



## **Patient Safety, Risk Management and Quality: Bringing it All Together** **May 19, 2017**

**7:00 - 8:00am**

Registration

**8:00am – 8:15am**

Welcome and Introduction

**8:15am – 9:45am**

**Building Patient Safety – Rebecca Jones & Kelly Gipson**

Collaborating with the Pennsylvania Patient Safety Authority  
Health Literacy Presentation

**9:45am – 10:00am**

Break

**10:00am - 11:30am – Martha Hochendoner**

Connecting Patient Safety and Risk Management in an FQHC  
Implementing Risk Management into the Daily Workflow of an Ambulatory Setting  
Managing Legal Actions through the Federal Tort Claims Act (FTCA)  
Simplifying the Dynamics of Quality

**11:30am – 12:30pm**

Lunch

**12:30pm – 2:45pm – Martha Hochendoner**

Patient Safety, Risk Management and Quality: Connection and Balance  
Leading a Patient Safe and Centered FQHC

**2:45pm – 3:15pm**

Questions and Evaluation