Maximizing the Patient Experience Through Safety, Innovation, and Patient Education

Monday-Wednesday, October 29-31, 2007

Mayo Civic Center
Rochester, Minnesota

Mayo Continuing Nursing Education
### MONDAY, OCTOBER 29, 2007

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<th>Time</th>
<th>Event</th>
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<tr>
<td>9:30 a.m.</td>
<td>Registration – Grand Ballroom Foyer – First Level</td>
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<td>Beverages – Auditorium – First Level</td>
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<tr>
<td>11:00 a.m.</td>
<td>Welcome, Announcements, and Introductions</td>
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<td>Presentation Hall – First Level</td>
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<tr>
<td>11:15 a.m.</td>
<td>Plenary Session I</td>
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<tr>
<td></td>
<td>01 Keeping Our Promise: Delivering Nursing Care That Adds Value to Every Patient Every Day</td>
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<td>12:15 p.m.</td>
<td>Lunch and Exhibits – Auditorium – First Level</td>
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<td>1:15 p.m.</td>
<td>Concurrent Session I</td>
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<td>11 The Silver Spoons Dysphagia Management Program: Maximizing Patient Safety During Mealtimes</td>
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<td>Mayo Suite – Second Level</td>
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<td>12 In the Comfort Zone: Raising Nurse Safety to a New Level</td>
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<td>13 Empowerment, Structure, Process, and Outcome in Magnet and Non-Magnet Staff Nurse Practice: A Quantitative Study</td>
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<td>Judith A. Church</td>
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<td>14 Incorporating Family in Patient Care</td>
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<td>Lois H. Neuman</td>
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<td>15 Discharge Planning: Your Last Chance to Make a Good Impression</td>
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<td>Grand Ballroom A – First Level</td>
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<td>16 Tips for New and Old Educators</td>
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<td>2:00 p.m.</td>
<td>Break</td>
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<td>21 Learning Needs Assessment: Whose Needs Are We Meeting?</td>
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<td>22 The Patient Safety Specialist/Coordinator: Job Description and Role</td>
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<td>23 Standardizing Hand-off Communication Using Voice Technology</td>
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<td>24 Mapping the Course of Fibromyalgia Management</td>
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<td>25 Journeys</td>
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<td>26 Helping Patients Help Themselves: Patient Education Materials That Work</td>
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<td>3:00 p.m.</td>
<td>Break and Exhibits – Auditorium – First Level</td>
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<td>3:30 p.m.</td>
<td>Concurrent Session III</td>
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<td>31 Risk to Fall Program</td>
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<td>32 Sounds of Healing: Using Therapeutic Music in the Healthcare Setting</td>
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<td>33 Before Instant Messenger There Was JAK/STAT: Selected Topics in Cell Signaling</td>
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34 A Low Cost Educational Intervention to Increase Knowledge About Risks and Benefits of Screening Mammography
   Sandhya Pruthi
   Elliott Suite – Second Level

35 The Challenges and Rewards of Patient Education: Working with Non-English Speaking Patients
   Susan E. Miller
   Mayo Suite – Second Level

36 Educating Your Patients About Taking Oral Anticoagulant Medication
   Marie A. Ivnik, Rainelle M. Sawyers, and Arlene Hodenfield
   Legion Suite – First Level

4:15 p.m. Break
4:30 p.m.
   Plenary Session II
   02 Transforming Fall Prevention Practices
      Patricia A. Quigley
      Presentation Hall – First Level

5:30 p.m. Reception and Exhibits – Auditorium – First Level
7:00 p.m. Adjourn

TUESDAY, OCTOBER 30, 2007

7:45 a.m. Registration – Grand Ballroom Foyer – First Level
Breakfast – Auditorium – First Level
Patient Education Breakfast (Note: Pre-registration required for this event)
Riverview Suites C&D – First Level

8:45 a.m. Announcements and Welcome – Presentation Hall – First Level
9:00 a.m.
   Plenary Session III
   03 A Vision of Emerging Technologies to Promote Safe and Quality Healthcare
      Diane J. Skiba
      Presentation Hall – First Level

10:00 a.m. Break
10:15 a.m.
   Concurrent Session IV
   41 Maximizing the Patient Experience Using the Expertise of Nurses and Genetic Counselors
      Katherine F. Burbank
      McDonnell Suite – First Level
   42 Optimizing a Caring and Healing Environment
      Joyce L. Nelson, Lisa C. Carter, and Sarah L. Dukek
      Presentation Hall – First Level
   43 Patient Learning Center: An Innovative Approach to Meeting Patients’ Educational Needs
      Nancy L. Goldstein
      Grand Ballroom A – First Level
   44 Patient Teaching: Guiding Patients to Appropriate Web Based Resources
      Susan E. Miller
      Legion Suite – First Level
   45 CSII Therapy Protocols for the Acute Care Setting
      Diane M. Thompson and Martha Jo Church
      Elliott Suite – Second Level
   46 Documenting Patient Education: Mandatory and Meaningful
      Laura L. Swenson
      Mayo Suite – Second Level

11:00 a.m. Break
11:15 a.m.
   Concurrent Session V
   51 Fall Prevention and Management Program in a Long-Term Care Facility
      Carole F. Hamel
      Legion Suite – First Level
   52 Patient Education on the Move: Portable DVD Players and iPods™
      Lonnie J. Fynskov
      McDonnell Suite – First Level
   53 Creating the Ideal Patient Experience from the Ground Up
      Marjorie D. Weiss and Stephen A. Tyink
      Grand Ballroom A – First Level
54  Link Between Quality in Care and Perceptions of Nursing Faculty on the Future of Nursing Education  
Lois H. Neuman  
**Mayo Suite – Second Level**

55  Calming Strategies for Stressful Moments  
A. Renée Bergstrom  
**Presentation Hall – First Level**

56  Patients’ Understanding of Genetic Cytochrome P-450 Testing  
Bonnie L. Johnson and Joy L. Lee  
**Elliott Suite – Second Level**

12:00 p.m.  
Lunch – **Auditorium – First Level**

1:00 p.m.  
**Concurrent Session VI**

61  Breathing Some Life Into Patient Safety Goals  
Susan E. Miller  
**Legion Suite – First Level**

62  Use of Technology in Patient Education at Mayo Clinic  
Mark J. Baas and Rebecca A. Smith  
**Elliott Suite – Second Level**

63  The Pharmacogenomic Solution  
Marybeth L. O’Neil  
**Grand Ballroom A – First Level**

64  The Effect of Family Support Groups in the Critical Care Setting and Its Relationship to Anxiety and Relevant Coping Strategies  
Cheryl L. Birmingham and Paula M. Hardison  
**Mayo Suite – Second Level**

65  What My Patient Wants to Learn Versus What I Want to Teach: The Same But Different  
Marie A. Ivnik and Marny L. Carlson  
**McDonnell Suite – First Level**

66  Internal Pharmacology: Emotional Physiology – How Are We Self Medicating Ourselves?  
Barbara M. Fedors  
**Presentation Hall – First Level**

1:45 p.m.  
Break

2:00 p.m.  
**Concurrent Session VII**

71  Promoting Patient Safety By Using Medical Interpreters  
Kathy J. Ferguson and Mary Ann Smith  
**McDonnell Suite – First Level**

72  Targeted Therapies: Analogies for Understanding the New Biology  
DeWayne N. Gallenberg  
**Presentation Hall – First Level**

73  Evaluation of an Oncology Treatment Tracking Handbook  
Kristin D. F. Negley and Sarah A. Christensen  
**Elliott Suite – Second Level**

74  Maintaining a Balance: Using Purchased and Facility Developed Patient Education Materials  
Susan E. Miller  
**Legion Suite – First Level**

75  Pain Resource Nurse: Support for the Staff RN on Thoracic Surgical PCU  
Katie J. Lusk, Todd J. Solberg, and Janet L. Stapleton  
**Grand Ballroom A – First Level**

76  Wiser Choices for Somalis: Cultural Adaptation and Trial of an Educational Intervention in the Form of Decision Aids for Prevention of Cardiovascular Risk  
Celia C. Kamath  
**Mayo Suite – Second Level**

2:45 p.m.  
Break

3:00 p.m.  
**Plenary Session IV**

04  Self-Management Education Approaches for Patients Struggling with Health Behavior Change  
Kristin S. Vickers Douglas  
**Presentation Hall – First Level**

4:00 p.m.  
Poster Session and Gala Reception – **Auditorium – First Level**

6:15 p.m.  
Caregivers’ Retreat: Harp Music for Relaxation, Reflection, and Rejuvenation  
Tami M. Briggs  
**Radisson Hotel – Board Room – Second Level**

(Note: Pre-registration and additional fee required for this event)
WEDNESDAY, OCTOBER 31, 2007

7:00 a.m.  Registration – Grand Ballroom Foyer – First Level
7:30 a.m.  Breakfast Roundtable Discussions – Auditorium – First Level
9:00 a.m.  Plenary Session V
05 The Constant is Constancy: Reflections on Suffering
Susan S. Gunby
Auditorium – First Level
10:00 a.m.  Break
10:15 a.m.  Concurrent Session VIII
81 Initials, Symbols, Acronyms: What’s In and What’s Out for Patient Safety
Susan E. Miller
McDonnell Suite – First Level
82 Innovative Reporting of Penicillin Allergy in an Integrated Electronic Medical Record
Patricia J. Markus and Deanna M. Erickson
Elliott I Suite – Second Level
83 Using the Illness Trajectory to Optimize Quality of Life in Terminally Ill Individuals
Diane M. Price
Mayo Suite – Second Level
84 Improving Lives Campaign: End of Life Care
Carole F. Hamel
Legion Suite – First Level
85 Using an Interdisciplinary Approach to Reducing Falls in the Acute Rehabilitation Setting
Patricia A. Brown
Elliott II Suite – Second Level
86 Tai Chi/Qigong Principles
Sandra H. Nelson
Grand Ballroom – First Level
11:00 a.m.  Break
11:15 a.m.  Concurrent Session IX
91 Understanding and Preventing Skin Breakdown
Angela J. Primeau
Mayo Suite – Second Level
92 Caring Practices and Patient Satisfaction: Meeting the Needs of the New Mother
Deborah M. Lunardini, Margaret N. Young, and Catherine Folker-Maglaya
Elliott I Suite – Second Level
93 Internet Based Self Management Programs for Chronic Diseases
Susan E. Miller
McDonnell Suite – First Level
94 No Butts About It: Nursing’s Implementation of an Inpatient Tobacco Cessation Protocol
Kathleen K. Zarling
Elliott II Suite – Second Level
95 Faces of Genomics
Elizabeth L. Pestka
Legion Suite – First Level
96 Creating a Healing Society: The Impact of Human Emotional Pain and Trauma on Society and the World
Susan E. Lawrence and David Mashore
Grand Ballroom – First Level
12:00 p.m.  Lunch – Auditorium – First Level
12:45 p.m.  Plenary Session VI
06 The Silent Anguish of the Healer: Work-Life Balance and the Book of Past, Present, and Future
Gregory A. Poland
Auditorium – First Level
1:45 p.m.  Closing Remarks, Summary, and Evaluation – Auditorium – First Level