

GSHRM'S 24TH ANNUAL EDUCATION DAY

March 5, 2010

THE MANY
VOICES OF
HEALTHCARE
RISK MANAGEMENT



Featured Speakers

Reverend Ridley Barron and Wayne Marchant



Ridley Barron is the pastor of Ridgeview Community Church in Franklin, Tennessee. He has a BA in History/ Christianity from Mercer University in Macon, Georgia and an MA in Religious Education from Southwestern Baptist Theological Seminary in Ft. Worth Texas. He is a Patient Safety and Health Care Consultant/ Speaker for multiple medical venues, hospitals and conferences. His tragic story gives medical error incidents a personal face and provides a victim's perspective on patient safety and disclosure

Wayne Marchant, BS, FASHRM, is Vice President and Chief Risk Officer at Memorial University Medical Center in Savannah, Georgia, where he has developed a nationally recognized risk management, loss prevention, and claims administration program. Wayne has also served as the Director of Risk Management for the University of North Carolina School of Medicine and the Moses Cone Health System. He is the Chief Risk Officer at the institution where Reverend Barron's tragedy occurred.

GSHRM Education Day Topic

The Voice of the Patient: A Victim's Perspective on Quality Care

Reverend Barron's family was radically altered by an automobile accident that killed his wife. His 17-month old son died five days later as the result of a hospital medication error. His tragedy gives medical error incidents a personal face and story as he discusses a victim's perspective of patient safety and disclosure. His willingness to be the face of so many victims has allowed him the privilege of speaking in professional medical settings across the United States.

Wayne Marchant, Chief Risk Officer at the hospital where this tragedy occurred, will answer the question: "*How does this happen in an institution with "world class" patient safety and numerous accolades of achievement?*" He will provide a compelling discussion of the impact of this tragedy on many qualified and accomplished professionals: the attending physician, the pharmacist, the pediatric neurologist, the nurses, the medical staff leadership, and finally on his own risk management staff. Together Wayne and Reverend Barron will address key strategies and lessons learned regarding disclosure, accountability, patient safety improvement, and finally forgiveness.

Please join us March 5th to hear Reverend Barron and Wayne Marchant and other powerful speakers at GSHRM Education Day at the Houstonian Resort and Spa in Houston Texas. Register on line at www.gshrm.org.