert *AMA PRA Category 1 Credit™* to an equivalent number of European CME Credits® (ECMECs®). Information on the process of converting *AMA PRA Category 1 Credits™* to ECMECs® can be found at: www.eaccme.eu.

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