

Discharge Follow-up Phone Call Program

Mini-Retreat @ Aldea Center

Thursday, February 27th, 2014

Time	Topic	Presenter
7:45	Check-in & Breakfast	
8:15	Welcome & Introduction	Adrienne Green, MD Associate Chief Medical Officer
8:20	Goals For The Day	Carla Graf, PhD, RN Project Manager, Transitions of Care
8:25	Program Overview	Carla & Meg Emrick, BSN, RN Administrative Coordinator, DC Phone Call Program
8:45	Emergency Department Program	Sarah Pearce, MS, RN Discharge Coordinator, Emergency Department
9:00	Pharmacy Follow-up & Findings	Marilyn Stebbins, PharmD Vice Chair, Clinical Innovation, School of Pharmacy
9:15	Patient Relations Department Follow-up	Christine Diamond & Kurt Anderson Manager & Analyst, Patient Relations Department
9:30	Break	
9:45	Lessons Learned	Carla & Meg
10:00	Reporting Recommendations	Carla & Meg
10:15	Small Group Discussion	
11:00	Large Group Discussion	
11:45	Conclusion & Next Steps	Carla & Meg

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