Achieving Nursing Excellence Through NDNQI®

Specifically designed to foster nurse leadership and create safe nursing environments, the NDNQI-focused track offers users a tremendous professional development opportunity. This track offers six nursing-specific sessions from the field’s foremost experts on nursing excellence and NDNQI application in practice. Join your peers from across the NDNQI community to explore approaches to building supportive nurse work environments and implementing best practices that drive the delivery of safe, high-quality, patient-centered care.

SPEAKER SPOTLIGHT

Mary Jo Assi, DNP, RN  
SVP, Clinical Excellence Solutions & Associate Chief Nursing Officer  
Press Ganey

Ronald Shorr, MD, MS  
Director, Geriatric Research Education & Clinical Center (GRECC); Professor of Epidemiology, University of Florida

Anne Lovelace, BSN  
NDNQI Clinical Advisor  
Press Ganey

Donna Jackson, BSN, MBA  
Advisor, NDNQI  
Press Ganey

Nikolas Matthes, MD, PhD, MPH  
VP, Clinical Measures & Research Product Management, Press Ganey

Emily Cramer, PhD  
Research Assistant Professor  
University of Kansas School of Nursing

Meg Colleton, RN  
Advisor, NDNQI  
Press Ganey

Emily Halu, RN, MSN  
Strategic Consulting  
Press Ganey
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<th>Time</th>
<th>Day One Activities</th>
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<tr>
<td>7:30 - 8:30 a.m.</td>
<td>Breakfast &amp; Registration, Welcome Remarks and Keynote: Christy Dempsey</td>
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<td>The Antidote to Suffering: How Compassionate Connected Care Can Improve Safety, Quality, and Experience</td>
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<td>7:30 - 8:30 a.m.</td>
<td>Breakfast Keynote: Deirdre Mylod Deconstructing Stress and Reward to Address Clinician Burnout and Build Resilience</td>
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Continuing Education
Earn Up To Nine Hours of Continuing Education Credits
In support of improving patient care, Press Ganey is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.
This activity will be submitted to the National Association for Healthcare Quality for CPHQ CE credit.
We will offer Patient Experience Continuing Education credits (PXEs) through the Patient Experience Institute (PXI). PXEs can be applied towards Certified Patient Experience Professional (CPXP) applications and/or to maintain certification designation.
Please email your questions about continuing education to continuingeducation@pressganey.com.

Justification Letter
The Press Ganey Education Symposiums provide health care professionals a valuable educational and networking opportunity. Attendees can choose from a number of educational sessions, with continuing education credits available for all sessions.
The justification letter makes it easy for you to explain the benefits and ROI of attending the Press Ganey Regional Education Symposiums in order to garner approval.
Download a customizable letter

“Empowering sessions that will help healthcare leaders across the system connect the dots on how to provide high-quality patient care.”
- 2017 Symposium Attendee
SESSION DESCRIPTIONS

DAY ONE | 10:15 – 11:15 A.M.
It Takes a Village: Shaping the Future of Nursing Through Collaborative Leadership
Mary Jo Assi, DNP, RN, SVP, Clinical Excellence Solutions & Associate Chief Nursing Officer, Press Ganey
The current health care landscape is highly complex and turbulent, presenting many challenges for clinical and operational nurse leaders. With these challenges comes an opportunity for growth and advancement for leaders who are aligned and focused on critical drivers of excellence. Join your colleagues in a dialogue to better understand the forces shaping the future of health care and the strategies that leaders can employ to focus their efforts and achieve great outcomes.

DAY ONE | 11:30 A.M. – 12:30 P.M.
Update: NDNQI RN Survey and Indicator Development
Nikolas Matthes, MD, PhD, MPH, VP, Clinical Measures & Research Product Management, Press Ganey
Emily Cramer, PhD, Research Assistant Professor, University of Kansas School of Nursing
The session focuses on current NDNQI® indicator strategies, including the build-out of indicator offerings in inpatient and other care settings. The presenters will discuss various indicators—some recently developed and others in development—and their relevance to nursing, as well as define the measures and share results from pilot tests, client participation and client feedback. You will leave with a deep understanding of how Press Ganey continues to enhance the content of NDNQI in order to advance your ability to link the nurse practice environment to nurse and patient outcomes.

DAY ONE | 2:45 – 3:45 P.M.
Hospital Fall Prevention in 2018, Seeking the Holy Grail?
Ronald Shorr, MD, MS, Director, Geriatric Research Education & Clinical Center (GRECC); Professor of Epidemiology, University of Florida
The session will focus on the challenges of developing evidence-based strategies to prevent falls in hospitals. The presenter will discuss current practices and opportunities for improvement, and review current risk assessment methods and the evidence supporting the employment of fall prevention strategies.

DAY ONE | 4:00 – 5:00 P.M.
Reporting Strategies Workshop
Anne Lovelace, BSN, NDNQI Clinical Advisor, Press Ganey
To achieve consistent delivery of high-quality care, you must know how to identify and address improvement opportunities. This workshop will focus on key strategies for utilizing NDNQI® reporting to maximize the insights your quality data can yield. In addition to exploring the relationship between structure, process and outcome, and how this relationship will drive your approach to analyzing root causes of variance in care, you will also have the opportunity to identify best practices in the NDNQI Resource Center.

DAY TWO | 9:45 – 10:45 A.M.
Press Ganey and the Magnet Journey
Donna Jackson, BSN, MBA, Advisor, NDNQI, Press Ganey
In this session, you will learn how Press Ganey can support your Magnet journey using NDNQI® data, nurse satisfaction and patient satisfaction survey components required for Magnet application. The presenter will also review the 2019 ANCC Magnet® Manual requirements and how Press Ganey is refining its measurement strategy to meet the new requirements.

DAY TWO 11:00 A.M. – 12:00 P.M.
Integrated Approach to Improving Workplace Safety for Nurses
Meg Colleton, RN, Advisor, NDNQI, Press Ganey
Emily Halu, RN, MSN, Strategic Consulting, Press Ganey
Health care environments are inherently high-risk environments, and safety measures must be implemented not only for patients but also for caregivers. This session will highlight NDNQI's new Assaults on Nursing Personnel indicator. NDNQI experts will review the process for developing the indicator and the vision for including it within the NDNQI measure set. In addition, a workplace safety expert will discuss how to employ a comprehensive approach to improving the practice environment for nurses by reducing violence and fostering a culture of safety.
Register Online
Space at each symposium will be limited. Please register early to secure a seat. We cannot guarantee registrations received within 10 business days of a symposium. Registration is open only to current Press Ganey clients. Register online at pressganey.com/regionals.

Registration Fee
Early Bird Rate: $365
Regular Rate: $465

The Early Bird Registration Rate expires April 30, 2018

Special Offers
If your organization sends five people, the sixth registration is half price. Or, send ten people and the eleventh registration is free. To take advantage of the discounts, please email events@pressganey.com.

Attire
Please note that it is difficult to control the temperature in meeting rooms; therefore, we encourage you to bring a light sweater or jacket.

Attendee Cancellations and Substitutions
Cancellations must be sent in writing to events@pressganey.com. To receive a full refund, cancellations must be made three business days prior to the event. If cancellations are made after that time, or if a registrant does not attend, the full registration fee will be charged. We are unable to offer attendee substitution at our Regional Symposia.

Questions
Please email any additional questions about the Symposia to events@pressganey.com.

“Provided a multitude of ideas to come back and apply immediately to our organization.”
- 2017 Symposium Attendee

Hilton Chicago
720 South Michigan Avenue
Chicago, IL 60605
P: 312.922.4400
Rate: $269/night plus taxes
Reserve your room online
Hotel Cutoff Date
April 30, 2018

Please contact the hotel directly to make reservations, cancellations or changes to your hotel reservations. Reservation and cancellation policies vary by hotel. For your convenience, a block of rooms has been reserved at each symposium location. Mention Press Ganey when booking. Space is limited; reserve your room early. Hotel accommodations are not included in the symposium registration rate.

NDNQI® Community Meet Up
Tuesday, May 22 | 5:00 – 6:15 p.m.

Meet and mingle with fellow NDNQI users and members of the speaking faculty to exchange ideas and best practices for leveraging NDNQI in your safety, quality and performance improvement programs.