



# 2016 EDUCATIONAL CONFERENCE

THE WASHINGTON STATE MEDICAL COMMISSION

Reducing Medical Error through  
Understanding, Communication,  
and Accountability

OCTOBER 6, 2016

Seattle Airport Marriott  
3201 South 176th Street, Seattle Washington 98188

# 2016 EDUCATIONAL CONFERENCE

## THE WASHINGTON STATE MEDICAL COMMISSION

### CONTINUING MEDICAL EDUCATION

Five Continuing Medical Education (CME) credits will be available. To claim CME, please submit your signed record and evaluation as you leave for the day. Certificates will be emailed.

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Washington State Medical Association and Washington State Department of Health. The WSMA is accredited by the ACCME to provide continuing medical education for physicians. The WSMA designates this live activity for a maximum of 5 AMA *PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity. This activity meets the criteria for up to 5 hours of Category I CME credits to satisfy the relicensure requirements of the Washington State Medical Quality Assurance Commission.

### PARKING

Parking is available at the Seattle Airport Marriott for \$14 per day. Overnight parking is \$27 per night. Valet Parking is also available for \$32 per day.

### USEFUL WEBSITES

- Conference website: <http://go.usa.gov/36s2e>
- [Slido.com](#): Event Code #6698
- Medical Commission Home Page: <http://go.usa.gov/xqq8x>
- Medical Commission Newsletters: <http://go.usa.gov/3z9f9>
- Speakers Bureau: <http://go.usa.gov/3z97h>
- Follow us on Twitter: [@WAMedBoard](#)
- Like us on Facebook: [Washington State Medical Quality Assurance Commission](#)

### ABOUT SLI.DO

Sli.do is a website that allows you to ask questions during a presentation without interrupting the speaker. If you think of a question, submit it on sli.do and the moderator will ask the question for you at the end. Sli.do is also a great way to ask a question if you prefer to remain anonymous. Just go to <https://www.sli.do/home>, enter #6698 into the "join event" box and submit your question.

## NEARBY RESTAURANTS

- [Aqua Terra](#)  
(American) / Hotel Lobby
- Consummate Grind  
(Coffee Shop) / Hotel Lobby
- [Spencer's for Steaks and Chops](#)  
(Steakhouse) / 0.5 Miles
- [Sharp's Roaster & Ale House](#)  
(Bar-B-Q) / 0.5 miles
- [13 Coins](#)  
(Continental) / 1 Mile
- [Outback](#)  
(Steakhouse) / 2 Miles
- [Rainforest Café](#)  
(American) / 2 Miles
- [Applebee's](#)  
(American) / 2 Miles
- [Miyabi Sushi](#)  
(Japanese) / 2 Miles
- [Mali Thai](#)  
(Thai) / 2.5 Miles

## Reducing Medical Error through Understanding, Communication, and Accountability

Thursday October 6<sup>th</sup> 2016

8:00 AM Registration Opens

9:00 AM – 9:15 AM Opening Remarks, Message from the WA State Medical Commission  
Dr. Warren Howe, Commission Chair

### MULTICULTURAL HEALTH CARE AND HOW IT DRIVES QUALITY OUTCOMES

9:15 AM – 10:15 AM

**Margaret O’Kane**

Founding and current president of The National Committee for Quality Assurance.

10:15 AM – 10:30 AM Networking Break

### TRANSFORMING HEALTHCARE THROUGH TRANSPARENCY, COMMUNICATION, AND LEADERSHIP

10:30 AM – 11:30 AM

**Gary S. Kaplan, MD, FACP, FACMPE, FACPE**

Lucian Leape Institute Chair, CEO Virginia Mason

11:30 AM – 1:00 PM Independent Lunch Break

### MEDICAL, LEGAL AND ETHICAL CONSIDERATIONS IN ERROR DISCLOSURE

1:00 PM – 2:00 PM

**Nathan Schlicher MD, JD, FACEP**

Former WA state Senator, Associate director for the TeamHealth National Patient Safety Organization, ER doctor at St. Joseph Medical Center

2:00 PM – 2:15 PM Break

### LEARNING FROM THE PATIENT EXPERIENCE

2:15 PM – 3:15 PM

A Medical Commissioner, key staff and the father who filed a report with the Medical Commission on behalf of his daughter, will discuss the practitioner regulation process and explore the lessons learned from this case.

3:15 PM – 3:30 PM Networking Break

### COMMUNICATING KEY LEARNINGS FROM PATIENT SAFETY EVENTS ACROSS AN ORGANIZATION

3:30 PM – 4:30 PM

**Kristina Toncray, MD**

Seattle Children’s Hospital

4:30 PM CLOSING REMARKS