

HSAG Physical Restraints Collaborative Learning Session 4

Friday, August 14, 2009
10 a.m. to 3 p.m.

Health Services Advisory Group, Inc. (HSAG)
Carter Marshall Conference Center
1600 E. Northern Avenue, Suite 100
Phoenix, AZ 85020

OBJECTIVES

Participants will:

- Learn about human factors that influence resident care outcomes.
- Understand how to conduct a root cause analysis (RCA) that can be applied to restraint reduction efforts.
- Learn how to communicate more effectively by using Team Strategies & Tools to Enhance Performance & Patient Safety (TeamSTEPPS) principles.
- Share best practices with collaborative members.

AGENDA

10:00 a.m. Welcome and Introductions	Joe Bestic, NHA, BA <i>Director, Nursing Home, HSAG</i>
10:15 a.m. RCA: Understanding the Causes of Events	Joe Bestic
11:00 a.m. How to conduct an RCA	Joe Bestic
11:45 p.m. Lunch	
12:30 p.m. TeamSTEPPS: An Overview	Barbara Warren, BSHA <i>Director, Health Communications/Congressional Liaison, HSAG</i>
2:00 p.m. Collaboration Sharing	Joe Bestic
2:45 p.m. Wrap-Up and Next Steps	Joe Bestic

Meeting Adjourned

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