

# ELEVATE

RISING TOGETHER

2024 OWNERS RETREAT • CARLSBAD, CA



SEPTEMBER 5-6

## Wednesday - September 4, 2024

4:30 pm – 7:00 pm	<b>Welcome Reception</b>	
	<i>After you arrive and check-in at the hotel, please join us at the Welcome Reception for hors d'oeuvres and signature cocktails.</i>	

## Thursday - September 5, 2024

7:30 am – 8:25 am	<b>Registration &amp; Breakfast</b>	
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8:25 am – 8:45 am	<b>Welcome &amp; Introduction</b>	Diane Abbett & CHI Board Chair
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8:45 am – 10:00 am	<b>Keynote – Base Camp to the Summit: Going for It!</b> <span style="float: right;">Luanne Freer, MD</span>	
	Dr. Freer will illustrate a new spin on business challenges by guiding us through her personal and professional expedition: setting up and running an Everest ER. Follow her journey from inception all the way to the “summit.”	
	<b>Learning Objective:</b> Practice the critical elements: dare to explore (creative thinking), outfit for success (careful team and resource planning), and climb to the summit (execution: surmount challenges, work as a team, and reap the personal and professional rewards even if they might not look as anticipated!)	

10:00 am – 10:15 am	<b>Break</b>	
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10:15 am – 11:15 am	<b>Artificial Intelligence: The Good, the Bad, and the Ugly</b> <span style="float: right;">Cindy Gordon, PhD</span>	
	We use Artificial Intelligence every day invisibly when we search on Google, ask Alexa for help, allow for predictive text in our emails, or even when we let Apple pick music for us. AI presents growing opportunity and value for organizations, but what about the risks? As we review the AI ethics landscape, consider “the big four” of AI ethics: data bias; accountability; explainability; and privacy.	
	<b>Learning Objective:</b> Understand the importance of transparency in ethical artificial intelligence practices.	

11:15 am – 12:15 pm	<b>Decreasing EPL Risk Through Effective Collaboration</b> <span style="float: right;">Melissa Whitehead</span>	
	Issues of discrimination, hostile work environment, retaliation, and allegations of sexual harassment and assault are challenging employers in an increasingly complex legal and regulatory environment. By educating and training employees on risk management, HR and RM can coordinate and communicate risk response strategies and actions. HR and RM have different but complementary roles in mitigating human risks. Melissa Whitehead will address challenges and share strategies for effective collaboration to leverage HR and RM expertise and resources to address the root causes and consequences of human risk.	
	<b>Learning Objective:</b> Employ two strategies for a proactive and collaborative approach to identifying and mitigating human risks to enhance the organization's overall risk management strategy.	

**Thursday - September 5, 2024 *continued***

12:15 pm – 1:15 pm	<p><b>Embracing Patient Advocacy and Transparency in Healthcare</b> <span style="float: right;">Carole Hemmelgarn</span></p> <p>Carole Hemmelgarn tells the story of her 9-year-old daughter who died of c. diff, but did not have any open or honest communication with the hospital for 3 years, 7 months, and 28 days. Carole’s presentation looks at the critical role of patient advocacy and transparency in healthcare and connects the heart and the head through her story.</p> <p><b>Learning Objective:</b> Understand what elements are important for patients and families to hear after medical harm and explain the importance of a highly reliable Communication and Resolution Program (CRP) for patients and families.</p>
2:15 pm – 2:30 pm	<b>Break</b>
2:30 pm – 3:45 pm	<p><b>MICRA / AB 35</b> <span style="float: right;">Alicia Wagnon, Kenny Pedroza</span></p> <p>With AB 35, opposing sides put differences aside to find common ground and recognized the opportunity to protect both California’s health care delivery system and the rights of injured patients. Alicia Wagnon will discuss the history of MICRA and the evolution of AB 35, while Kenny Pedroza will anticipate what’s to come for AB 35 through case developments and what might progress to the appellate level.</p> <p><b>Learning Objective:</b> Consider the two significant changes to MICRA made through AB 35, including restructuring MICRA’s limits on attorney fees and raising MICRA’s cap on noneconomic damages.</p>
3:45 pm – 4:00 pm	<b>Break</b>
4:00 pm – 5:00 pm	<p><b>Healing After Harm in Healthcare</b> <span style="float: right;">Tim McDonald, MD</span></p> <p>Preventable harm is a devastating reality for 1 in 10 hospitalized patients, and a wall of silence in today’s healthcare culture often prevents caregivers from speaking up and communicating errors when they occur. What if extreme honesty was the norm? Dr. Tim McDonald talks about the transformative power of full transparency in healthcare and how we can use that to break down the wall of silence, create a culture of accountability and healing for patients, families and caregivers after harm in healthcare.</p> <p><b>Learning Objective:</b> Implement the “Seven Pillars” methodology to emphasize proactive response to and prevention of medical errors.</p>
5:00 pm	<p><b>Wrap-up &amp; Adjournment</b> <span style="float: right;">Optima</span></p>
6:00 pm – 8:30 pm	<b>Owner Dinner / Entertainment</b>
<b>Friday - September 6, 2024</b>	
7:30 – 8:30 am	<b>Breakfast &amp; Farewell</b>

*Provider approved by the California Board of Registered Nursing, Provider Number 12205 for 6 contact hours.*

*This program is pending approval toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and towards CPHRM renewal.*

*California MCLE is provided and sponsored by Wilke Fleury, LLP.*