2019 Patient Safety Forum

Friday, March 1, 2019 | 7:30 a.m. – 4:45 p.m.

Jacksonville University
Davis College of Business - 1st Floor Conference Rooms
2800 University Boulevard North, Jacksonville, FL 32211

An Educational and Networking Conference for:
- Administrators
- Chief Quality Officers
- Compliance Professionals
- Healthcare Professionals
- Nurse Executives
- Nurse Practitioners
- Nurses
- Pharmacists
- Physicians/Physician Assistants
- Policymakers
- Quality and Safety Professionals
- Risk Managers
- Students/Medical residents

Register here.
www.ju.edu/qsenforum • #JUPSF
Dear Colleagues,

The 2019 Patient Safety Forum is a wonderful opportunity for interdisciplinary healthcare professionals to network and learn more about patient safety from internationally recognized experts with the aim of improving quality of care and health outcomes. The expertise provided by these renowned speakers will promote synergy and interprofessional collaboration to enhance quality and safety education and scholarship.

We invite you to join us for this exciting and timely conference. Extend your stay and enjoy the great activities in our Florida region for a recharge! We look forward to meeting you soon.

Teri Chenot  
EdD, MS, MEd, MSN, RN, CCE  
Co-Chair  
Associate Professor  
Keigwin School of Nursing  
Co-Director, QSEN Institute Regional Center at Jacksonville University  
Brooks Rehabilitation  
College of Healthcare Science  
Jacksonville University

Roberta Christopher  
EdD, MSN, ARNP, NE-BC, CHTS-CP  
Co-Chair  
Assistant Professor  
Keigwin School of Nursing  
Acting Chair, Kinesiology Program  
Co-Director, QSEN Institute Regional Center at Jacksonville University  
Brooks Rehabilitation  
College of Healthcare Science  
Jacksonville University

Registration Fee: $75.00 (General Admission); $30.00 (Student, Medical Resident, Fellow, Clinical Intern) – includes breakfast, lunch, and refreshments.

All attendees of the 2019 Patient Safety Forum will receive access to course materials online.

Registration, Payment, Confirmation, and Refund Policy: Registration for the 2019 Patient Safety Forum can be made at https://2019patientsafetyforum.eventbrite.com. Be sure to include an e-mail address that you check frequently. Your e-mail address is used for important information regarding the Forum. There are no refunds including for “no shows.”

Conference Location:  
Jacksonville University  
Davis College of Business – 1st Floor Conference Rooms  
2800 University Boulevard North  
Jacksonville, FL 32211  
www.ju.edu/map
Learning Objectives:

• Review disruptive trends in society that are transforming health care.
• Define human trafficking.
• Describe how team and system performance can impact patient safety.
• Discuss whether good enough or excellence is the focus of patient care.
• Define the elements of "a fair and just culture."
• Examine the Baldridge criteria and how they influence decision making to achieve organizational excellence.

Accreditation:

• American College of Healthcare Executives (ACHE) 1.5 Face-to-Face Education credits.
• Baptist Health (FBN #50-3796 – CE Broker Tracking #20-681254) – approved for 6.5 contact hours for nurses (RN, ARNP, LPN). No partial credit will be issued.
• This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Baptist Health and Jacksonville University. Baptist Health is accredited by the Florida Medical Association to provide continuing medical education for physicians. Baptist Health designates this educational activity for a maximum of six and one-half (6.5) AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.
• Disclaimer: Views and conclusions expressed in this program are those of the presenter(s) and not necessarily those of the employees, administration or Medical Staff of Baptist Health. All material presented in this program is provided for information only, and may not be construed as professional advice. Use of Baptist Health facilities for this presentation does not imply endorsement of any product, service or opinion discussed.
• Disclosure: All planners, activity directors and faculty participating in continuing medical education activities sponsored by Baptist Health are required to disclose to the audience whether they do or do not have any relevant financial relationships with any commercial interest that produces, markets, resells or distributes health care goods or services consumed by or used on patients that has a direct bearing on the subject matter of the CME activity in which they are involved.

Planning Committee:

Cheryl Bergman, Ph.D., ARNP, CEN
Interim Dean of the Brooks Rehabilitation College of Healthcare Sciences
Professor, Keigwin School of Nursing
Jacksonville University

Elizabeth Bruno, MSN, RN
Chief Learning Officer
Baptist Health

Steven A. Godwin, MD, FACEP
Professor
Chairman and Chief of Service
Department of Emergency Medicine
Assistant Dean, Simulation Education
University of Florida College of Medicine - Jacksonville

Peggy McCartt, Ph.D., ARNP
System Director – Professional Practice
Baptist Health

Cory Meyers, MN, RN, CPHRM, CHPC
Vice President – Risk Management, Patient Safety, and Privacy
Baptist Health

Diane Raines, DNP, RN, NEA-BC
Retired
Baptist Health

David Rice, MD
(2019 Patient Safety Forum – Medical Director)
Senior Vice President and Chief Quality Officer
Baptist Health
## Schedule

**2019 PATIENT SAFETY FORUM**

### Friday, March 1, 2019

Location: Davis College of Business, 1st Floor Conference Rooms

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<th>Time</th>
<th>Event</th>
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<tr>
<td>7:30 - 8:00AM</td>
<td>Registration, Breakfast Buffet, and Exhibits</td>
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<tr>
<td>8:00 - 8:15AM</td>
<td>Welcome and Introductions</td>
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<tr>
<td>8:15 - 9:15AM</td>
<td><strong>QSEN in an Amazon World</strong></td>
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<td>8:30 - 9:15AM</td>
<td>Jane Barnsteiner, Ph.D., RN, FAAN</td>
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<td>Professor Emerita, School of Nursing, University of Pennsylvania</td>
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<td>8:30 - 9:15AM</td>
<td>Joanne Disch, Ph.D., RN, FAAN</td>
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<td>Professor ad Honorem, School of Nursing, University of Minnesota</td>
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<tr>
<td>9:15 - 9:25AM</td>
<td>Break – Refreshments and Exhibits</td>
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<tr>
<td>9:25 - 10:25AM</td>
<td><strong>The Human Trafficking Issue in Northeast Florida</strong></td>
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<tr>
<td>9:30 - 10:25AM</td>
<td>Moderator: Steven A. Godwin, MD, FACEP</td>
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<td></td>
<td>Professor</td>
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<td></td>
<td>Chairman and Chief of Service, Department of Emergency Medicine</td>
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<td>Assistant Dean, Simulation Education, University of Florida College of Medicine - Jacksonville</td>
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<td>9:30 - 10:25AM</td>
<td>Panelist: Marina Anderson, B.A.</td>
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<td>Regional Human Trafficking Coordinator for Northeast and Northwest Regions</td>
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<td>Department of Children and Families, Jacksonville, FL</td>
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<td>9:30 - 10:25AM</td>
<td>Panelist: Lieutenant Richard Buoye, B.A.</td>
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<td>Commanding Officer Integrity/Special Investigations Unit</td>
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<td>Jacksonville Sheriff's Office</td>
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<td>9:30 - 10:25AM</td>
<td>Panelist: Mac D. Heavener, III, JD</td>
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<td>Chief Assistant State Attorney</td>
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<td>Jacksonville, FL</td>
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<td>9:30 - 10:25AM</td>
<td>Panelist: Phyllis L. Hendry, MD, FAAP, FACEP</td>
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<td>Term Professor of Emergency Medicine and Pediatrics</td>
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<td>Assistant Chair for Research, Department of Emergency Medicine</td>
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<td>University of Florida College of Medicine/Jacksonville</td>
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<td>Trauma One Deputy Medical Director, Pediatric Transport and Care</td>
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<td>PI: Pain Assessment and Management Initiative (PAMI)</td>
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<td>9:30 - 10:25AM</td>
<td>Panelist: LaWanda Ravoira, DPA</td>
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<td>President and CEO</td>
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<td>Delores Barr Weaver Policy Center</td>
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<td>Jacksonville, FL</td>
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<td>10:25 - 10:35AM</td>
<td>Break – Refreshments and Exhibits</td>
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<tr>
<td>10:35 - 11:35AM</td>
<td><strong>Designing Simulations to Improve Team and System Performance</strong></td>
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|               | Rosemarie Fernandez, MD  
|               | Associate Professor, Department of Emergency Medicine  
|               | University of Florida College of Medicine - Jacksonville            |
| 11:35AM - 12:35PM | **Lunch and Learn** — Enjoy casual discussions while networking with other attendees during your lunch break in the DCOB Conference rooms. |
|               | **Optional:**                                                       |
|               | **Simulation Training and Applied Research (STAR) Tours**           |
|               | Departing every 10 minutes from the Forum registration table.        |
|               | **Yoga on the Green**                                               |
|               | 11:45 a.m. – Outdoor yoga by Yoga 4 Change. All levels welcome. Mats are provided. (Nelms Plaza) |
|               | **Joy in Healing (Recharge! session)**                               |
|               | 11:45 a.m. – 12:05 p.m. – in the Davis College of Business - Room 119 (Bring your lunch). |
|               | Roberta Christopher, EdD, MSN, ARNP, NE-BC, CHTS-CP  
|               | Assistant Professor, Keigwin School of Nursing  
|               | Acting Chair, Kinesiology Program  
|               | Co-Director, QSEN Institute Regional Center at Jacksonville University  
|               | Brooks Rehabilitation College of Healthcare Science                  |
|               | **Serious Event Classification in a Children’s Hospital**            |
|               | 12:10 p.m. – 12:30 p.m. – in DCOB – Room 119 (Bring your lunch).     |
|               | Pamela Turner, Ph.D., RN, CPN, NEA-BC  
|               | Wolfson Children’s Hospital – Quality and Safety Director (retired), Jacksonville, FL |
|               | Deborah Abram, MD  
|               | Baptist Health – Associate Chief Medical Information Officer  
|               | Wolfson Children’s Hospital – Physician Quality Lead, Jacksonville, FL |
Friday, March 1, 2019
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12:35 - 12:50PM
2019 Robert Wears Patient Safety Award

Presenter: Steven A. Godwin, MD, FACEP
Professor
Chairman and Chief of Service, Department of Emergency Medicine
Assistant Dean, Simulation Education, University of Florida College of Medicine - Jacksonville

12:50 - 1:50PM
Defining Good Enough: A View from the Other Side

Carol Fowler Durham, EdD, RN, ANEF, FAAN
Professor and Director, Education-Innovation-Simulation Learning Environment
Director, Interprofessional Education and Practice
School of Nursing, University of North Carolina at Chapel Hill, Chapel Hill, NC

1:50 - 2:00PM
Break – Exhibits

2:00 - 3:00PM
Creating a Fair and Just Culture

Jane Barnsteiner, Ph.D., RN, FAAN
Professor Emerita, School of Nursing, University of Pennsylvania

Joanne Disch, Ph.D., RN, FAAN
Professor ad Honorem, School of Nursing, University of Minnesota

3:00 - 3:10PM
Break – Refreshments and Exhibits

3:10 - 4:40PM
Using the Baldridge Criteria to Improve Your Organization’s Performance and Quality

Moderator: Noureen Khan, MD, MBA, MBNQA, ACHE
CEO, Access Point Health Care Consultants, Jacksonville, FL

Panelist: Debbie Cardello, MSN, RN
Performance Excellence Coach, Summerfield, FL

Panelist: Glenn Crotty, Jr., MD
Executive Vice President and Chief Operating Officer
Charleston Area Medical Center (CAMC), Charleston, WVA

Panelist: Paula Friedman, MBA
Senior Vice President and Chief Strategy Officer, SSM Health System, St. Louis, MO

4:40 - 4:45PM
Wrap-up, Evaluations/Certificates, Adjourn
About the QSEN Institute Regional Center at Jacksonville University

The QSEN Institute Regional Center at Jacksonville University addresses the challenge of building nurses and other healthcare professionals’ knowledge, skills and attitudes necessary to continuously improve the quality and safety of the healthcare systems in which they work.

The goal of the QSEN Institute is to create an international network of nurses and other healthcare professionals who contribute to quality and safety educational resources and scholarship. Therefore, the aim of our center is to promote synergy to foster quality and safety education and scholarship at the regional level.

About Jacksonville University

Named an “America’s Best College” in the south for more than 10 consecutive years by U.S. News & World Report, Jacksonville University is a premier private institution in northeast Florida. Founded in 1934, JU offers more than 100 majors, minors, and programs, including degrees in Business, Marine Science, Engineering, Physics, and Nursing, as well as those in the more contemporary and specialized fields of Aviation, Communication Sciences and Disorders, Film, Animation, and Sport Business.

Jacksonville University is located in a beautiful riverfront setting in suburban Jacksonville, across the St. Johns River from downtown and just minutes from the Atlantic Ocean. The 240-acre campus includes a half-mile of riverfront, oak-lined paths, and a mix of historic and new campus buildings.

Jacksonville Accommodations

**AIRPORT:** Jacksonville International (JAX)

**HOTELS:** Homewood Suites
Sawgrass Marriott Golf Resort and Spa

**LOCAL ACTIVITIES:**
- Beach-goers: Jacksonville Beaches
- Golfers: Top Golf
  TPC Sawgrass
- Runners: Gate River Run
  Extend your stay and take on the Hart Bridge on March 9, 2019 at the USA 15K Championship.
- Shoppers: St. John’s Town Center
- Sightseers: Tourist Spots
  Amelia Island, Orlando, St. Augustine, and Savannah, GA
Thank You to Our Sponsors
The QSEN Institute Regional Center at Jacksonville University offers sincere thanks to our sponsors for their commitment to patient safety and healthcare improvement. If you are interested in becoming a sponsor of the Patient Safety Forum, please visit www.ju.edu/qsenforum.

Friends of QSEN:

Duval County Medical Society (DCMS)
First Coast Nurse Leaders (FCNL)
Florida Association for Healthcare Quality (FAHQ)
Florida Center for Nursing (FCN)

Florida Nurses Association (FNA)
Florida Organization of Nurse Executives (FONE)
Jacksonville Association of Nurses in Education (JANIE)
Northeast Florida Association for Healthcare Quality (NFAHQ)

Northeast Florida Healthy Start Coalition, Inc.
QSEN Institute
Sigma Global Nursing Excellence - Lambda Rho at-Large Chapter

Thank you to Jacksonville University and the Brooks Rehabilitation College of Healthcare Sciences.