



2016 TAPS Annual Conference
Texas Health Presbyterian Hospital Dallas
“Celebrating the Past – Welcoming the Future”
Conference Program

Thursday, Sept. 15th

6:30 am - 7:30 am	Complimentary Breakfast at conference hotel (10325 N Central Expwy. Dallas, TX 75231)	Courtyard Marriott
7:55 am & 8:15 am	Shuttle leaves to Texas Health University Dallas (8194 Walnut Hill Ln. Dallas, TX 75231)	
8:00 am - 8:30 am	Coffee and Pastries Registration	TX Health University Dallas
8:30 am - 9:00 am	Welcome Jim Berg: CEO, Texas Health Presbyterian Hospital (JamesBerg@Texashealth.org) W. Stephen Love: President and CEO, Dallas- Fort Worth Hospital Council Francisco Gonzalez: TAPS President/Hospitality/Guest Relations/Service Excellence Manager Texas Health Presbyterian “Reflection – Matthew Calvert”	TX Health University Dallas
9:00 am - 10:30 am	Topic: Patient Advocacy 101 Presenters: Brenda Radford Director, Guest Services/Duke University Hospital, NC/Director, Guest Services/Duke University Hospital, NC Moderator: Betty Hall, Senior Patient Liaison, Houston Methodist Sugar Land Hospital Past TAPS Presidents: Gail Spivey (2005), Ana Maria Hernandez (2006), Kyle Whitaker (2009), Seana George (2011)	TX Health University Dallas
10:30 am - 10:45 am	Break: Beverages and snacks Exhibit Hall OPEN	

(Silent Auction displayed on Thursday, September 15th during conference, and ends after Networking Event that evening)

Nurses: Houston Methodist is an approved provider of continuing nursing education by the Texas Nurses Association – Approver, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. Houston Methodist provides up to 9.58 total Continuing Nursing Credit for this activity. Participants must attend selected sessions in their entirety and complete the corresponding items on the evaluation tool. (Total for Day 1 = 5 Total for Day 2 = 4.58 Total both Days = 9.58)
 Case Management/Social Work: Total for Day 1 = 5, 1 CEU for Ethics, Total for Day 2 = 3, total both days 8

10:45 am - 11:15 am	Vendor Presentations	
11:15 am - 12:15 pm	Topic: Complaint is A Gift: Part 1 of 2 Presenter: Leslye Mlcak UTMB Department of Patient Services Administrative Manager/Co-chair Education Committee, TAPS	TX Health University Dallas
12:15 pm - 12:30 pm	Break & Exhibit Hall OPEN	
12:30 pm - 2:00 pm	TAPS Business Luncheon Sponsored Exclusively by: My Rounding Francisco Gonzalez, TAPS President AnnaMary Lindsey Award 2016 TAPS Board of Directors presentations	TX Health University Dallas
2:00 pm - 2:15 pm	Break & Exhibit Hall OPEN	
2:15 pm - 3:45 pm	Topic: Service Excellence- "Patient Experience Feedback: More Than Just Data" Presenter: Daniel Bent Director, Service Excellence Texas Health Resources, Dallas	TX Health University Dallas
3:45 pm - 4:00 pm	Break- Beverages and cookies Exhibit Hall OPEN	
4:00 pm - 5:00 pm	Topic: Ethics- "The Role of Hospital Ethics Committee" Presenter: Richard Voet, M.D., M.A. Chair, Department of Pathology Chair, Bioethics Committee Texas Health Presbyterian Hospital, Dallas	TX Health University Dallas
6:00 pm - 7:30 pm	NETWORKING EVENT Courtyard Marriot "A 40 th Birthday Salute to the Texas Alliance for Patient Services" Business Card Swap and Drop...drop your card for a chance to win	Poolside Courtyard Marriott (Bad Weather Lonestar Meeting Room)

Friday, Sept. 16th

6:30 am - 7:30 am

Complimentary Breakfast at
conference hotel

Courtyard Marriot

8:00 am

Shuttle leaves to Texas Health for conference

8:00 am - 9:00 am

Coffee and Pastries
Registration
TAPS Committee Sign-Up for 2017

TX Health University Dallas

9:00 am - 10:30 am

Topic: Complaint is A Gift: Part 2 of 2
Presenter: Leslye Mlcak

TX Health University Dallas

10:30 am - 10:45 am

Break & Exhibit Hall OPEN

10:45 am - 12:15pm

Topic: "Through the Looking Glass – Legislative, Regulatory and Policy Issues"
Presenter: Elizabeth Sjoberg, RN, J.D.
Associate General Counsel, Texas Hospital Association, Austin

TX Health University Dallas

12:15 pm - 12:30 pm

Break & Exhibit Hall OPEN

12:30 pm - 1:30 pm

Lunch

TX Health University Dallas

1:45 pm - 3:15 pm

Topic: Ebola- "Responding to the 2014 Ebola Outbreak in Dallas:
An Emergency Management and Medical Perspective"

TX Health University Dallas

Presenters: Gary L Weinstein MD, FCCP
Director of Pulmonary and Critical Care
Medicine, Texas Health Presbyterian, Dallas &
Judge Clay Jenkins County Judge City of Dallas

3:15 pm

Closing

3:30 pm & 3:40 pm

Shuttle back to hotel leaves

