

Organization of Nurse Leaders 2018 Fall Meeting



SEPTEMBER 14, 2018

AC Hotel by Marriott
125 Front Street,
Worcester, MA

AGENDA

7:00-8:00	Registration & Breakfast
8:00-9:00	ONL Business Meeting
9:00-10:00	Mandatory Staffing Ratio Ballot Update & Group Discussion
10:00-10:30	Break, Networking, Vendor Displays, Poster Presentations
10:30-12:00	Lisette Martinez: <i>Communicating respectfully in a diverse world—How to speak up with respect and compassion</i>
12:00-1:00	Lunch Networking, Vendor Displays, Poster Presentations
1:00-3:00	Christina Dempsey: <i>How compassionate connected care improves quality, safety, and experience</i>

Member: \$225

Non-Member: \$275

Register here

Communicating respectfully in a diverse world—How to speak up with respect and compassion

Lisette Martinez is Yale New Haven Health System's chief diversity officer, driving growth of the system's diversity and inclusion efforts, and leading the development and implementation of strategies to advance diversity and inclusion throughout the system. Lisette will engage attendees in a critical dialogue about diversity within the health care workforce and patient population, and will address communication skills that promote inclusion and respect in the workplace.

Objectives:

- Identify the most common reasons people sit silent in the face of adversity, bias and stereotypes.
- Discuss the impact of inappropriate workplace interactions, stereotypes and biased statements, even when casually said.



LISETTE MARTINEZ
Chief Diversity Officer, Yale
New Haven Health System

How compassionate connected care improves quality, safety, and experience

Christina Dempsey is Chief Nursing Officer for Press Ganey Associates, and is responsible for helping clients transform the patient experience. Her work focuses on improving provider engagement and patient flow while improving quality and efficiency. Christina will provide strategies to reduce wait times by up to 70%, and improve patient satisfaction by double digit percentiles. Additionally, she will share how to develop and enhance teamwork and leadership, and improve operations through scheduling, staffing, and data integration.

Objectives:

- Discuss how to analyze data relative to the convergence of safety, quality, and experience.
- Discuss examples of compassionate connected care for patients and caregivers.



CHRISTINA DEMPSEY
Chief Nursing Officer,
Press Ganey

For more information, or to register a group, contact info@oonl.org or 781-272-3500.

Attendees will be eligible for 3.5 Contact Hours.

The Organization of Nurse Leaders, MA, RI, NH, CT, VT is an approved provider of continuing nursing education by the American Nurses Association, Massachusetts an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

ONL

Organization of
Nurse Leaders

Advancing a culture of health.