

**Registration Fee (see below for payment)**

\$30 per day/\$60 both days - Memorial Hermann employees  
\$95 per day/\$190 both days-Non Memorial Hermann employees

**Registration/Payment Deadline-April 5, 2012**

**Refund Deadline-April 5, 2012**

**Please check one of the following:**

April 12, 2012 only \_\_\_\_\_  
April 13, 2012 only \_\_\_\_\_  
Both days \_\_\_\_\_

**To Register:**

Memorial Hermann Employees: Registration is in PIL.

**REGISTER ACCORDING TO YOUR PREFERENCE-DAY 1, DAY 2, OR BOTH**

Search words: Wilford 2011; Navigating Healthcare Challenges

Non Memorial Hermann Employees: Please complete the registration information below and make check payable to: Memorial Hermann Healthcare System. Send to:

Charine Sims, Lead Office Assistant  
System Clinical Education  
1140 Business Center Drive, Suite 404  
Houston, TX. 77043 Fax- 713-932-5775  
Email: [charine.sims@memorialhermann.org](mailto:charine.sims@memorialhermann.org)

For Credit Card Payments: Contact Charine Sims at 713.932.5768.

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

Title: \_\_\_\_\_

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

Phone: \_\_\_\_\_ E-Mail address \_\_\_\_\_

Continental breakfast, lunch, and breaks will be provided.

# Navigating Healthcare Challenges: Competency, Accountability, and Challenges

**MEMORIAL HERMANN HEALTHCARE SYSTEM**

**April 12<sup>th</sup>, 13<sup>th</sup>, 2012**

Memorial Hermann Prevention and Recovery Center  
Wilford Conference Center- Alumni Center, 2nd Floor  
3043 Gessner, Houston, TX. 77080  
713.939.7272

6 contact hours for Nursing and 6 contact hours  
for Social Workers will be provided each day  
**12 contact hours for the full two days**

*Memorial Hermann Healthcare System is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.*

**Texas State Board of Social Workers Examiners  
Provider Number 5447**



### Program Description:

This program will provide educators, leaders and managers with the tools and skills required to navigate the difficult work of healthcare in 2011 and beyond. Issues that nurses and other healthcare providers face will be addressed and sustainable solutions will be discussed that transfer into multiple practice environments and levels of care. Situations in the healthcare arena will be addressed with realism, compassion and humor. All participants will walk away with tools to enhance their current practice and provide better outcomes for patients and staff.

### Target population:

- Staff Development/Education Specialists
- Clinical Practitioners-all Specialties
- Management/Leadership

### Schedule both days

7:00 a.m. - 8:00 a.m. Registration

8:00 a.m. – 4:00 p.m. Workshop and Adjournment  
(Includes lunch and breaks)

### Day 1 –Thursday, April 12, 2012

#### Relationship-based Care: A Model for Transforming Practice

##### Objectives:

- Discuss the realities of healthcare today.
- Identify creative ways to promote relationship based care and collaborate across the organization.
- Describe the elements of group transformation.
- Explain how to use shared governance to promote accountability and ownership of our practice.
- Apply ways to put the energy back into our teams and ourselves.

*Conference made possible through a grant from the Anne R. Wilford Endowment Fund*

### Day 2-Friday, April 13, 2012

#### Competency Assessment for the Real World

##### Objectives:

- Discuss the goal of competency assessment, and the driving forces behind the process.
- Demonstrate awareness of how to promote accountability through competency assessment.
- Identify ways to verify competency assessment.
- Describe the success factors that help make competency assessment truly successful.
- Explain how competency assessment can promote accountability and affect our caring outcomes.

#### Speaker: Donna Wright, RN, MS, Nurse Consultant, Creative Healthcare Management



Donna Wright is a staff development specialist who is known for her irreverent wit, earning her recognition as "the humorist in health care." She is best known for two of her books, *The Ultimate Guide to Competency Assessment* and *Relationship-Based Care*. She specializes in setting up systems for organizations to ensure accountability and competency.