2019 Patient Safety Forum

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

Program Guide

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

www.ju.edu/qsenforum

Stay Connected: #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 welcome you to this exciting and timely conference. Extend your stay and enjoy the great activities in our Florida region for a recharge! Thank you for being here, and enjoy the Patient Safety Forum!

**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 Sciences  
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 Sciences  
Jacksonville University

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**Jacksonville University Parking Information**  
Patient Safety Forum – General Parking – Lot C  
Campus map: [www.ju.edu/map](http://www.ju.edu/map)

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

**Door Prizes**  
Obtain your door prize ticket at the registration table at check-in. Prizes include selected books from the JU Bookstore exhibit during the Patient Safety Forum.

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

**Book Signings**  
Books signings from a distinguished author will be available at the JU Bookstore exhibit during lunchtime.

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

We may capture your image during the event for use on our website or in other materials.
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 Baldrige 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
Friday, March 1, 2019
Location: Davis College of Business, 1st Floor Conference Rooms

7:30 - 8:00AM  Registration, Breakfast Buffet, and Exhibits
8:00 - 8:15AM  Welcome and Introductions

8:15 - 9:15AM  QSEN in an Amazon World

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

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

9:15 - 9:25AM  Break – Refreshments and Exhibits

9:25 - 10:25AM  The Human Trafficking Issue in Northeast Florida

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: Marina Anderson, B.A.
Regional Human Trafficking Coordinator for Northeast and Northwest Regions
Department of Children and Families, Jacksonville, FL

Panelist: Mac D. Heavener, III, JD
Chief Assistant State Attorney
Jacksonville, FL

Panelist: Phyllis L. Hendry, MD, FAAP, FACEP
Term Professor of Emergency Medicine and Pediatrics
Assistant Chair for Research, Department of Emergency Medicine
University of Florida College of Medicine/Jacksonville
Trauma One Deputy Medical Director, Pediatric Transport and Care
PI: Pain Assessment and Management Initiative (PAMI)

Panelist: LaWanda Ravoira, DPA
President and CEO
Delores Barr Weaver Policy Center
Jacksonville, FL
## Schedule (continued)

### 2019 Patient Safety Forum

**Friday, March 1, 2019**

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

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>10:25 - 10:35AM</td>
<td>Break – Refreshments and Exhibits</td>
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<tr>
<td>10:35 - 11:35AM</td>
<td>Designing Simulations to Improve Team and System Performance</td>
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<tr>
<td></td>
<td>Rosemarie Fernandez, MD</td>
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<td>Associate Professor, Department of Emergency Medicine</td>
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<td>University of Florida College of Medicine – Jacksonville, FL</td>
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<td>Alexandra Mannix, MD</td>
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<td>Assistant Professor, Department of Emergency Medicine</td>
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<td>University of Florida College of Medicine – Jacksonville, FL</td>
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<td>11:35AM - 12:35PM</td>
<td>Lunch and Learn — Enjoy casual discussions while networking with other attendees during your lunch break in the DCOB Conference rooms.</td>
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<td>Optional Exhibits:</td>
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<td>Simulation Training and Applied Research (STAR) Tours</td>
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<td>Departing every 10 minutes from the Forum registration table.</td>
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<td>Yoga on the Green</td>
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<td>11:45 a.m. – Outdoor yoga by Yoga 4 Change. All levels welcome. Mats are provided. (Nelms Plaza)</td>
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<td>Joy in Healing (Recharge! session)</td>
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<td>11:45 a.m. – 12:05 p.m. in the Davis College of Business - Room 119 (bring your lunch).</td>
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<td>Roberta Christopher, EdD, MSN, ARNP, NE-BC, CHTS-CP</td>
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<td>Brooks Rehabilitation College of Healthcare Sciences</td>
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<td>Serious Event Classification in a Children’s Hospital</td>
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<td>12:10 p.m. – 12:30 p.m. in the Davis College of Business - Room 119 (bring your lunch).</td>
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<td>Pamela Turner, Ph.D., RN, CPN, NEA-BC</td>
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<td>Wolfson Children’s Hospital – Quality and Safety Director (retired), Jacksonville, FL</td>
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<td>Deborah Abram, MD</td>
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<td>Baptist Health – Associate Chief Medical Information Officer</td>
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<td>Wolfson Children’s Hospital – Physician Quality Lead, Jacksonville, FL</td>
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<tr>
<th>Time</th>
<th>Session</th>
<th>Presenter(s)</th>
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<tr>
<td>12:35 - 12:50PM</td>
<td>2019 Robert Wears Patient Safety Award</td>
<td>Steven A. Godwin, MD, FACEP, Professor, Chairman and Chief of Service, Sarah Wears-Garcia, Award Recipient: TBA</td>
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<tr>
<td>12:50 - 1:50PM</td>
<td>Defining Good Enough: A View from the Other Side</td>
<td>Carol Fowler Durham, EdD, RN, ANEF, FAAN, Professor and Director, Jane Barnsteiner, Ph.D., RN, FAAN, Joanne Disch, Ph.D., RN, FAAN, Professor Emerita and Honorem, School of Nursing</td>
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<td>1:50 - 2:00PM</td>
<td>Break – Exhibits</td>
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<td>2:00 - 3:00PM</td>
<td>Creating a Fair and Just Culture</td>
<td>Jane Barnsteiner, Ph.D., RN, FAAN, Professor Emerita, School of Nursing, Joanne Disch, Ph.D., RN, FAAN, Professor ad Honorem, School of Nursing</td>
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<tr>
<td>3:00 - 3:10PM</td>
<td>Break – Refreshments and Exhibits</td>
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<td>3:10 - 4:40PM</td>
<td>Using the Baldrige Criteria to Improve Your Organization’s Performance and Quality</td>
<td>Noureen Khan, MD, MBA, MBNQA, ACHE, CEO, Access Point Health Care Consultants, Debbie Cardello, MSN, RN, Performance Excellence Coach, Glenn Crotty, Jr., MD, Executive Vice President and Chief Operating Officer, Paula Friedman, MBA, Senior Vice President and Chief Strategy Officer, SSM Health System, St. Louis, MO</td>
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<td>4:40 - 4:45PM</td>
<td>Wrap-up, Evaluations/Certificates, Adjourn</td>
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About 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.

Registration Fee: includes breakfast, lunch, and refreshments.

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

Confirmation and Refund Policy:
Your e-mail address is used for important information regarding the Forum. There are no refunds including for “no shows.”

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

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
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.

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.
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 Award honors an individual, organization or team who has significantly impacted the field of patient safety through critical analysis, research, education or knowledge dissemination.

Past Recipient

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
<th>Affiliation</th>
</tr>
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<tbody>
<tr>
<td>2018</td>
<td>Sandra McDonald, MSN, RN</td>
<td>UF Health Jacksonville</td>
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Save the Date

2020 Patient Safety Forum

Friday, March 27, 2020

Jacksonville University Davis College of Business
2800 University Boulevard North, Jacksonville, FL 32211

Shifting Safety from “Priority” to “Purpose” — A Spotlight on National and Local Level Action

Presenter
Patricia McGaffigan, RN, MS, CPPS
Vice President, Safety Programs
President, Certification Board for Professionals in Patient Safety
Fellow, AHA NPSF Patient Safety Leadership Fellowship Program, Class 11
Institute for Healthcare Improvement
Boston, MA

Visit: www.ju.edu/qsenforum