2020 Patient Safety Forum

Friday, March 27, 2020 | 7:30 – 4:40pm

Program Guide

Florida Blue Conference Center
4800 Deerwood Campus Parkway, Jacksonville, FL 32246

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

Stay Connected: #JUPSF
Dear Colleagues,

The 2020 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, FAAN
Co-Chair
Associate Professor,
Keigwin School of Nursing
Department Chair,
Healthcare Quality and Safety Programs
Director, QSEN Institute Regional Center at Jacksonville University
Brooks Rehabilitation
College of Healthcare Sciences
Jacksonville University

Roberta Christopher
EdD, MSN, ARNP, NE-BC, CHTS-CP
Co-Chair
Assistant Professor,
Keigwin School of Nursing
Brooks Rehabilitation
College of Healthcare Sciences
Jacksonville University

Conference Location
Florida Blue Conference Center
4800 Deerwood Campus Parkway
Jacksonville, FL 32246

Photo ID
Please have your photo ID available at the security gate to be admitted onto the Florida Blue campus.

Name Badges
Please wear your name badge throughout the Patient Safety Forum. This is your ticket into the event.

Questions?
Ask a JU staff member in a Green Shirt!

Videographers and Photographers
Please note that the QSEN Institute Regional Center at Jacksonville University will have videographers and photographers at the Patient Safety Forum.
Learning Objectives:

1. Characterize priorities for addressing the current state of patient and workforce safety.
2. Explain Florida’s current maternal mortality and morbidity status and the issues that are contributing.
3. Define the impact of an interprofessional education and simulation activity on attitudes toward team-based competencies.
4. Contrast the concepts of burnout and compassion fatigue.
5. Discuss the importance of quality and safety competencies in driving contemporary nursing practice.
6. Articulate the future of health professions, team training, and how it will improve safety.

Accreditation:

- Baptist Health (FBN #50-3796 - CE Broker Tracking #20-734712) - approved for 6.0 contact hours for nurses (RNs, LPNs and ARNP). No partial credit will be issued.

CME Accreditation Statement

- 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 (6.0) 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 Medical Center. All material presented in this program is provided for information only, and may not be construed as professional advice. Use of Baptist Medical Center's 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. * The planners/activity directors and faculty of this CME activity do not have any relevant financial conflict(s) of interest or other financial relationships to the content of this program.

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

Tammy Daniel, DNP, MA, RN, NEA-BC
Sr. Vice President and Chief Nursing 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

Ryan Graff
Senior Program Manager
Florida Blue Foundation

Peggy McCartt, Ph.D., ARNP
Senior Consultant 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
Principal, Raines & Associates Consulting, LLC
Retired, Baptist Health

David Rice, MD
(2020 Patient Safety Forum – Medical Director)
Senior Vice President and Chief Quality Officer
Baptist Health
# Schedule

**2020 Patient Safety Forum**

**Friday, March 27, 2020**

**Location:** Florida Blue Conference Center

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<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>Shifting Safety from “Priority” to “Purpose” — A Spotlight on National and Local Level Action</strong></td>
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<tr>
<td>8:15 - 9:15AM</td>
<td><strong>Keynote Presenter</strong></td>
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<tr>
<td>8:15 - 9:15AM</td>
<td><strong>Patricia McGaffigan, MS, RN, CPPS</strong></td>
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<tr>
<td>8:15 - 9:15AM</td>
<td>Vice President, Safety Programs</td>
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<tr>
<td>8:15 - 9:15AM</td>
<td>President, Certification Board for Professionals in Patient Safety</td>
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<tr>
<td>8:15 - 9:15AM</td>
<td>Institute for Healthcare Improvement, Boston, MA</td>
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<tr>
<td>9:15 - 9:30AM</td>
<td>Break – Refreshments and Exhibits</td>
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<tr>
<td>9:30 - 10:30AM</td>
<td><strong>Florida’s Maternal Morbidity and Mortality: How Can We Do Better?</strong></td>
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<tr>
<td>9:30 - 10:30AM</td>
<td><strong>William M. Sappenfield, MD, MPH, CPH</strong></td>
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<tr>
<td>9:30 - 10:30AM</td>
<td>Professor, College of Public Health</td>
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<td>9:30 - 10:30AM</td>
<td>Director, The Chiles Center</td>
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<tr>
<td>9:30 - 10:30AM</td>
<td>Director, Florida Perinatal Quality Collaborative</td>
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<td>9:30 - 10:30AM</td>
<td>University of South Florida, Tampa, FL</td>
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<tr>
<td>10:30 - 10:45AM</td>
<td>Break – Refreshments and Exhibits</td>
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<tr>
<td>10:45 - 11:45AM</td>
<td><strong>Using Interprofessional Simulations to Enhance Team Skills</strong></td>
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<tr>
<td>10:45 - 11:45AM</td>
<td><strong>Eric Egelund, PhD, PharmD</strong></td>
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<tr>
<td>10:45 - 11:45AM</td>
<td>Clinical Assistant Professor</td>
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<tr>
<td>10:45 - 11:45AM</td>
<td>University of Florida College of Pharmacy, Jacksonville, FL</td>
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<tr>
<td>10:45 - 11:45AM</td>
<td><strong>Jane Gannon, DNP, CNM, CNL, CHSE</strong></td>
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<tr>
<td>10:45 - 11:45AM</td>
<td>Assistant Dean of Simulation Based Learning</td>
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<tr>
<td>10:45 - 11:45AM</td>
<td>University of Florida College of Nursing, Jacksonville, FL</td>
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<tr>
<td>10:45 - 11:45AM</td>
<td><strong>Alexandra Mannix, MD</strong></td>
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<tr>
<td>10:45 - 11:45AM</td>
<td>Assistant Professor, Department of Emergency Medicine</td>
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<tr>
<td>10:45 - 11:45AM</td>
<td>University of Florida College of Medicine, Jacksonville, FL</td>
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<tr>
<td>10:45 - 11:45AM</td>
<td><strong>Carol Anne Motycka, PharmD, BCAP</strong></td>
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<tr>
<td>10:45 - 11:45AM</td>
<td>Assistant Dean and Campus Director/Clinical Associate Professor</td>
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<tr>
<td>10:45 - 11:45AM</td>
<td>University of Florida College of Pharmacy, Jacksonville, FL</td>
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</tbody>
</table>
Friday, March 27, 2020
Location: Florida Blue Conference Center

11:45AM - 12:45PM  Lunch and Learn - Enjoy casual discussions while networking with other attendees during your lunch break in the Ballroom or lakefront setting. The optional presentations during this block do not provide any CEUs or CMEs.

Optional Exhibits:

<table>
<thead>
<tr>
<th>Flipped Classroom Educational Strategy for Quality Improvement</th>
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<tbody>
<tr>
<td>11:55 a.m. – 12:15 p.m. in Breakout Room B</td>
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<tr>
<td><strong>Pablo Moreno Franco, MD</strong></td>
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<tr>
<td>Chair for the Critical Care Independent Multidisciplinary Practice, Chair for the Clinical Practice Quality Oversight Subcommittee and Assistant Professor of Medicine, Mayo Clinic - Florida</td>
</tr>
<tr>
<td><strong>Sandra Booth, BA</strong></td>
</tr>
<tr>
<td>Assistant Professor in Health Care Systems Engineering - Mayo Clinic College of Medicine and Science, Lead Quality Improvement Advisor III, Quality Academy Administrative Site Leader, Mayo Clinic - Florida</td>
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<thead>
<tr>
<th>Developing the Healthcare Quality Workforce Through Industry Standard Competencies Training</th>
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<tbody>
<tr>
<td>11:55 a.m. – 12:15 p.m. in Breakout Room C</td>
</tr>
<tr>
<td><strong>Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ</strong></td>
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<tr>
<td>National Association for Healthcare Quality (NAHQ), Chicago, IL</td>
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<thead>
<tr>
<th>Jump Start Your Career with the New Healthcare Quality and Safety Degree!</th>
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<tbody>
<tr>
<td>12:20 p.m. – 12:40 p.m. in Breakout Room D</td>
</tr>
<tr>
<td><strong>Teri Chenot, EdD, MS, Med, MSN, RN, CCE, FAAN</strong></td>
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<tr>
<td>Associate Professor, Keigwin School of Nursing</td>
</tr>
<tr>
<td>Department Chair, Healthcare Quality and Safety Programs</td>
</tr>
<tr>
<td>Director, QSEN Institute Regional Center at Jacksonville University</td>
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<tr>
<td>Brooks Rehabilitation College of Healthcare Sciences, Jacksonville University</td>
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<tr>
<th>Everything You Need to Know About Obtaining your Certified Professional in Patient Safety (CPPS) Credential</th>
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<tr>
<td>12:20 p.m. – 12:40 p.m. in Breakout Room E</td>
</tr>
<tr>
<td><strong>Patricia McGaffigan, MS, RN, CPPS</strong></td>
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<tr>
<td>Vice President, Safety Programs</td>
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2020 Robert L. Wears Patient Safety Leadership Award

**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, FL

**Sarah Wears-Garcia**  
Family Representative

**Award Recipients:**

**Individual Category:**  
**Gwen Sherwood, PhD, RN, FAAN, ANEF**  
Professor Emeritus, University of North Carolina at Chapel Hill School of Nursing  
Chapel Hill, NC

**Team Category:**  
**SafetyNET-Rx**

Accepting the award:

**James Barker, BA, MA, PhD,**  
Professor and Lamb Chair in Business Education  
Research Lead, SafetyNET-Rx  
Rowe School of Business  
Dalhousie University, Canada

**Neil MacKinnon, BSc (Pharm), MSc (Pharm), PhD, FCSHP, FNAP**  
Dean and Professor  
James L Winkle College of Pharmacy  
University of Cincinnati, Ohio

**Beverley Zwicker**  
BSc (Pharm), RPh,  
CEO and Registrar  
Nova Scotia College of Pharmacists, Canada
2020 PATIENT SAFETY FORUM

Friday, March 27, 2020
Location: Florida Blue Conference Center

1:00 - 2:00PM  Care Team Well-Being

**Moderator:** 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, FL

**Panelist:** David Chesire, Ph.D.  
Director, Center for Healthy Minds and Practice (CHaMP)  
Associate Professor of Surgery, University of Florida College of Medicine, Jacksonville, FL

**Panelist:** Jennifer Cowart, MD, FHM  
Vice Chair for Quality, Assistant Professor of Medicine, Division of Hospital Internal Medicine  
Patient Safety Officer, Chair of Mortality Review Subcommittee, Mayo Clinic Florida

**Panelist:** Tammy Daniel, DNP, MHA, BSN, RN, NEA-BC  
Senior Vice President and Chief Nursing Officer, Baptist Health, Jacksonville, FL

**Panelist:** Rev. Patricia McElroy, J.D., M.Div.  
System Administrator for Spiritual Care, Baptist Health, Jacksonville, FL

**Panelist:** Mark McIntosh, MD, MPH  
Director of Employee Wellness  
Clinical Associate Professor, Department of Emergency Medicine, University of Florida College of Medicine, Jacksonville, FL

2:00 - 2:15PM  Break – Exhibits

2:15 - 3:15PM  Enhancing Professional Practice Through the Implementation of Quality and Safety Competencies

**Kathleen Burke, PhD, RN, NPD-BC, CENP, FAAN**  
Co-Director, Continuing Interprofessional Education, University of Pennsylvania Health System  
Corporate Director, Nursing Professional Development and Innovation, University of Pennsylvania Health System, Philadelphia, PA

3:15 - 3:30PM  Break – Refreshments and Exhibits

3:30 - 4:30PM  The Future of Healthcare and its Impact on Patient Safety

Endnote Presenter  
**Leon Haley, Jr., MD, MHSA, CPE, FACEP**  
Vice President for Health Affairs, University of Florida College of Medicine  
Dean, University of Florida College of Medicine - Jacksonville  
CEO – UF Health Jacksonville

4:30 - 4:40PM  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 and the beaches
- Golfers: Top Golf TPC Sawgrass
- Shoppers: St. John's Town Center
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 of Colleges of Nursing (FACN)
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)
QSEN Institute
Sigma Global Nursing Excellence - Lambda Rho at-Large Chapter

Thank you to Jacksonville University and the Brooks Rehabilitation College of Healthcare Sciences.
Robert L. Wears Patient Safety Leadership Award

About the award
This award is named in honor of Robert L. Wears, MD, MS, PhD, for his pioneer work in patient safety. Dr. Wears was an emergency medicine physician who transformed the way investigators approach patient safety research. Described as both humble and brilliant, Dr. Wears provided mentorship and guidance to an array of healthcare providers pursuing careers in safety science. Dr. Wears served on the editorial boards of 10 major medical and patient safety journals and was a reviewer for 3 dozen more. An active researcher, he was a professor of emergency medicine at the University of Florida College of Medicine-Jacksonville, and held professorships at the Imperial College School of Medicine in London; the Institute for Health Innovation at Macquarie University in Sydney, Australia; and the University of Southern Denmark.

Purpose
The Robert L. Wears Patient Safety Leadership Award honors a: (a) volunteer; (b) individual; (c) team; or (d) organization that has significantly impacted the field of patient safety through critical analysis, research, education or knowledge dissemination.

Past Recipients

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>2019</td>
<td>Helen Haskell, MA (Volunteer Category)</td>
<td>Mothers Against Medical Error</td>
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<td></td>
<td>Jane Barnsteiner, Ph.D., RN, FAAN</td>
<td>Professor Emerita</td>
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<td></td>
<td>(Individual Category)</td>
<td>University of Pennsylvania School of Nursing</td>
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<td><strong>Health Research &amp; Education Trust</strong></td>
<td>American Hospital Association</td>
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<td></td>
<td>(HRET) (Organization Category)</td>
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<td></td>
<td><strong>Accepted by:</strong></td>
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<td></td>
<td>Jay Bhatt, DO, MPA, MPH</td>
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<td></td>
<td>Senior Vice President &amp; Chief Medical Officer</td>
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<td></td>
<td>Marie Cleary-Fishman, MS, MBA, RN</td>
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<td></td>
<td>Vice President Clinical Quality</td>
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<tr>
<td>2018</td>
<td>Sandra McDonald, MSN, RN</td>
<td>UF Health Jacksonville</td>
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Enter the main entrance to Florida Blue via Gate Parkway. All visitors MUST announce themselves with the Security Officer at the Main Gate. *Everyone in the vehicle will be asked for picture ID.*

Proceed through the campus past the parking garage to parking adjacent to the Conference Center. Feel free to park in the garage or the surface lots.

Once parked, proceed to the front entrance of the Florida Blue Conference Center.