

CITIZEN ADVOCACY CENTER
2008 ANNUAL MEETING

PROGRAM ANNOUNCEMENT AND MEETING
REGISTRATION FORM

***“Health Professional Oversight
Boards and Quality of Care”***

Co-Hosted by the
**NORTH CAROLINA BOARDS OF ACUPUNCTURE,
DENTAL EXAMINERS, MEDICINE, NURSING,
OCCUPATIONAL THERAPY, OPTOMETRY, PHARMACY,
AND PHYSICAL THERAPY**
(other boards may also join)

Monday, October 27 - Wednesday, October 29, 2008
Renaissance Hotel
Asheville, North Carolina

The Citizen Advocacy Center, a not-for-profit 501 (c)(3) organization, provides training, research, technical support, and networking opportunities for public members and the health professional boards on which they serve.

CALL TO THE MEETING

CAC is pleased to invite you to attend our twenty-first annual meeting, to be held in Asheville, North Carolina. For the first time, our annual meeting will be co-hosted by a number of independent health licensing boards that are not part of an umbrella agency.

Also for the first time, we will be joined by public members and others associated with voluntary certification boards. We look forward to this expansion because of the growing interactions between health professional licensing boards and these non-governmental credentialing agencies.

The theme of this year's meeting is "Health Professional Oversight Boards and Quality of Care." This theme raises two important questions: Do boards have a role in promoting quality of care beyond establishing and enforcing minimum standards of practice? And, if so, what is that role?

As you read the program content, you will see that many different aspects of quality will be discussed in the context of the roles and responsibilities of regulatory and oversight boards.

On Wednesday, October 29, we will convene a post-conference training for public members. This will be the third year we have included this feature in the annual meeting. While specifically designed for public members, it is open to all interested meeting attendees.

Ample time will be set aside for networking and sharing information with your peers from around the country.

As always, while the CAC Annual Meeting is designed to help public members, the meeting is open to everyone with an interest in professional regulation and oversight and in safe, high quality health care.

And as always, if everybody who attends the meeting goes home with at least one new idea for improving the performance of the board on which they serve, we will consider the meeting to have been a success.

David A. Swankin, Esq.
President and CEO, CAC

WHO SHOULD ATTEND

Licensing Board Public Members
Health Care Providers
Attorneys
Educators

Licensing Board Professional Members
Certifying Agency Public Members
Consumer Advocates
State Legislators

Licensing Board Staff
Certifying Agency Staff
Public Health Officials
Certifiers and Accreditors

INVITED FACULTY

Kathy Apple	CEO, National Council of State Boards of Nursing (NCSBN)
Joe Baker, Jr.	Executive Director, Florida Licensing Boards for Chiropractic Medicine, Clinical Laboratory Technology, Nursing Home Administrators, Optometry, and Podiatric Medicine
Jean Fisher Brinkley	Director, Public Affairs, North Carolina Medical Board
Linda Burhans	Director of Education and Practice, North Carolina Board of Nursing
Jay Campbell	Executive Director, North Carolina Board of Pharmacy
Carmen Catizone	Executive Director, National Association of Boards of Pharmacy (NABP)
Julia D'Angelo Fellmeth	Administrative Director, University of San Diego School of Law, Center for Public Interest Law
Len Finocchio	Senior Program Officer, California Health Care Foundation (CHCF)
Julia George	Executive Director, North Carolina Board of Nursing
Paul Grace	President and CEO, National Board for Certification in Occupational Therapy (NBCOT)
Dan Hudgins	Public Member, North Carolina Board of Nursing
Polly Johnson	Retired, former Executive Director, North Carolina Board of Nursing
Ron Joseph	Project Director, Strengthening the Community's Voice on California's Health Care Licensing Boards
Jim Kendzel	Executive Director, National Organization for Competency Assurance (NOCA)
Michael Klug	Public Member, Board of Certification for Emergency Nursing (BCEN)
Carol Koeble	Executive Director, North Carolina Center for Hospital Quality and Patient Safety
Mark Lane	Senior Vice President, Federation of State Boards of Physical Therapy (FSBPT)
David Leach	Retired, former Executive Director, Accreditation Council for Graduate Medical Education (ACGME)
Rebecca LeBuhn	Board Chair, Citizen Advocacy Center (CAC)
Gloria Lewis	Public Member, North Carolina Board of Physical Therapy
David Marx	President, Just Culture Community
Basil Merenda	Commissioner, Pennsylvania Bureau of Professional and Occupational Affairs
Barbara Safriet	Public Member, Federation of State Boards of Physical Therapy (FSBPT)
Helen Savage	Associate State Director, AARP North Carolina
Douglas Scheckelhoff	Vice President, Professional Development, American Society for Health-System Pharmacists (ASHP)
David Swankin	President and CEO, Citizen Advocacy Center (CAC)
David Watt	Senior Vice President, Federation of State Medical Boards (FSMB)

PRELIMINARY AGENDA

MONDAY, OCTOBER 27, 2008

7:30 a.m.

REGISTRATION DESK OPENS

8:00 a.m. to 8:30 a.m.

INTRODUCTION TO CAC

8:45 a.m.

CONFERENCE WELCOME

9:15 a.m. to 10:30 a.m. – ROUNDTABLE DISCUSSION

How Can Licensing Boards Promote Quality Of Care?

D. Swankin (moderator), K. Apple, C. Catizone, B. Safriet, D. Watt

This roundtable discussion is inspired by a report entitled, *Medical Regulatory Authorities and the Quality of Medical Services in Canada and the United States*, which assesses the relationship between quality improvement and the current responsibilities of authorities that license and discipline physicians. Funded by the Milbank Memorial Fund, this report is relevant to educators, certifiers, licensing authorities and professional associations in all areas of health care. Executives from licensing board federations in a variety of professions will discuss the central question posed in the report, which is whether regulators ought to "significantly shift their focus from reactive strategies to promoting proactive systemic patient safety and health care quality improvement strategies."

10:30 a.m. to 11:00 a.m.

BREAK

11:00 a.m. to 11:45 a.m. – COMMENTARY

Do Programs for Chemically Dependent Health Care Practitioners Promote Quality?

R. Joseph (intro), J. D'Angelo Fellmeth

A spokesperson for a medical board will explain why the board abolished its poorly performing impaired professionals program and has chosen not to replace it.

12:00 p.m. to 1:30 p.m. – LUNCHEON ADDRESS

"Just Culture" and Quality of Care

J. George (intro), D. Marx

Just Culture is a model that establishes a balance between a punitive and a blame-free environment. A prominent advocate of the Just Culture algorithm will explain its applicability to health professional regulation.

1:45 p.m. to 2:45 – CONVERSATION

Promoting Quality and Safety via Cooperation between Licensing Boards and Hospitals

J. George, C. Koeble, D. Marx

An administrator of the North Carolina Board of Nursing's successful Practitioner Remediation and Enhancement Partnership (PreP 4 Patient Safety) and an official from the North Carolina Center for Hospital Quality and Patient Safety will talk about the tie-in between system safety and practitioner competence.

3:00 p.m. to 4:00 p.m.

BREAKOUT SESSIONS – PART ONE

Time is devoted at each CAC Annual Meeting to breakout sessions, where attendees who are affiliated with or interested in a particular type of professional board or oversight body gather for in depth discussion of “hot” topics and concerns. Each year, many attendees tell us that this is one of their favorite parts of the program because they get to meet and discuss issues with persons from other states serving on similar types of boards. We routinely hold breakouts for attendees affiliated with boards of medicine and nursing, and we will schedule other profession-specific breakout sessions if there are enough registrants from a particular group or groups to warrant doing so. In addition, an “Other Professions” session is offered for professions represented by only a handful of attendees.¹ The “Other Professions” group talks about practical and policy issues that cut across all types of boards. Attendees interested in more than one breakout group are free to choose where they want to spend their time, and to move from room to room.

The attendees at each session decide on the topics they want to discuss. This year, we will also have a breakout session for individuals who come from, or are interested in, the work of health professional voluntary credentialing agencies. This is the first time CAC has convened such a network, recognizing the growing interrelationship between the work of these agencies and health care regulatory boards.

BOARDS OF MEDICINE

- Open networking session – topics to be determined by attendees

BOARDS OF NURSING

- Open networking session – topics to be determined by attendees

VOLUNTARY CREDENTIALING BOARDS

- Open networking session – topics to be determined by attendees

OTHER PROFESSIONS

- Open networking session – topics to be determined by attendees

4:00 p.m.

ADJOURN FOR THE DAY

¹ In past years, “Other Professions” sessions have been attended by individuals associated with boards of Acupuncture, Athletic Trainers, Barbering, Chiropractic, Dentistry, Dietetics and Nutrition, Funeral Directors, Marriage and Family Therapists, Massage Therapy, Midwifery, Naturopathy, Nursing Home Administrators, Occupational Therapy, Optometry, Pharmacy, Physical Therapy, Physician’s Assistants, Podiatry, Psychology, Radiological Technicians, Respiratory Care, Social Workers, Speech Pathology, Veterinarians, and others.

6:30 p.m. – Fifth Annual Ben Shimberg Memorial Dinner and Lecture

The recipient of this year's Ben Shimberg award will be Polly Johnson, recently retired Executive Director of the North Carolina Board of Nursing. She will be introduced by Kathy Apple, Executive Director, National Council of State Boards of Nursing.

Dr. Benjamin Shimberg, widely considered the "father" of accountability in professional and occupational licensing, served as the first chair of CAC's Board of Directors until his death in September 2003. The Board immediately voted to name Ben the Chairman Emeritus of CAC. They also voted to create an annual Ben Shimberg Public Service Award, and to ask the recipients of that award to deliver a lecture.

TUESDAY, OCTOBER 28, 2008

7:30 a.m.

REGISTRATION DESK OPENS

8:00 a.m. to 9:30 a.m. – PANEL

Promoting Quality via Cooperation between Licensing Boards and Certification Bodies

R. LeBuhn (moderator), J. Kendzel (speaker), J. Baker, P. Grace, D. Scheckelhoff (panelists)

Professional licensure and voluntary specialty certification intersect in at least three important junctures: initial licensure or certification; re-licensure or re-certification; and, for some professions, recognition of accredited training programs as a prerequisite for licensure or certification. In this session, an official from the National Association for Competency Assurance (NOCA) will examine the relationships between licensure and voluntary credentialing. Then, we will hear from representatives of several professions where licensure and certification frequently interact.

9:30 a.m. to 10:00 a.m.

BREAK

10:00 a.m. to 11:30 a.m. – PANEL

Promoting Quality via Ensuring Current Competence

R. LeBuhn (moderator), L. Burhans, M. Lane, D. Watt (panelists)

Representatives from medicine, nursing, and physical therapy will describe how licensing boards and certifying bodies in their professions are addressing the need to demonstrate current competence as a condition of re-licensure or re-certification.

11:30 a.m. to 12:30 p.m. – PANEL

Promoting Quality and Access via Evidence-Based Scope of Practice

D. Swankin (moderator), J. Campbell, L. Finocchio, B. Merenda (panelists)

Representatives from a number of different state health licensing boards and national voluntary credentialing agencies will discuss scope of practice issues they are currently facing, and actions they are taking to address these issues.

12:30 p.m. to 1:45 p.m. – LUNCHEON ADDRESS

Professionalism and Licensure: Friends or Antagonists?

D. Leach

At the extremes, "professionalism" implies total self-regulation while the licensure model implies "command and control" government regulation. An expert in the field will explore the opportunities between these extremes for professionalism and regulation to jointly promote quality of care.

2:00 p.m. to 3:00 p.m.

Public Members and their Boards Relating to Constituencies

R. Joseph, H. Savage

In collaboration with the Center for Public Interest Law, CAC is pursuing a groundbreaking project funded by the California Endowment to help ensure that the concerns of that state's diverse demographic groups are taken into consideration by health professional licensing boards. A speaker from CAC will explain this project and then moderate a panel of public members who will talk about their efforts to connect with "the public" and to ensure that their boards are responsive to consumer needs and concerns.

3:00 p.m. to 3:15 p.m.

BREAK

3:15 p.m. to 4:15 p.m.

BREAKOUT SESSIONS – PART TWO

See description of breakout sessions on page 5 of this program.

EVENING – ON YOUR OWN

CAC has made arrangements with the famous Biltmore Estates to provide discount tour vouchers. (See page 10 of this program). We will be distributing these vouchers at the registration desk.

WEDNESDAY, OCTOBER 29, 2008

8:00 a.m. to 12:00 p.m.

PUBLIC MEMBER TRAINING

D. Hudgins, J. Fisher Brinkley, M. Klug, R. LeBuhn, G. Lewis, D. Swankin

In response to numerous requests from public members, each of the last two year's annual meeting agendas included a session devoted to discussing the most effective ways public members can impact how their boards address the critical issues that come before them. We are offering such a session again on the final day of the annual meeting. Although it is primarily for the benefit of public members, all conference attendees are invited to participate in the public member training. This year, we will address the roles of public members, and apply these various roles to the quality of care issues discussed during the first two days of the conference. The faculty will include public members who have addressed some of these issues on their boards; they will describe the role they played.

12:00 p.m.

END OF ANNUAL MEETING

ABOUT ASHEVILLE

The Asheville area, named a “must-see” destination in 2007 by Frommer's Travel Guides, boasts a thriving arts community, diverse outdoor adventures, a vibrant and inviting downtown, numerous historic and architectural attractions, and unique shopping options.

The city earned an international reputation as a premier health resort in the 1890s. By the 1920s, Asheville was a destination for the rich and famous, including F. Scott Fitzgerald, Thomas Edison and Henry Ford.

Asheville skipped the urban renewal process that stripped the character from many downtowns. Today's visitors find a city steeped in history. Step back in time and experience Gilded Age elegance at America's largest home, George Vanderbilt's 250-room Biltmore House. Relive the Victorian era at the circa 1840 Smith-McDowell House-Museum, Asheville's oldest home. Explore the Thomas Wolfe Memorial, the acclaimed author's boyhood home and the inspiration for his novel "Look Homeward, Angel."

Asheville's rich architectural legacy, with its mix of Art Deco, Beaux Arts and Neoclassical styles, is the perfect backdrop to the city's edgy energy. Much of the architecture in downtown was constructed by the same craftspeople who built Biltmore House. Asheville boasts more Art Deco architecture than any southeastern city other than Miami Beach. In downtown Asheville, artists and street musicians converge with tourists and locals for a vibrancy rarely found in a city of this size. There is always something happening downtown. People sip coffee at one of several locally-owned coffee shops; listen to live music at a local club, and go on art walks, winding their way through downtown's many galleries. Asheville's diverse music scene ranges from the bluegrass that's native to the area, to major national acts, opera, ballet, country music and experimental jazz. Street performers entertain crowds on nearly every corner of downtown. Shoppers inspect unique boutique finds, or simply enjoy fine cuisine and people-watching.

The Asheville Arts scene is buzzing, featuring hundreds of fine artists, performing arts venues, mountain crafters, folk artists, hip arts neighborhoods, numerous art galleries and myriad art events. There are several arts districts home to hundreds of artists, such as the 30-plus member Asheville Downtown Gallery Association. Asheville has been heralded as a prime arts destination by the New York Times, Southern Living, Travel + Leisure, and American Style Magazine.

Attractions & Landmarks

- Biltmore Estate, Gardens & Winery
- Thomas Wolfe Memorial
- Blue Ridge Parkway
- Grove Arcade
- North Carolina Arboretum
- Nantahala Outdoor Center
- Pack Place Education, Arts & Science Center
- Southern Highland Craft Guild Folk Art Center
- Great Smoky Mountain National Park
- Chimney Rock Park

ABOUT THE RENAISSANCE HOTEL

The Renaissance Asheville Hotel is located at 31 Woodfin Street in the heart of historic downtown Asheville. It overlooks the Great Smokey Mountains, and is within walking distance of many craft and antique shops, and over 20 restaurants and nightspots. It is minutes away from the Asheville Civic Center, the Asheville Regional Airport, the Biltmore Estate and the Blue Ridge Parkway.

To make a reservation, call the Renaissance Asheville at 800-468-3571 prior to Friday, September 26, 2008, and identify yourself as a member of the Citizen Advocacy Center group. This will entitle you to the discounted rate of \$159.00 per night. Make reservations early – there are only a limited number of discounted rooms.

HOW TO GET THERE

Asheville is serviced by Continental Airlines, Delta Airlines, Northwest Airlines, and U.S. Airways

- Continental Airlines Gate A1
 - Continental Express operated by ExpressJet Airlines (Houston-Intercontinental, Newark)
- Delta Air Lines Gate B3
 - Delta Connection operated by Chautauqua Airlines (Cincinnati/Northern Kentucky)
 - Delta Connection operated by Comair (Cincinnati/Northern Kentucky)
- Northwest Airlines Gate A2
 - Northwest Airlink operated by Pinnacle Airlines (Detroit, Minneapolis/St. Paul)
- US Airways Gate B1
 - US Airways Express operated by Piedmont Airlines (Charlotte)
 - US Airways Express operated by PSA Airlines (Charlotte)

The Renaissance Asheville Hotel is about 16 miles north of Asheville Regional Airport, and one-way taxi fare is approximately \$40.00.

As airfares escalate and service to smaller airports is reduced, you may wish to consider flying to Charlotte, North Carolina (a major hub). From there, it's about a 90 mile drive through beautiful western North Carolina to Asheville.

BILTMORE HOUSE



To visit Biltmore House, America's largest privately owned home, is to cross the threshold into a world of hospitality, beauty, and luxury that has remained virtually unchanged for more than a century. You can view priceless, carefully preserved artworks and furnishings as a knowledgeable host guides you through the restored areas of this 250-room chateau.

With the vouchers we will be giving away at the registration desk, you can purchase a daytime admission ticket for \$38.00 each any day of the week. If you were purchasing tickets at full price they would cost between \$47.00 and \$51.00 each, depending on the day of the week.

REGISTRATION FORM

PLEASE COMPLETE THIS FORM AND MAIL OR FAX IT TO:

CAC

1400 16th Street NW • Suite 101
Washington, D.C. 20036
Voice (202) 462-1174 • FAX: (202) 354-5372

Name:		
Title:		
Organization or Board:		
Address:		
City:	State:	Zip:
Telephone:		
Email:		

PAYMENT OPTIONS:

- 1) Send us a check made payable to CAC for the appropriate amount.
- 2) Complete the following form if paying with Visa or MasterCard:

Name on Credit Card:	
Credit Card number:	
Credit Card expiration date:	Security code:
Signature and date:	

- 3) Provide us with your email address to pay using PayPal or any major credit card, including American Express. We will email a payment link to you.
- OR** 4) Provide us with a purchase order number. Our Federal ID number is 52-1856543.

Purchase Order Number:

	Early Bird Rate before Sept. 26, 2008	after Sept. 25, 2008
Registration fee:	<input type="checkbox"/> \$445.00	<input type="checkbox"/> \$495.00
Special registration fee for individuals from CAC Member Organizations and subscribers to CAC News & Views:	<input type="checkbox"/> \$395.00	<input type="checkbox"/> \$445.00
Will you attend the Shimberg Dinner on Tuesday? (free for registered attendees, \$80.00 for each additional guest)	<input type="checkbox"/> NO <input type="checkbox"/> YES	<input type="checkbox"/> How many guests, <u>including</u> yourself?
Will you attend the Public Member Session on Wednesday? (free for registered attendees)	<input type="checkbox"/> NO <input type="checkbox"/> YES	

CANCELLATION POLICY:

100% refund if cancelled before September 26, 2008.
50% refund if cancelled after September 25, 2008 and before October 15, 2008.
NO REFUND if cancelled after October 14, 2008.

