**Medicine Quality Summit: Moving Forward**

**Saturday October 27, 2012**

8:00am-12:30 pm

Corporate College East

4400 Richmond Rd.

Warrensville Heights, OH

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7:15am – 8:00am

Registration and light breakfast

8:00am – 8:10am

Introductions

Robert A. Salata, MD

Professor and Executive Vice-Chair, Department of Medicine

University Hospitals Case Medical Center

8:10am – 9:00am

Healthcare Reform: Improving the Healthcare World in Cleveland and Beyond

Barry M. Straube, MD

Director, The Marwood Group,

Former Chief Medical Officer, Centers for Medicare & Medicaid Services (CMS)

9:00am – 9:20am

Family Centered Relationship Based Communication Guide

Jeffrey Beers RN, BSN, MA

Manager, Clinical Risk Management and Patient Safety

9:30am – 10:30am

and

10:45am – 11:45am

Breakout Sessions

- **Physician Accountability: In the Public Eye**
  Jay Wish, MD; Karen Saidel, RN; Corrine Hurley, RN; Anka Meges, RN; Sri Krishna Madan Mohan, MD; Karen Boyd, RN; Jennifer Carpenter, RN; Ray Kmercivic, JD

- **Pain: Healing it Without Feeling it**
  David Cogan, MD; Rajesh Chandra, MD; Elizabeth Weinstein, MD; Hildy Pearl, MS; Kim Bixenstine, JD; Todd Zeiger, MD; Mariel Harris, MD; Robin Rowell, RN; Helen Foley, RN; Debbie Horan, RN

- **Communication and Miscommunication: Say What You Mean and Mean What You Say**
  Richard Stein, MD; Chris Sydenstricker, RN; Michelle Borisa, BS; Lynn Hardacre, JD; Keith Armitage, MD; Chris Tredent, RN; Rita Szymczak, RN

- **The Patient Experience: The Good, the Bad and the Ugly**
  Hiloni Bhavsar, MD; Jane Dus, RN; Maureen Broscoe, RD; Marcie Manson, JD; Henry Koon, MD; Jeff Beers, RN; Lynda Reilly, RN

12:00pm – 12:30pm

Wrap-up Plenary Summaries and Action Plans

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**ACCREDITATION**

Case Western Reserve University School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians.

Case Western Reserve University School of Medicine designates this live activity for a maximum of 4 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**CREDIT FOR THE UH SPONSORED PHYSICIAN PROGRAM**

University Hospitals designates this educational activity for a maximum of 4 hours of "LIVE" Clinical Risk Management Education credit for those physicians participating in the