

SAFETY

QUALITY

RISK  
MANAGEMENT

INFECTION  
CONTROL

# KEEP YOUR FOCUS

FSASC Quality & Risk Management Conference  
April 21-22, 2016 | Renaissance Orlando at SeaWorld

## WHO SHOULD ATTEND?

Administrators • Risk Managers  
Quality Leaders • Infection Preventionists

Florida Society of

**FSASC**

Ambulatory Surgical Centers

Register Early and Save! [www.fsasc.org](http://www.fsasc.org)

## AN INVITATION TO ATTEND



The **FSASC Quality and Risk Management Conference** is the nation's premier conference focusing solely on the development of superior quality outcomes in ambulatory surgical centers and reducing the risks present in patient encounters. An array of experienced ASC speakers will address topics crucial to your ASC's delivery of care. You will also have time to network with other ASC professionals to discover and discuss your own best practices.

It's an event you don't want to miss!

Florida Society of

# FSASC

Ambulatory Surgical Centers

### Contact Hours

The Florida Board of Nursing has approved FSASC to provide 10.5 contact hours during the 2016 FSASC Quality & Risk Management Conference. The program is approved for 10.5 hours of AEU credits by BASC Provider #1314. Register online at [www.fsasc.org](http://www.fsasc.org).

## SCHEDULE OF EVENTS

### Thursday, April 21, 2016

**9:15 a.m. – 9:45 a.m.**

#### Registration

**9:45 a.m. – 10:45 a.m.**

#### Top Allegations for ASCs

*Viviane Jesequel, RN, BS, HCRM  
MedPro Group*

Identifying contributing risk factors in allegations for the pre-operative, peri-operative and post-operative period is very important in the ASC setting. This session will discuss the risks and ways to implement strategies to improve patient safety and review case studies related to ambulatory surgery centers.

**10:45 a.m. – 11:45 a.m.**

#### Patient Experience: Good to Great

*Angela Kramer, RN, CNOR, CASC, CPPS, MBA  
Nancy Burden, RN  
BayCare Health System*

Get ready! OAS CAHPS is coming and the bar has been set high. How will your surgery center achieve "top box" scores? The answer isn't found in gourmet coffee in the waiting room, scripting, and comfortable lobby chairs. Those things are nice and they may even help with your results, but leaders must focus on developing a patient-centered culture, and that is rooted in the attitude of your team. Nurses are the most trusted professionals in the country. The best patient experience scores happen when patients feel genuinely cared for and cared about. Most nurses do this automatically and surgery center leaders can foster this attitude with a few small but meaningful initiatives. Attend this session to learn how to launch your patient experience scores from good to great!

**11:45 a.m. – 12:45 p.m.**

#### Lunch

**12:45 p.m. – 1:45 p.m.**

#### Comprehensive Infection Prevention Program

*Libby Chinnnes, RN, BSN, CIC  
Infection Prevention and Control Consultant  
IC Solutions, LLC*

Join this speaker as she leads participants through the creation of a facility risk assessment specific to their particular operations. The risk assessment will guide the development of the center's written plan for infection prevention goals, interventions, and evaluation to improve patient safety through integration into the quality improvement program.

**1:45 p.m. – 2:45 p.m.**

#### Surgical Site Infection – Investigation, Follow-up and Mitigating Future Risks

*Lisa Booth, RN, LHRM  
Oncore – Healthcare & Risk Management Consultants*

One infection is one too many. Learn about investigating and identifying the cause of surgical site infections in the ASC setting including a detailed review of real life SSI case studies and what you can do to minimize future risks.

## Thursday, April 21, 2016 cont'd

**2:45 p.m. – 3:00 p.m.**  
**Break**

**3:00 p.m. – 4:30 p.m.**  
**The Top Deficiencies of Licensing and CMS Surveys and the Top Code 15 Adverse Incident Reports**

*Pat Kaczmarek, RN, AHCA*  
*Sandra Jones, CASC, FHFMA, CHCQM, LHRM*  
*Ambulatory Strategies*

What are the top licensing and CMS survey deficiencies found during AHCA surveys? How do you communicate your Plan of Correction to AHCA to obtain acceptance of the plan as well as establish your own action implementation? What are the top Code 15 adverse incidents reported to AHCA? What do you report about your investigation and your action plan? What happens to your information? Learn how to respond to survey deficiencies and adverse incidents. Discuss examples of survey plans of corrections and models for adverse incident investigation and action plans.

**4:30 p.m. – 5:30 p.m.**  
**Corrective Action Plans and How to Mitigate Future Events**

*Holly Howanitz*  
*Wicker Smith O'Hara McCoy & Ford, P.A.*

Knowing how to properly investigate adverse events in order to minimize risk arising out of those specific events is important for the ASC. During this session implementation of corrective action plans and training techniques to avoid similar adverse events in the future will be discussed. Examples will be given of successful and unsuccessful corrective action plans along with an analysis as to why these plans succeeded or not.

**5:30 p.m. – 6:30 p.m.**  
**Networking Reception**

Enjoy an opportunity to connect with other leaders in the ASC industry!

## Friday, April 22, 2016

**7:30 a.m. – 8:00 a.m.**  
**Continental Breakfast**

**8:00 a.m. – 9:00 a.m.**  
**Quality Reporting Update**  
*Donna Slosburg, RN, BSN, LHRM, CASC*  
*ASC Quality Collaboration*

The implementation of quality reporting and the changing requirements can be challenging. Participants will learn what the Centers for Medicare and Medicaid Services ASC Quality Reporting program requirements are for the upcoming year. Learn about what you will need to participate in the ASC program. Get the most up-to-date information and answers to your questions.

**9:00 a.m. – 10:00 a.m.**  
**A Walk Through a QAPI Project**  
*Sandra Jones, CASC, FHFMA, CHCQM, LHRM*  
*Ambulatory Strategies*

Determining what makes a good performance improvement project and how to describe the activities involved in the project can often seem overwhelming. How to select the topic, determine the depth of the problem, how to tackle the improvement activities and measure improvement will be discussed step by step. Dissecting sample QAPI projects will give insight into what makes a project and its documentation strong.

**10:00 a.m. – 10:15 a.m.**  
**Break**

**10:15 a.m. – 11:15 a.m.**  
**Active Assailant? Not in My Center!**  
*Ed Smolik, Director of Facilities*  
*BayCare Health System*

This session will share lessons learned over the past few years on this challenging threat. It will demonstrate how hard it is to know if a person is armed, discuss how hard these events are to anticipate or prevent, stress the importance of having a solid plan that is developed with law enforcement engagement and that is rehearsed adequately.

**11:15 a.m. – 12:15 p.m.**  
**Amendment 7 – Current State of the Law and Strategies on How to Conduct Your Investigation**  
*Joseph Menello*  
*Wicker Smith O'Hara McCoy & Ford, P.A.*

Since the passage of Amendment 7, the Right to Know Amendment, the landscape on the discovery of information regarding adverse medical incident has dramatically changed. Healthcare providers, including ASCs, have been faced with the challenge of balancing their interest in investigating adverse medical incidents in an effort to improve patient care with the risk that the information they obtain and document will be used against them in litigation. This presentation will focus on the current state of the law regarding discoverability of adverse medical incident investigations, including peer review, quality assurance and risk management materials. Tips, strategies and recommendations on how to conduct such investigations will also be discussed.

**12:15 p.m.**  
**Questions & Wrap Up**

# 2016 FSASC QUALITY & RISK MANAGEMENT CONFERENCE REGISTRATION INFORMATION

APRIL 21-22, 2016 • RENAISSANCE ORLANDO AT SEAWORLD

Please make copies of this form for additional registrants.

## PERSONAL INFORMATION

Name: \_\_\_\_\_

RN # \_\_\_\_\_  Other \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## REGISTRATION INFORMATION

	Prior to 3/30/2016	After 3/30/2016
<input type="radio"/> FSASC Member Full Registration	\$400/person	\$450/person
<input type="radio"/> FSASC Non-Member Full Registration	\$500/person	\$550/person

TOTAL AMOUNT DUE \$ \_\_\_\_\_

## PAYMENT INFORMATION

- Check enclosed. Please make checks payable to the Florida Society of Ambulatory Surgical Centers (FSASC).
- Credit Card. Please register online at [www.fsasc.org](http://www.fsasc.org).

If you would like to pay with a credit card (Visa, MC or AMEX), please register online at [www.fsasc.org](http://www.fsasc.org). If paying by check, please make checks payable to the Florida Society of Ambulatory Surgical Centers and mail the form with a check to: FSASC, 1400 Village Square Blvd. #3-175, Tallahassee, FL 32312.

**Refund Policy:** Written notification is required for all refunds and must be received by the FSASC office by March 30, 2016. Written refund requests received by March 30, 2016 will receive a refund minus a \$25 administrative fee. No refunds will be issued after March 30, 2016.

**Special Needs:** Please call the FSASC office at 850.222.3000 by March 30, 2016 if you require any special accommodations or assistance.

**Questions:** Contact the FSASC Office at 850.222.3000. For more information on the conference, please visit the FSASC website at [www.fsasc.org](http://www.fsasc.org).



## Quality & Risk Management Conference

April 21-22, 2016

Special thank you to our sponsors:



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## CONFERENCE LOCATION

### Renaissance Orlando at SeaWorld

6677 Sea Harbor Drive  
Orlando, FL 32821  
407.351.5555

Dive in and discover this stunning 4-star hotel in Orlando. Renaissance Orlando at SeaWorld, boasting the best location across from SeaWorld Orlando, near Aquatica, Discovery Cove, Walt Disney World and Universal Studios, combines the enchantment of America's favorite playground with imaginative style in a sophisticated hotel setting.

Reservations can be made by calling the Renaissance Orlando at SeaWorld directly at 1.800.266.9432 and

asking for the "FSASC Quality & Risk Management Conference" room rate of \$169 Single/Double. The hotel is only guaranteeing this rate through Wednesday, March 30, 2016. An optional resort fee of \$20 will be offered upon check-in.

### Transportation

Orlando International Airport – MCO  
Hotel Direction – 13 Miles W  
This hotel does not provide shuttle service from the airport.

### Alternate Transportation

Mears Shuttle Service: \$19 one way  
Estimate taxi fare: \$40 one way.

