

The Speakers



Dr. Daniel Hyman is a pediatrician who currently serves as the Chief Quality and Patient Safety Officer for Children's Hospital Colorado. Dr. Hyman's background comprises a wealth of Patient Safety and Quality experience, including serving as Chief Children's Quality Officer and Chief Medical Officer of Ambulatory Care at New York Presbyterian Hospital, and as Medical Director for a Physician/Hospital Organization at the Children's Hospital of Philadelphia.

Dr. Hyman has served on numerous national leadership committees and currently serves on the Quality Performance Committee for the Children's Hospital Association (CHA) Board and the Patient Safety Team for the CHA Patient Safety Organization. Dr. Hyman also co-chairs the Measurement Sub-



Robert "Brian" Sallee, B.S is the onsite HSS Security Program Manager for Children's Hospital Colorado (CHCO). Brian is Board certified in Security Management, holding the Certified Healthcare Protection Administrator (CHPA) designation. He earned his B.S., in Assets Protection from Eastern Kentucky University. Brian was appointed as Security Program Manager for CHCO in 2010, but started his career at HSS in 2005 as a Security

Projects Coordinator, later being promoted to Administrative Services Manager, where he directed the HSS security scheduling center. Establishing collaborative relationships and partnerships to enhance the security position of CHCO is a hallmark of Sallee's management approach. His team developed and implemented an infant security program for Children's as a result of the hospital's Maternal Fetal Medicine specialty. He has also focused on Emergency Management, Planning and Preparedness.



Dr. James Ruffin served 21 years as a special agent with the United States Department of Justice and two years as Director of Litigation Services for Hamlin and Burton Liability Management. Dr. Ruffin currently owns a trial and litigation services company where his primary work is helping to avoid litigation through effective communication.

He specializes in rapport building skills, theme development, and investigative services in an effort to mitigate loss. Dr. Ruffin is a nationally recognized trainer, author, and keynote speaker.

Your Keynote Speaker



Daniel O'Connell, Ph.D. has presented over 300 workshops for clinicians on improving communication skills, dealing with difficult patients, and preventing malpractice suits through effective communication throughout the United States. He has been a faculty member and Regional Consultant since 1994 for the Bayer Institute for Health Care Communication.

Dr. O'Connell is currently a clinical instructor for the Department of Psychiatry and Behavioral Sciences at the University of Washington Medical School. Dr. O'Connell attended Cornell University, the University of Maryland and received his Ph.D. from the University of Rhode Island.

Please Come, Learn, and Share in this exciting inaugural event at Children's Hospital Colorado

This Educational Symposium is **FREE OF CHARGE!!**



Children's Hospital Colorado

Affiliated with
University of Colorado
Anschutz Medical Campus

childrenscolorado.org

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Children's Hospital Colorado's Risk Management Educational Symposium

Sponsored by
The Risk Management Team

June 29, 2015



Thank you for choosing to attend the 1st Annual Risk Symposium. We hope to provide you with an exciting day of risk information, relevant to your daily work, as well as, enhance your understanding and awareness of the multi-faceted world of Risk Management.

The Risk Symposium will be held in the Children's Hospital Colorado Conference Center
13123 E. 16th Ave., Aurora, Colorado 80045
*Artwork



Welcome to the 2015 Risk Symposium

General Session

8:30 am – 8:45 am Welcome & Opening Remarks

8:45 am – 9:15 am Ice Breaker Exercise

9:15 am – 9:30 am Break

9:30 am – 11:00 am “From Furious to Curious”
Dr. Dan O’Connell

11:00 am – 12:30 PM Lunch/ Give away

12:30 pm – 12:45 pm Break - Out Instructions/Session Locations

Time Slot One →
12:45 pm – 1:30 pm



Break/ Giveaway

Time Slot Two →
1:45 pm – 2:30 pm



Break/Giveaway

Time Slot Three →
2:45 pm – 3:30 pm



Break/ Final Big Giveaway

*Must Be Present to Win

Mt. Oxford	Mt. Princeton	Track Three
Eliminating Preventable Harm <i>Understanding the Serious Safety Event</i>	Planting the Fence Posts <i>Setting Boundaries with Difficult Families</i>	Documentation You Can Defend On <i>Tips for Defensive Documentation</i>
Daniel Hyman, MD	Jim Ruffin, PhD	Lisa Shannon, RN, JD
Workplace and Visitor Violence <i>From Recognition to De-Escalation</i>	Apologies and Disclosure <i>What Should I Say ... Or NOT Say?</i>	Portable Protected Health Information <i>Expanding Our Communication Capabilities While Keeping Patient Data Safe</i>
Brian Sallee, BS, CHPA	Dan O’Connell, MD	Alex Ricardo,
Panel Discussion <i>A Conversation with the Experts</i>	Terminating the Physician/Patient Relationship <i>Bowing Out Gracefully When the Relationship is Broken</i>	Technology’s Impact on Relationships in the Healthcare Setting <i>More Than a Click on the Screen</i>
Janelle Briggs Dan Hyman, MD Linda Michael, JD Brian Sallee, BS	Jim Ruffin, PhD Dan O’Connell, MD	