

SCAMSS

S. C. Association of Medical Staff Services



2015 Education Spring Conference

Palmetto Health Baptist Parkridge

400 Palmetto Health Parkway

Columbia, SC 29212

Friday, April 24, 2015

9:00 a.m. – 3:30 p.m.

8:30 am – 9:00 am	Registration
9:00 am – 9:15 am	Welcome/Teambuilding Lynn Reaves, CPMSM, SCAMSS President
9:15am– 11:15am	Personal Savvy for Professional Success Cindy Grosso Charleston School of Protocol and Etiquette, Inc.
11:15am-12:15pm	South Carolina Medical Board Credentialing, Privileging and Licensure Updates
12:15 pm – 1:00 pm	Lunch/Business Meeting
1:00 pm – 2:30 pm	High Reliability Organizations Shelly Rorie, Director of Risk Management and Guest Services Palmetto Health
2:30 pm- 3:30 pm	Round Table Discussion- Best Practices <ol style="list-style-type: none">1. Share an accomplishment by you or your team2. Share a struggle your or your office is dealing with
3:30 pm	Adjournment

NAMSS has approved 5.5 CEUs for this event.



SC Association of Medical Staff Services (SCAMSS)

Spring Meeting • April 24, 2015 • Columbia • SC

Palmetto Health Baptist Parkridge

REGISTRATION FORM

Name: _____

Title: _____ Department: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Registration Fee: **No Cost for 2015 Members, *MUST SEND IN REGISTRATION***

Non-members: **\$40.00 (Includes SCAMSS 2015 Membership Fee \$40.00)**

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Make checks payable to: SCAMSS

Mail to:

Shirley Crawford • Greenville Hospital System • 701 Grove Road • Greenville • SC •
29605 Phone 864-455-3109 • Fax 864-455-4525

scrawford@ghs.org

MEMBERS MUST SEND REGISTRATION VIA FAX, EMAIL or VIA WEBSITE

REGISTRATION AND PAYMENT MUST BE RECEIVED BY APRIL 10, 2015

SPEAKER BIOGRAPHIES

Cindy Grosso

Cynthia R. Grosso is a national etiquette expert, an award winning speaker, columnist and author who focuses on professionalism, leadership, and the skill of polish. She is the founder of the Charleston School of Protocol and Etiquette.

Ms. Grosso has appeared as an etiquette expert on the Dr. Phil Show, Oprah, CNN, reality shows on TLC and many other news and talk shows. She is written about in Woman's Day Magazine, Marie Claire Magazine, The New York Times, Esquire Magazine, BusinessWeek Magazine, Golf Digest, Working Woman Magazine, Women's World Magazine as well as many others. She has been published well over 100 times and is the author of several books on civility. She is the host of Your Manners Matter radio show.

Ms. Grosso is the author of the Professional Savvy Series, and online learning program for Professional Table Manners that is the only one of its kind in the world. This program won the bronze medal in the world for excellence in E-learning.

A graduate of the University of South Carolina with a BS degree in Business Administration. She is an award winning adjunct professor of business etiquette and protocol at several local colleges. She is active in professional and civic organizations and has received several awards to include the prestigious "Business Person of the Year" award given by the Chamber of Commerce in her area. She has also received the Outstanding American Award for outstanding community service given by the United States Jaycees.

Ms. Grosso focuses on the critical ten percent... "the polish", needed for business people to compete and grow in the corporate environment. She speaks to people on an individual, group or corporate level.

Michele "Shelly" Rorie, RN, BS, MSHL

Palmetto Health – Director of Patient Safety and Risk Management

Shelly is responsible for promoting and enhancing patient safety and quality of care and minimizing loss to protect the assets of the organization. Leading the organizational work towards High Reliability to include presenting all harm events to the executive team for review and improvement to patient safety. Responsible for oversight and management of the organization's clinical risk management program, to include assisting with disclosure of significant adverse events. Managing and developing program plans from analyzed risk management data. Providing educational programs regarding identified opportunities to all staff. Participating in organizational changes to address and manage loss exposures. Handling claims management in conjunction with in-house legal office and outside defense firms. Working with guest services to analyze concerns from our patient population. Look for trends and ways to improve the patient experience.

Directions/Information regarding meeting location:



Palmetto Health
Baptist Parkridge Visit