

Iowa Healthcare Collaborative

Patient Safety Conference

EVENT BROCHURE

November 13th - 14th, 2024



Patient Safety Conference

November 13th - 14th, 2024

7:30 am - 4:00 pm daily

Prairie Meadows Events and Conference Center | Altoona, Iowa

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OVERVIEW



Target Audience

Physicians, Nurses, Hospital Care Teams, Clinicians, Quality Teams, Infection Prevention, Chief of Nursing Officers (CNOs), Chief Executive Officers (CEOs), Chief Operating Officers (COOs) and Community Organizations.



Global Overview

This conference highlights best practices and innovations for healthcare quality improvement and patient safety. Conference presenters will share best practices that have directly impacted outcomes in patient safety and equity for patients in Iowa and across the nation. The goal of the conference is to educate and inspire the healthcare community to engage in quality activities that improve patient safety and quality across the healthcare continuum.



Global Objectives

- + Identify, compare, and apply evidence-based patient safety strategies from different healthcare settings.
- + Develop a plan for integrating patient-centered care principles into their practice, focusing on shared decision-making and patient engagement to reinforce quality of care.
Produce high-quality, rigorous, and up-to-date education to inform and shape healthcare quality and delivery.
- + Engage the community for sustainable healthcare transformation.

Event Discounts

Iowa Flex Hospital Discounts

IHC will provide reimbursement for conference registration fees (\$100/registrant) for one person per Iowa Flex participating hospital. These funds are made available through the Iowa Flex program to support critical access hospital participation in continuing education and engagement opportunities.

Full cost of registration will be paid at the time of registering. Only one stipend/reimbursement can be used per registrant. To receive the stipends/reimbursements mentioned above, attendees will need to sign in at the registration table the day of the event. Reimbursement will be paid directly to the hospital and not to an individual within 6-8 weeks of the event. We hope that each of you will take advantage of these available funds to take part in this educational event hosted by IHC.

Group Discounts (Available for Everyone)

Groups of 5 or more will receive reduced registration. For groups of 5 or more, please reach out to rizzo@ihconline.org to register.

NOTE: For every paid registration, attendees are encouraged to bring a patient, advisor, or patient and family advisory council (PFAC) member with them, at no additional cost.

If you would like to bring a patient or PFAC member please contact rizzo@ihconline.org.

REGISTRATION

The admission rate for this event is \$200. Please use the QR code or link to access materials and register for the event.



[REGISTER NOW](#)
[CONFERENCE WEBPAGE](#)

DAY 1: AGENDA SNAPSHOT - November 13th

DAY 1 - WEDNESDAY, NOVEMBER 13th						
7:30 - 8:30 am Registration / Breakfast <i>(Bishop AB)</i>						
8:30 - 8:45 am Welcome Intro <i>(Bishop AB)</i> Tom Evans, MD, President and Chief Executive Officer (CEO), IHC						
8:45 - 9:45 am Keynote: How To Be a Leader That Leaders Will Follow <i>(Bishop AB)</i> Yanick Hicks, PharmD						
9:45 - 10:00 am Break and Visit Posters <i>(Pre-Conference Area)</i>						
10:00 - 11:00 am Leveraging National Initiatives to Advance Patient and Workforce Safety <i>(Bishop AB)</i> Patricia A. McGaffigan, MS, RN, CPPS						
11:00 - 12:00 pm Poster Presentations – Round Robin <i>(Bishop AB)</i>						
12:00 - 12:10 pm Opioid Stewardship <i>(Bishop AB)</i> John Greenwood, COO of Goldfinch Health						
12:10 - 1:00 pm Lunch <i>(Bishop AB)</i>						
1:00 - 2:00 pm Bedside to Boardroom: A Patient's Perspective on Safety and Quality <i>(Bishop AB)</i> Beth Daley Ullem, MBA						
<table border="1" style="width:100%; text-align:center;"> <tr> <td style="width:33%; background-color:#800000; color:white;">A - Leadership and Culture</td> <td style="width:33%; background-color:#00BFC4; color:white;">B - Partnering with Patients for Safety</td> <td style="width:33%; background-color:#C88A3E; color:white;">C - Innovation and Technology</td> </tr> </table>				A - Leadership and Culture	B - Partnering with Patients for Safety	C - Innovation and Technology
A - Leadership and Culture	B - Partnering with Patients for Safety	C - Innovation and Technology				
2:00 - 3:00 pm	1A - The Role of Leadership in Patient Safety <i>(Skinner A)</i> Greg Opseth MHA, BSN, RN COO of Highland Medical Staffing	1B - Addressing Behavioral Health and Substance Use Disorders in Healthcare Settings <i>(Skinner B)</i> Eric Preuss, Y M.A., IAADC, CCS, LICDC Your Life Iowa Project Director	1C - AI in healthcare: Challenge and opportunity for enhancing patient safety <i>(Skinner C)</i> Sam Meraj, MBBS, MPH Digital Transformation and AI Expert			
	3:00 – 3:10 Break and Visit Posters					
3:10 - 4:10 pm	2A - Addressing Burnout to Enhance Patient Safety <i>(Skinner A)</i> Amany Farag, PhD, RN Associate Professor Co-Director, VA Quality Scholars Program, Iowa City VA	2B - Patient-Centered Care: Improving Outcomes and Experiences of Care <i>(Skinner B)</i> Pam Dardess Vice President for Strategic Initiatives, Institute for Patient- and Family-Centered Care (IPFCC)	2C - Value-Driven, Data Inspired: How to make decisions guided by values and informed by data <i>(Skinner C)</i> Alex Mannerings Ph.D.			
	4:10 pm Adjourn					

DAY 1: AGENDA DETAIL - November 13th

7:30 - 8:30 am | Registration/Breakfast

8:30 - 8:45 am | Welcome Intro

Tom Evans, MD, President and Chief Executive Officer (CEO), IHC

8:45 - 9:45 am | Keynote: How To Be a Leader That Leaders Will Follow

Yanick Hicks, PharmD

This presentation is packed full of information and interaction with the intent to create a fun learning environment for building awareness. My goal is to have each participant walk away with at least one mind-changing idea that will create a desire for motivation and self-improvement to increase productivity and results in your organization.

Objectives:

- + Analyze recruitment and retention strategies
- + Examine four very important success building areas; Relationships, Equipping, Attitude and Leadership
- + Explore how to effectively reproduce generations of leaders

9:45 - 10:00 am | Break and Visit Posters

10:00 - 11:00 am | Leveraging National Initiatives to Advance Patient and Workforce Safety

Patricia A. McGaffigan, MS, RN, CPPS, Senior Advisor, Patient and Workforce Safety, Institute for Healthcare Improvement (IHI); President, Certification Board for Professionals in Patient Safety; Co-chair, National Steering Committee for Patient Safety

While appreciable gains in patient and workforce safety have been realized across decades of focus, at the twenty-fifth anniversary of To Err is Human, many organizations continue to place a disproportionate emphasis on "perfecting" human performance while less attention may be placed on improving foundational system considerations that are necessary to advance patient and workforce safety and wellbeing. What's the critical shift that's needed to move from incremental and uneven progress to achieving transformational total systems safety and sustainable progress? How does this shift advance the delivery of safe and reliable care and contribute to the realization of joy and meaning in work and a thriving workforce? Join nationally recognized patient and workforce safety leader Patricia McGaffigan for this inspiring and provocative keynote session. You'll learn how to leverage and incorporate several aligned national initiatives and new policy changes to fortify the foundations for patient and workforce safety into your safety strategy and organizational and front-line practice. You'll leave this session with insights, lessons learned, and resources to advance and hold the gains from the Safer Together National Action Plan, the 2025 CMS Patient Safety Structural Measure, and the Health and Human Services National Action Alliance to Advance Patient and Workforce Safety.

Objectives:

- + Explore the importance of a systems approach in improving patient and workforce safety and wellbeing
- + Describe national initiatives, including policy and action plans, to achieve transformational progress in patient and workforce safety and wellbeing
- + Leverage one or more change ideas for incorporation into your organizational and individual work

11:00 - 12:00 pm | Poster Presentations – Round Robin



12:00 - 12:10 pm

John Greenwood, COO of Goldfinch Health,

will discuss their new grant funded initiatives surrounding Opioid Stewardship, alternatives to opioids, and the reimbursement hospitals will receive for implementing this initiative.

12:10 - 1:00 pm | Lunch

1:00 - 2:00 pm | Bedside to Boardroom: A Patient's Perspective on Safety and Quality

Beth Daley Ullem, MBA

While appreciable gains in patient and workforce safety have been realized across decades of focus, Co-Founder of Patients for Patient Safety US and a National Governance Expert, Beth Daley Ullem will offer an innovative lens into the persistent challenges in improving safety and how your organization accelerate its safety commitment.

Objectives:

- + Identify the evolution in quality of care since the IOM To Err is Human Report
- + Summarize perspectives on persistent challenges in safety and quality
- + Evaluate critical solution areas to accelerating safety from bedside to boardroom

Breakout Sessions

A - Leadership and Culture

B - Partnering with Patients for Safety

C - Innovation and Technology

1A

2:00 - 3:00 pm | The Role of Leadership in Patient Safety

Greg Opseth MHA, BSN, RN COO of Highland Medical Staffing

This session will emphasize the vital importance of leadership in cultivating a culture of patient safety within healthcare settings. Greg Opseth, COO of Highland Medical Staffing, will share insights on how strong leadership can significantly influence safety improvements, boost staff engagement, and lead to enhanced patient outcomes. Attendees will gain knowledge of key strategies and best practices that successful leaders employ to prioritize and embed a culture of safety throughout their organizations, with a focus on nurse-driven initiatives. These initiatives often empower nursing staff to take proactive roles in safety protocols, thereby reinforcing the commitment to patient well-being.

Objectives:

- + Analyze Leadership's Impact: Explore how leadership directly influences patient safety and the overall safety culture within healthcare organizations
- + Explore Effective Strategies: Gain insights into effective leadership strategies that have been proven to enhance patient safety
- + Implement Safety Practices: Discover practical steps and initiatives that leaders can take to foster a safety-first environment in their organizations
- + Develop key strategies and best practices that successful leaders employ to prioritize and embed a culture of safety throughout their organizations, with a focus on nurse-driven initiatives

1B

2:00 - 3:00 pm | Addressing Behavioral Health and Substance Use Disorders in Healthcare Settings

Eric Preuss, Y M.A., IAADC, CCS, LICDC Your Life Iowa Project Director

This session will focus on the critical role of addressing behavioral health and substance use disorders (SUD) within healthcare settings. Eric Preuss from Your Life Iowa will discuss comprehensive strategies for identifying, managing, and supporting patients with behavioral health and SUD issues. The session will emphasize the importance of integrating behavioral health care into primary and acute care settings to improve patient outcomes and enhance overall safety.

Objectives:

- + Analyze Behavioral Health and SUD: Gain insights into the prevalence and impact of behavioral health and substance use disorders in healthcare settings
- + Explore Best Practices: Explore best practices for integrating behavioral health and SUD care into healthcare settings
- + Implement Supportive Strategies: Discover practical strategies for supporting patients and families dealing with behavioral health and SUD issues

DAY 1: AGENDA DETAIL - November 13th (continued)

2:00 - 3:00 pm | AI in healthcare: Challenge and opportunity for enhancing patient safety

Sam Meraj, MBBS, MPH Digital Transformation and AI Expert

This session will delve into the latest advancements in technology and artificial intelligence (AI) that are transforming patient safety in healthcare. The speaker will explore how digital tools and AI-driven solutions can help healthcare providers enhance safety protocols, reduce errors, and improve patient outcomes.

Objectives:

- + Analyze the role of digital transformation and AI in healthcare and how it is enhancing patient safety along with emerging challenges
- + Examine key technologies that are making a significant impact on patient care
- + Identify how to implement and integrate AI solutions effectively in healthcare settings
- + Explore real-world examples and case studies showcasing the benefits and opportunities of technology in patient safety
- + Explore real-world examples and case studies showcasing the benefits of technology in patient safety

3:00 - 3:10 pm | Break and Visit Posters

3:10 - 4:10 pm | Addressing Burnout to Enhance Patient Safety

Amany Farag, PhD, RN Associate Professor Co-Director, VA Quality Scholars Program, Iowa City VA

This session will address the critical issue of burnout among nurses and its impact on patient safety. Dr Farag will focus on the unique challenges faced by nurses and the importance of developing a supportive culture. The session will explore strategies for leaders to create an environment that prioritizes nurse well-being, ultimately enhancing patient safety and care quality.

Objectives:

- + Explore Burnout: Gain a deep understanding of the causes and consequences of burnout in nursing
- + Analyze Supportive Strategies: Explore practical strategies for leaders to develop a supportive culture for nurses
- + Enhance Patient Safety: Discover how addressing nurse burnout can lead to improved patient safety and care outcomes

3:10 - 4:10 pm | Patient-Centered Care: Improving Outcomes and Experiences of Care

Pam Dardess Vice President for Strategic Initiatives, Institute for Patient- and Family-Centered Care (IPFCC)

This session will delve into the principles and practices of patient- and family-centered care, emphasizing how this approach can lead to improved patient outcomes and experiences of care. Pam Dardess, an expert from the Institute for Patient- and Family-Centered Care (IPFCC), will share insights on integrating patient- and family-centered practices into healthcare settings. The session will highlight the importance of involving patients and families in care decisions and strategies to enhance the patient experience.

Objectives:

- + Explore Patient- and Family-Centered Care: Gain a deep understanding of the principles of patient- and family-centered care and its impact on healthcare outcomes
- + Analyze Best Practices: Explore best practices for implementing patient- and family-centered care initiatives that improve outcomes and experiences of care
- + Enhance Patient Engagement: Discover strategies for engaging patients and families in care decisions and fostering a collaborative care environment

DAY 1: AGENDA DETAIL - November 13th (continued)

2C

3:10 - 4:10 pm | Value-Driven, Data Inspired: How to make decisions guided by values and informed by data

Alex Mannerings Ph.D.

To borrow from an old saying, "data are great servants, but terrible masters." Data can help us peek into the future, uncover insights we were blind to, break through our biases, and amplify our impacts. But we can't just follow the numbers, because data can't know where we want to get to or what we are willing to give to do so.

This session will guide you through a values-based framework for making meaningful decisions informed by data and directed by what matters to you and your organization. By starting with core values, building guide rails from those values and boundaries, and aligning data metrics with your mission, you can put data into service to improve patient outcomes and optimize care while ensuring your organization thrives.

Objectives:

- + Examine when we should use data -- and when we shouldn't
- + Identify the most effective elements of actionable data
- + Analyze how to work through challenging conversations around differing values
- + Customize and apply a practical framework for melding organizational values and data in decision-making to a real-life decision in a hands-on workshop session

4:10 pm | Adjourn from Breakout Rooms

4:00 - 5:00 pm | Poster Symposium Judging

Note: Attendees required to attend the Poster Symposium Judging include designated Poster Presenters and Designated Judges. All other attendees are free to leave.

DAY 2: AGENDA SNAPSHOT - November 14th

DAY 2 - THURSDAY, NOVEMBER 14th			
7:30 - 8:30 am Registration/Breakfast (Bishop AB)			
8:30 - 8:45 am Welcome Intro – Jen Brockman (Bishop AB)			
8:45 - 9:45 am Keynote: Communication and Resolution Programs: Achieving Highly Reliable Implementation (Bishop AB) Thomas H. Gallagher, MD, MACP			
9:45 - 10:15 am Break and Visit Posters (Pre-Conference Area)			
10:15 - 12:00 pm Ring of Fire / Group Interactive Networking Session (Skinner A) Sarah Pavelka PhD, MHA, OTR/L, CPHQ, FNAHQ			
12:00 - 1:00 pm Lunch			
1:00 - 1:30 pm Patient Safety Awards Ceremony (Bishop AB)			
A - Leadership and Culture		B - Partnering with Patients for Safety	
C - Innovation and Technology			
1:30 - 2:30 pm	3A - Visionary Leadership - Community Partnerships to Address Rural Healthcare Needs (Skinner A) Steve Sless or Chief Administrative Officer (CEO) WinnMed	3B - Engaging Patients and Families: Starting and Sustaining Effective PFACs (Skinner B) Pam Dardess Vice President for Strategic Initiatives, Institute for Patient- and Family-Centered Care (IPFCC)	3C - Engaging Patients and Family Caregivers to Improve Patient Safety (Skinner C) Thomas Workman Ph.D. Principal Researcher Health Division for American Institutes for Research
	4A - Addressing Workplace Violence in Healthcare (Skinner A) Elizabeth Kain MOT, OTR/L, CEES Sr. Loss Control Consultant at Assured Partners, Occupational Therapist, Ergonomic Specialist	4B - Collaborative Approaches to Safety and Improvement (Skinner B) Victor Murray Senior Director for Community Engagement & Capacity Building at Camden Coalition	4C - Developing Effective Safety Training Programs through VR Technology (Skinner C) AJ Villarreal and Ryan Leonhardt, State Workforce Advisors with Transfr
2:30 - 3:30 pm			
4:00 pm Adjourn			

DAY 2: AGENDA DETAIL - November 14th

7:30 - 8:30 am | Registration/Breakfast

8:30 - 8:45 am | Welcome Intro

Jen Brockman, Chief Clinical Program Officer, IHC

8:45 - 9:45 am | Keynote: Communication and Resolution Programs: Achieving Highly Reliable Implementation

Thomas H. Gallagher, MD, MACP

Communication and Resolution Programs (CRPs) have long been recognized as the optimal patient safety strategy for preventing and responding to harm events in healthcare. Across the US, several hundred healthcare organizations of various types are working to develop their CRPs. Yet, inconsistent CRP implementation remains the norm. In response, new policy initiatives, like the CMS Patient Safety Structural Measure, are increasing the importance of developing highly reliable CRPs. At this session, we will review these emerging developments, discuss the barriers to highly reliable CRP implementation, and identify new tools and resources (including those from IHC) that are available to help healthcare organizations improve their CRP design and operation.

Objectives:

- + Examine new developments that increase the importance of achieving highly reliable implementation of Communication and Resolution Programs (CRPs), including the CMS Patient Safety Structural Measure
- + Identify the key barriers to achieving highly reliable CRP implementation across different healthcare settings and strategies to overcome these challenges
- + Analyze tools and resources available to support highly reliable CRP implementation, including those from IHC

9:45 - 10:15 am | Break and Visit Posters

10:15 - 12:00 pm | Ring of Fire / Group Interactive Networking Session

Sarah Pavelka PhD, MHA, OTR/L, CPHQ, FNAHQ

This interactive sharing session is designed to facilitate collaborative learning and exchange of best practices among healthcare professionals. Participants will engage in dynamic discussions, practice analyses, and group activities focused on real-world challenges and innovative solutions in healthcare. The session aims to foster networking, stimulate idea generation, and provide actionable insights through shared experiences or resources. By the end, attendees will have gained diverse perspectives and practical strategies for enhancing their own practices and organizational effectiveness

Objectives:

- + Participants will be able to effectively share and articulate their experiences and best practices related to patient safety and process improvements, fostering a collaborative learning environment.
- + Attendees will develop actionable plans for implementing shared strategies and solutions within their own settings, utilizing insights gained from peer discussions and learning at conference.
- + Participants will be documenting and organizing resources, contacts, and strategies discussed during the session, creating a reference guide for ongoing process improvement and patient safety initiatives.

DAY 2: AGENDA DETAIL - November 14th (continued)

12:10 - 1:00 pm | Lunch

1:00 - 1:30 pm | Patient Safety Awards Ceremony

Breakout Sessions

A - Leadership and Culture

B - Partnering with Patients for Safety

C - Innovation and Technology

3A 1:30 - 2:30 pm | Visionary Leadership - Community Partnerships to Address Rural Healthcare Needs

Steve Slessor Chief Administrative Officer (CEO) WinnMed

In this session we will discuss challenges in Rural Healthcare: Overview of the specific challenges faced by rural healthcare providers, including access to care, resource limitations, and patient demographics. Assess the importance of visionary leaders in addressing these challenges. Analyze community partnerships and strategies to implement, build, and sustain those.

Objectives:

- + Explore challenges in Rural Healthcare
- + Asses the importance of visionary leaders in addressing these challenges
- + Analyze strategies to implement and sustain community partnerships

3B 1:30 - 2:30 pm | Engaging Patients and Families: Starting and Sustaining Effective PFACs

Pam Dardess Vice President for Strategic Initiatives, Institute for Patient- and Family-Centered Care (IPFCC)

This session will explore how to initiate, establish, and sustain Patient and Family Advisory Councils (PFACs). The focus will be on concrete strategies and lessons learned from existing PFACs, best practices associated with high performing PFACs, and the benefits of partnering with diverse groups of patients and families

Objectives:

- + Explore PFACs: Gain an understanding of what PFACs are and their importance in healthcare.
- + Review Best Practices: Explore best practices and lessons learned from existing PFACs.
- + Implement PFACs: Learn about practical steps for starting and sustaining a PFAC and engaging patients and families.
- + Address Common Challenges: Engage in an interactive discussion about potential barriers to success and strategies for addressing barriers.

DAY 2: AGENDA DETAIL - November 14th (continued)

1:30 - 2:30 pm | Engaging Patients and Family Caregivers to Improve Patient Safety

Thomas Workman Ph.D. Principal Researcher Health Division for American Institutes for Research

Patients and family caregivers can be essential partners in improving and maintaining safe care for themselves, other patients, and healthcare workers. This session will focus on innovative practices and strategies to engage patients and family caregivers as partners in patient safety in health care settings. Tom Workman from the American Institutes for Research will identify patient safety practices where the patient and family caregiver insights and experiences can offer new perspectives on the reduction of all-cause harms and workforce violence. Workman will also offer solutions around sharing patient safety data with community members and engaging medical laypersons in technical conversations.

Objectives:

- + Explore the application of PFE best practices to patient and workforce safety goals and activities
- + Analyze how to prepare patients and family caregivers in safety data review, root cause analysis, workflow and procedure changes, clinical safety training, and patient/family safety education.
- + Identify solutions to limited leadership buy-in, concerns about confidentiality, and preparing patients and families to meaningfully contribute to patient safety discussions

2:30 - 3:30 pm | Violence Prevention in Healthcare

Elizabeth Kain MOT, OTR/L, CEES Sr. Loss Control Consultant at Assured Partners, Occupational Therapist, Ergonomic Specialist

An educational course designed to help reduce workplace injuries in the healthcare field using evidenced-based methods to help identify who is at risk, create safe techniques to reduce aggression in patient populations, and help establish policy/procedures that reflect techniques used in this presentation.

- Examine factors that may lead to aggression and violence
- Identify characteristics of aggression and combativeness in patient population
- Describe techniques and strategies to avoid physical harm

The session aims to empower healthcare organizations with the tools and knowledge to protect their workforce and improve overall workplace safety.

Objectives:

- + Examine the prevalence and impact of workplace violence in healthcare settings
- + Identify effective strategies to prevent and manage workplace violence in healthcare
- + Outline the key components needed to develop policies and training programs that support a safer workplace culture.

DAY 2: AGENDA DETAIL - November 14th (continued)

4B

2:30 - 3:30 pm | Collaborative Approaches to Safety and Improvement

Victor Murray Senior Director for Community Engagement & Capacity Building at Camden Coalition

This session will explore how collaborative approaches and community engagement can drive patient safety and improvement in healthcare settings. Victor Murray from Camden Coalition will share insights on the organization's initiatives that emphasize collaboration and community involvement to enhance patient safety. The session will focus on practical strategies and real-world examples of successful collaborative efforts that have led to significant safety improvements.

Objectives:

- + Explore Collaboration: Learn about the importance of collaboration and community engagement in driving patient safety.
- + Analyze Camden Coalition's Initiatives: Gain insights into the collaborative projects and initiatives implemented by Camden Coalition.
- + Implement Collaborative Strategies: Discover practical strategies for fostering collaboration within your organization to improve patient safety.

4C

2:30 - 3:30 pm | Developing Effective Safety Training Programs through VR Technology

AJ Villarreal and Ryan Leonhardt, State Workforce Advisors with Transfr

This session will explore how Virtual Reality (VR) technology can be leveraged to enhance patient safety outcomes through innovative training programs. *AJ Villarreal and Ryan Leonhardt* will discuss the principles behind VR training, its applications in healthcare, and how it can improve safety by providing immersive, realistic training experiences for healthcare professionals. The session will emphasize the impact of technology such as VR on skill acquisition, error reduction, and overall patient safety.

Objectives:

- + Explore VR Technology: Gain a comprehensive understanding of VR technology and its applications in healthcare training
- + Analyze the Impact on Patient Safety: Explore how VR training can lead to improved patient safety outcomes
- + Discover Implementation Strategies: Identify best practices for integrating VR training into healthcare safety programs

4:00 pm | Adjourn

CONFERENCE DETAILS



Location

This event is taking place at the Meadows Events and Conference Center located at 1 Prairie Meadows Dr, Altoona, IA 50009. A discounted guestroom rate has been secured at the Prairie Meadows Hotel (connected to The Meadows Event and Conference Center). Limited rooms are available. Please call the Prairie Meadows Hotel at (515) 967-1000 to make a reservation and let them know your reservation will be under the IHC room block.



Notes

This in-person event will occur in Central Time (CT). Participants must check-in at the entrance of the conference where name tags will be provided.



Videos

Videos Registration and participation in the IHC Patient Safety Conference constitute an agreement by the registrant to IHC's use and distribution (now and in the future) of the registrant or attendee's image or voice in photographs, video, electronic reproductions and audio recordings of such events and activities.



Handout Information

Other than the conference agenda overview document, IHC will not be providing paper handouts to attendees. Registrants will be contacted via e-mail by the IHC Education team when presentation handouts and resources are available on the event webpage prior to the event.



ADA Policy

IHC does not discriminate in its educational programs on the basis of race, religion, color, sex or handicap. IHC wishes to ensure no individual with a disability is excluded, denied services or segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this conference, please call 515-288-1955 connect with the Education Department at IHC education@ihconline.org (e-mail)



Cancellation Policy

No-shows will be billed. Cancellations and substitutions welcome anytime. All cancellations and substitution requests must be sent to Amber Rizzo at rizzo@ihconline.org (e-mail). A full refund will be given to all cancellations received ten or more business days prior to the conference. A \$50.00 administrative fee will be charged to all cancellations received six to nine business days prior to the conference. No refunds will be given to cancellations received five or fewer business days prior to the conference. Refunds will be calculated by the date received and the IHC business days remaining prior to the conference. IHC reserves the right to cancel the conference due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided.

CONTINUING EDUCATION INFORMATION

Continuing Medical Education (CME)

Accreditation: This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Iowa Medical Society (IMS). Iowa Healthcare Collaborative (IHC) is accredited by the IMS to provide continuing medical education for physicians.

Designation: IHC designates this live activity for a maximum of **9.5** AMA PRA Category 1 Credit(s)[™] Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Commercial Support: This activity was developed without support from any ineligible company. *The ACCME defines ineligible companies as those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. Note: The ACCME does not consider providers of clinical service directly to patients to be commercial interests unless the provider of clinical services is owned, or controlled by, and ACCME defined ineligible company.

Disclosure: IHC adheres to the Standards for Integrity and Independence in Accredited Continuing Education. The content of this activity is not related to products or the business lines of an ACCME-defined ineligible company. None of the planners or moderators for this educational activity have relevant financial relationships to disclose with ineligible companies whose primary business is producing, marketing, selling, re-selling, or distributing products used by or on patients.

American College of Healthcare Executives (ACHE)

Qualified Education: By attending the 2024 IHC Annual Forum offered by The Iowa Healthcare Collaborative participants may earn up to **10** ACHE Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation.

Nursing Continuing Education

Up to **5.0** Nursing Contact Hours will be awarded for day 1 and **4.75** Nursing Contact Hours will be awarded for day 2 of this conference by IHA Iowa Board of Nursing, provider #4. Contact hours will be available during this conference to participants who attend sessions in their entirety. Partial credit for individual sessions will not be granted. NOTE: To receive CEUs or a certificate of attendance, you are required to attend the entire conference that credit is being requested for. No partial credit will be granted.

Certified Professional in Healthcare Quality (CPHQ)

This program has been approved by the National Association for Healthcare Quality for a maximum of **17.5** CPHQ continuing education credits for this event.

Certified Professional in Patient Safety (CPPS)

This activity meets the criteria of the Certification Board for Professionals in Patient Safety for up to **8.0** CPPS CE hours. It is the provider's responsibility to track course expiration dates and to submit renewal applications prior to the expiration date identified above (if applicable). If you have questions please contact Sarah Blossom, director of certification, at 617-391-9927 or sblossom@ihi.org.

SPEAKER BIOS

Tom Evans, MD, President and CEO, IHC

Tom Evans has been President and CEO of the IHC since 2005. Dr. Evans received a bachelor and master of arts degree from Drake University. He received his medical degree from the University of Iowa in 1983 and completed his Family Medicine residency at Broadlawns Medical Center in 1986. He practiced family medicine for 13 years before serving as chief medical officer for the Iowa Health System from 1999 to 2005. Dr. Evans has served as President of both the Iowa Medical Society and the Iowa Academy of Family Physicians. He has also served on the delegations for both the American Medical Association (AMA) and the American Academy of Family Physicians. Dr. Evans is a faculty member with the Institute for Healthcare Improvement, the College of Medicine at Des Moines University and the College of Public Health at the University of Iowa. He also serves on the Board of Trustees for Bethel University in St. Paul, Minnesota.

Jennifer Brockman, MHA, BSN, RN, Chief Clinical Program Officer, IHC

As the Chief Clinical Program Officer for IHC, Jennifer Brockman leads an organizational structure that supports quality improvement, patient safety, change management, data analytics and achievement of strategic directives. Brockman has more than twenty years of clinical nursing experience in a variety of healthcare settings including acute and long-term care, quality management and infection prevention. She received a Bachelor of Science and Nursing Degree from the University of Iowa and Master's in Healthcare Administration Degree from Walden University. Brockman has extensive experience designing and executing small and large scale clinical and population health strategies, statewide alignment strategies and national provider networks.

Yanick Hicks, PharmD

Yanick Hicks, PharmD "Everything rises and falls on leadership" As an Executive Director of the Maxwell leadership team, Yanick is certified to speak in the areas of leadership development, Success, and personal growth. Yanick Hicks will inspire and entertain your audience to achieve their goals and improve their lives. Yanick teaches from his professional life, sharing stories about his time spent as a pharmacist with Walgreens. Yanick will energize your organization with values-based people-centric servant leadership lessons which empower and energize everyone in attendance. Yanick received his Doctorate (PharmD) degree in Pharmacy from Marshall University and licensed pharmacist in the state of Arizona. As a Pharmacist, Yanick led, inspired, engaged his team and patients to improve their overall health outcomes. He is also very active in coaching youth sports, playing soccer, hiking, watching movies and spending quality time with family and friends.

Thomas H. Gallagher, MD, MACP

Thomas H. Gallagher, MD, MACP, is a general internist who is a Professor in the Department of Medicine at the University of Washington, where he is Associate Chair for Patient Care Quality, Safety, and Value. He is also a Professor of Bioethics and Humanities at the University of Washington. Dr. Gallagher's research addresses the interfaces between healthcare quality, communication, and transparency. Dr. Gallagher has published over 130 articles and book chapters, which have appeared in leading journals. He is also Executive Director of the Collaborative for Accountability and Improvement, an organization dedicated to the spread of highly reliable Communication and Resolution Programs. In 2017, his work advancing Communication and Resolution Programs was recognized with the receipt of the John M. Eisenberg Patient Safety and Quality Award for Individual Achievement, presented by the National Quality Forum and The Joint Commission.

SPEAKER BIOS (continued)

Patricia A. McGaffigan, MS, RN, CPPS, Senior Advisor, Patient and Workforce Safety, Institute for Healthcare Improvement (IHI); President, Certification Board for Professionals in Patient Safety; Co-chair, National Steering Committee for Patient Safety.

Patricia is President, Certification Board for Professionals in Patient Safety, and Senior Advisor, Safety at the Institute for Healthcare Improvement where she serves as sponsor of the IHI's Lucian Leape Institute and co-chair of the National Steering Committee for Patient Safety. Prior to the merger with IHI, she was Chief Operating Officer and Senior Vice President of Safety Programs at the National Patient Safety Foundation and in other roles in clinical practice, academia, and the medical device industry. Patricia is a Certified Professional in Patient Safety (CPPS), a graduate of the AHA-NPSF Patient Safety Leadership Fellowship Program and IHI Fellow and nationally recognized speaker. She serves on numerous national committees, taskforces, and technical expert panels, including the AHRQ Survey of Patient Safety Culture Technical Expert Panel and the Joint Commission Journal on Quality and Patient Safety Editorial Advisory Board and Sentinel Event Alert Advisory Committee. She is a Board Member of the Massachusetts Coalition for the Prevention of Medical Errors, the Foundation to Advance Nursing in Massachusetts, and the I-PASS Institute, and is a member of Planetree's Person-Centered Certification Committee. Patricia is the recipient of the American Association of Critical Care Nurses Lifetime Member Award, the 2023 University of North Texas Health Science Center's Mary E. Luibel Distinguished Service Award and was named to the 2024 and 2023 Becker's Review List of Patient Safety Experts to Know. Patricia received her BS in Nursing from Boston College and her MS in Nursing from Boston University.

Beth Daley Ullem, MBA

Beth is a nationally recognized governance expert and activist for safety and quality in health care. Beth works with health system leadership teams, boards, and industry leaders to advance the quality and safety of patient care.

Beth is a co-founder of Patients for Patient Safety-US, a chapter of the World Health Organization advancing patient safety in the US. Beth is on the board of the Institute for Healthcare Improvement (IHI) and was the project lead and lead author for the IHI White Paper: Framework for Effective Governance of Health System Quality. She contributed to the governance guidelines for the AHRQ National Action Plan to Advance Patient Safety and on other healthcare metric development efforts and efforts on communication and patient engagement after harm.

Beth formerly served on the boards of Solutions for Patient Safety (SPS), a 100+-hospital pediatric safety network, the Society to Improve Diagnosis in Medicine (SIDM), and the Center for Healthcare Value (now Catalysis). Beth left her career as a consultant with McKinsey to advance her passion of safety driven by the loss of her son to a medical error in 2003.

Greg Opseth, MHA, BSN, RN COO of Highland Medical Staffing

Greg Opseth started at Highland Medical Group as COO in April 2021. Opseth has a decade of leadership experience in healthcare. Most recently, Opseth served the CNO at Guthrie County Hospital (GCH) in Guthrie Center, IA. Opseth was instrumental in launching a shared governance platform in the nursing department at GCH. Under Opseth's leadership, the GCH nursing team achieved 100 percent patient satisfaction scores in four different HCAHPS categories, launched a new staffing matrix and FTE structure, and implemented unique, separate recognition programs for both registered nurses (DAISY Award) and certified nursing assistants (Sunshine Award). Opseth is a member of the Board of Directors for the Iowa Organization for Nursing Leadership and Iowa Nurses Association. Opseth is also a member of the American Nurses Association, American Organization for Nursing Leadership, and Christian Medical & Dental Association. Opseth graduated with a bachelor's degree in psychology and a minor in Spanish from Buena Vista University in Storm Lake, IA and a bachelor's degree in nursing from Nebraska Methodist College in Omaha, Nebraska. He obtained his master's degree of health care administration from Walden University in Minneapolis, Minnesota. In his spare time, he enjoys spending as much time as possible with his wife and 2 children. At the top of his bucket list is visiting all the MLB stadiums nationwide—so far, he has visited 14 of the 30.

SPEAKER BIOS (continued)

Eric Preuss, Y M.A., IAADC, CCS, LICDC Your Life Iowa Project Director

Eric is the Your Life Iowa (YLI) Project Director for the Division of Behavioral Health at the Iowa Department of Health and Human Services (Iowa HHS) and has been with the Department since 2010. Eric provides daily functional oversight of the YLI project which includes helpline, website, health promotion, and quality assurance/data integrity activities. Additionally, Eric served as the problem gambling services manager in Iowa from 2013-2021 and served on the Board of Directors for National Association of Administrators of Disordered Gambling Services (NAADGS) for 7 years, and previously served on the Iowa Board of Certification. Prior to joining Iowa HHS, Eric spent over 20 years as a counselor, educator, and leader in the areas of substance use disorder treatment and homelessness. He holds a master's degree from the Methodist Theological School in Ohio.

Sam Meraj, MBBS, MPH Digital Transformation and AI Expert

Dr. Sam Meraj is a public health physician with over a decade of experience in quality, compliance and patient safety. In the past she led patient safety at Walmart and Ro and has advised many nonprofits on patient safety. She is also the founder of WellQ AI, which is advancing nutrition management with AI for patients and providers. Her work as a Baldrige examiner keeps her close to emerging challenges and opportunities in the industry as well as excellence frameworks and best practices

Amany Farag, PhD, RN Associate Professor Co-Director, VA Quality Scholars Program, Iowa City VA

Dr. Farag is a tenured Associate Professor at the University of Iowa, College of Nursing, and the Co-director of the National VA Quality Scholars Program, Iowa City VA. She had her BSN and MSN from the University of Alexandria Egypt, and her PhD, and post-doctoral fellowship from Case Western Reserve University, Cleveland, Ohio. She is a health systems researcher with fifteen years of research experience. As a health systems researcher, she launched two complementary lines of research focusing on studying system and human factors contributing to nursing and patient safety outcomes. She has received 12 extramural, four intramural, and one industry-sponsored grant; in addition to two VA contracts. Dr Farag's work has been funded by competitive organizations such as the Agency for Healthcare Research and Quality (AHRQ), the National Council State Board of Nursing (NCSBN), NIH/Institute of Clinical and Translational Science (ICTS), and the American Nurse Foundation (ANF) to name a few. Recently, Dr. Farag and her interdisciplinary team has secured a three-year funding for the amount of \$1,018,972 from the Agency for Healthcare Research and Quality (AHRQ) to implement an electronic system for medication administration in K-12 schools. Dr. Farag was the recipient of multiple national and regional awards, and most recently she was the recipient of the Distinguished Scholar in Nursing award, a prestigious recognition that is offered by the University of Iowa- College of Nursing.

Pam Dardess, Vice President for Strategic Initiatives, Institute for Patient- and Family-Centered Care (IPFCC)

Pam Dardess, MPH is Vice President of Strategic Initiatives and Operations at the Institute for Patient- and Family-Centered Care (IPFCC). Ms. Dardess's work focuses on the core concepts of engaging and partnering with patients and families to improve the quality and safety of healthcare. She has over 25 years of experience leading research projects; providing technical assistance and training to facilitate implementation of patient- and family-centered policies and practices; and leading strategic planning efforts to scale up the practice of patient and family engagement. Ms. Dardess currently serves as Principal Investigator on a project funded by the Lucile Packard Foundation for Children's Health to develop a toolkit and learning community to support children's hospitals in partnering with historically marginalized populations and communities. Prior to joining IPFCC, Ms. Dardess was a Principal Researcher at AIR, where she led AIR's work as the Person and Family Engagement Support contractor for the Centers for Medicare & Medicaid Services' (CMS) Hospital Improvement Innovation Network

SPEAKER BIOS (continued)

Alex Mannerings, Ph.D.

Dr. Alexandra Mannerings founded her analytic education and consulting company, Merakinos, to help community health organizations harness the power of data. A decade of measuring what matters in low-resource environments from Ghana to Atlanta has taught her how to ask impactful questions of data - even if it's just you in the wilderness. She earned her PhD in Veterinary Science (Epidemiology) from the University of Cambridge, UK, and BSc in Biology from Emory University. She has also run the Data Center at a state hospital association, rowed for the Light Blues, built trails across Colorado parks, and is currently raising two spirited toddlers and one British husband on a 12-acre farm in Kentucky.

Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ

Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ has over 25 years of experience leading and coaching in organizational performance and continuous improvement for business, industry, education, and healthcare. Sarah is currently the Associate Dean for the Master of Healthcare Administration (MHA) and BS Health Management (BSHM) degrees at Walden University.

Dr. Pavelka has extensive professional experiences including, a subject matter expert for the National Association for Healthcare, a 13-year faculty member for the master's in healthcare administration (MHA) program at Des Moines University, Improvement Faculty for the Iowa Healthcare Collaborative, and invited speaker for multiple state Hospital Associations. Sarah began her dedication to healthcare as Director of the Occupational Therapy department for Pella Regional Health Center in Pella, Iowa. In this role, Sarah was one of the first leaders to bring Lean/Toyota Manufacturing techniques into healthcare organizations across the U.S. and Canada. She was also the first to develop the role of Industry Relations, connecting the business and healthcare worlds for better health outcomes. Sarah then worked for state and national government contracts driving the improvement of healthcare outcomes and creating systems to track and report healthcare delivery. Following her work with the Center for Medicare and Medicaid contracting, Sarah created and consulted independently for nearly 13 years before joining the Walden University team. Dr. Pavelka's extensive volunteer experiences included being a five-time National Baldrige examiner, seven-year state examiner for the Iowa Baldrige program, Director-at-Large for the National Association for Healthcare Quality Board, and a task force member for the Iowa Hospital Association.

Sarah holds degrees in Biology and Psychology from Luther College; an Occupational Therapy degree from Concordia University-Wisconsin; MHA from Des Moines University, and a Ph.D. from Walden University. She is a Fellow for the National Association for Healthcare Quality (FNAHQ); a Certified Professional in Healthcare Quality (CPHQ); and has credentials in Occupational Therapy, Ergonomics, Lean, and Six Sigma Black Belt. Sarah is the co-author of Tool Time for Lean, a handbook for continuous improvement in healthcare, education, and business.

Steve Slessor, Chief Administrative Officer (CEO) WinnMed

different roles including Vice President of Operations and Vice President of Strategic Development. From there, he took the CEO role at Buchanan County Health Center in Independence Iowa where he served for seven years. For the last three years, Steve has served as the Chief Administrative Officer for WinnMed in Decorah Iowa, one of Iowa's largest critical access hospitals.

Steve has been very active in the communities he has lived including serving on multiple Chamber of Commerce Board's and Rotary Clubs. He has also given back to his profession through service as an Executive in Residence within the University of Iowa Masters in Healthcare Administration Program along with co-teaching Principles of Reimbursement and Value Based Care within that program.

SPEAKER BIOS (continued)

Thomas Workman, Ph.D. Principal Researcher Health Division for American Institutes for Research

Workman's primary responsibilities include leading and contributing to projects involving health communication and PFE in health, healthcare and research. Workman has more than thirty years of experience in coordinating, facilitating, evaluating and training professionals in stakeholder engagement in various settings. At AIR, Workman most recently led a team to provide training, technical assistance, tools, and resources for person and family engagement for the IPRO Hospital Quality Improvement Contract funded by the Centers for Medicare and Medicaid Services, and currently supports PFE and communications work for the National Action Alliance for Patient and Workforce Safety, funded by the Agency for Healthcare Research and Quality. He assisted in the production of a training module on engagement for the Patient Centered Outcomes Research Institute (PCORI). Workman also oversees the development of summary products for consumers and clinicians for PCORI and the Model Systems Knowledge Translation Center, funded by the National Institute on Disability, Independent Living and Rehabilitation Research. Previously, Workman served as the translation/production section lead for the John M. Eisenberg Center for Clinical Decisions and Communications Science at Baylor College of Medicine. While an assistant professor of health communication at the University of Houston-Downtown, he co-founded the Center for Public Deliberation, conducting community deliberations on healthcare reform.

Elizabeth Kain, MOT, OTR/L, CEES Sr. Loss Control Consultant at Assured Partners, Occupational Therapist, Ergonomic Specialist

Elizabeth Kain is a board-certified occupational therapist who attended the University of Nebraska-Lincoln majoring in health sciences and received her Master's in Occupational Therapy through the University of North Dakota. She specializes in task analysis, safe patient handling, ergonomics, job modification/ adaptation, workplace safety, and fall/injury prevention. She is a member of the Iowa Occupational Therapy Association, as well as the American Occupational Therapy Association.

Victor Murray, Senior Director for Community Engagement & Capacity Building at Camden Coalition

Victor Murray is Senior Director of Community Engagement and Capacity Building at the Camden Coalition of Healthcare Providers. In this role, he oversees the management and implementation of the Camden Coalition's community outreach and engagement strategy with a primary mission to provide meaningful opportunities for consumers. Through various regional and national programs, including the Coalition's Community Advisory Council, the National Consumers Scholar Program, Amplify, a national consumer voices bureau, and other ambassador initiatives, his focus is on amplifying community voice in program and system transformation. In addition, Victor is the executive lead for the organization's Diversity, Equity and Inclusion efforts.

AJ Villarreal, State Workforce Advisor at Transfr

AJ Villarreal is a dedicated State Workforce Advisor at Transfr, specializing in the utilization of virtual reality (VR) training in healthcare. With a focus on infection prevention, taking vitals, and assisting in Activities of Daily Living (ADLs), AJ has been instrumental in improving patient outcomes through innovative VR solutions. Born and raised just outside Chicago, AJ attended the University of Wisconsin-La Crosse and currently resides in Nashville. AJ's career journey began in education, where he guided students in discovering their career paths. Today, he continues this passion by advocating for workforce development through VR career exploration and training.

Ryan Leonhardt, State Workforce Advisor at Transfr

Ryan Leonhardt is working to be a catalyst for change for all of Wisconsin's residents as State Workforce Manager with Transfr. Raised in Fond du Lac, Wisconsin the son of a Wisconsin Correctional Officer, Ryan's family faced severe economic challenges which shaped his passion for helping his community succeed through work. Ryan supports K-12 school districts, technical colleges, and workforce boards, and youth and adult serving nonprofits to leverage virtual reality career exploration and skills training to pioneer pathways to economic prosperity. Beyond his role, Ryan volunteers as an adult literacy tutor, fuels community spirit through the Menasha Rotary, and embodies a relentless drive to redefine success for all Wisconsinites.