



7324 Southwest Freeway, Suite 1453, Houston, TX 77074
713-523-3619 tna9@tnadistrict9.com www.tnadistrict9.com

INCIVILITY: ADDRESSING CHALLENGES AND OPPORTUNITIES TO IMPROVE PATIENT CARE

Schedule of Events (subject to change)

7:30 - 8:30	Registration / Continental Breakfast
8:30 - 9:00	Welcome / Annual Business Meeting Lisa Boss, PhD, RN, CNS, CEN <i>President, TNA District 9</i> E. Tina Cuellar, PhD, RN, PMHCNS, BC <i>President-elect, TNA D9</i> <i>Chair, Professional Conference Planning Committee</i>
9:00 - 10:30	Keynote Address: Linda Lawson, RN, DNP, FACHE, NEA-BC, FAAN A Call To Action: Addressing Incivility and Bullying In Healthcare Chief Nursing Officer The Hospitals of Providence Transmountain Campus
10:30 - 10:45	Break / Networking
10:45 - NOON	Tammy Cupit, PhD, RN-BC Addressing Incivility Through Nature and Nurture Director of Nursing Science & Innovation UTMB Health System
NOON - 1:00	Lunch / Networking
1:00 - 2:15	Patricia Lewis, PhD, RN, NEA-BC, CNML Incivility: Factors Impacting Patient Outcomes Nursing Director Houston Methodist Sugar Land Hospital
2:15 - 2:30	Break
2:30 - 3:55	Carson Easley, MS, RN Civility in Nursing: A Matter of Practice Director of Nursing The Harris Center for Mental Health and IDD
3:55 - 4:00	Evaluation/ Adjournment

"This continuing nursing education activity was approved by the Texas Nurses Association - Approver, an accredited approver with distinction by the American Nurses Credentialing Center's Commission on Accreditation."