UH Mānoa Nursing Dean’s Lecture
Supported by the Starlit Walk Present: Endowment for Advancement of Nursing

Nurses are from Saturn, Physicians are from Jupiter, Healthcare Administrators are from Mars – How Can We Speak the Same Language?

Jay Kaplan, MD, FACEP
President, American College of Emergency Physicians
Director Patient Experience, CEP America
Medical Director, Studer Group

TUESDAY, MARCH 1, 2016
4:30 - 6:30 P.M.
THE PACIFIC CLUB, 1451 QUEEN EMMA STREET, HONOLULU, 96813

Lecture followed by discussion and reception.
This event is free and open to all members of the healthcare community.
Business casual or aloha attire. Space is limited; RSVPs required.
RSVP online by Tuesday, February 23, 2016 to www.nursing.hawaii.edu/deanslecture2016

The background and training of nurses, physicians and health care administrators are quite different and it often seems like we come from different planets and speak different dialects. Clinical quality, patient safety and physician, staff, and patient satisfaction depend on optimizing communication and on successful teamwork. Learning to “play well in the sandbox” is simply a matter of enlightened self-interest. This session focuses on specific methods to build and maintain teamwork between all members of the healthcare team and on developing a common language.

Our Distinguished Speaker: Dr. Kaplan is President of the American College of Emergency Physicians (ACEP) and national faculty for ACEP. He is Medical Director of the Studer Group and a Director Patient Experience for CEP America. A graduate of Harvard College and Harvard Medical School, he has received many honors. He served as Chairman of the Dept. of Emergency Medicine, Medical Staff Officer, and Chief of Staff at St. Barnabas Medical Center where he led his system’s emergency departments to the 98th percentile in patient satisfaction and his own emergency department was in the > 90th percentile for 6 years in a row. Dr. Kaplan’s life work has been partnering with physicians, nurses, hospital leadership teams, medical groups, and hospital staff to provide them with tools and tactics to improve patient care while changing the culture of the work environment in a way that inspires and motivates everyone to succeed.

The 2016 Dean’s Lecture is the kick-off event celebrating the UH Mānoa Nursing 60th Anniversary.
www.nursing.hawaii.edu/sensational60