

SAVE THE DATE

CREATING A CULTURE OF QUALITY & SAFETY:

Listen ~ Hear ~ Empower ~ Change

The Critical Role of Communication in Improving ESRD Patient Safety

DATE: September 17 - 18, 2013

LOCATION: Sheraton Baltimore City Center Hotel

CONFERENCE OBJECTIVES:

- Present multiple perspectives on barriers to safe transitions of care
- Replace standard hand-overs with effective processes and tools to ensure patient safety between settings
- Envision a culture of Quality and Safety free of blame that encourages patients and staff to report complaints, errors and near misses without fear of reprisal
- Describe practices that use the reported complaints, errors and near misses to improve safety and quality outcomes
- Present action steps that providers and patients can use to partner in making health care decisions
- Describe methods that increase patient participation in identifying safety challenges

WHO SHOULD ATTEND: We want to learn from patients, dialysis facility staff, physicians, and administrators, as well as from quality improvement staff from dialysis organizations, the ESRD Networks and CMS. We encourage attendance of kidney disease patients and everyone who participates in their care.

A renal community collaboration presented by the Forum of ESRD Networks in partnership with DaVita, DCI, Fresenius, the Renal Physicians Association, the American Nephrology Nurses Association, the National Renal Administrators Association, and the Forum's Beneficiary Advisory Council.



Overnight rooms are available at a rate of \$189.00/night at this hotel:
Sheraton Baltimore City Center
101 West Fayette Street, Baltimore, MD 21201
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For further information, please visit www.esrdnetworks.org