



# Patient Safety & Risk Management Forum

APRIL  
28-30  
2025

HILTON OMAHA • OMAHA, NE

## Schedule & Agenda

### Monday, April 28, 2025 (Central Time)

8:00–9:00am	Breakfast & Registration
9:00–9:15am	<b>Welcome &amp; Opening</b> – Gerald Zarlengo, MD; Copic Chairman/CEO
9:15am–10:15am	<b>The Trust Prescription: Building Stronger Teams in Healthcare PART I</b> Ryan Bouda, MS, Lead Trainer & LEAP Team; LEAP Training and Coaching
10:15–10:30am	Break
10:30–11:15am	<b>The Trust Prescription: Building Stronger Teams in Healthcare PART II</b> Ryan Bouda, MS, Lead Trainer & LEAP Team; LEAP Training and Coaching
11:15am–12:30pm	Networking/Lunch
12:30–1:30pm	<b>Creating A Culture of Patient Safety in Any Healthcare Setting</b> Emily Barr, OTD, MBA, OTR/L BCG & Carla Snyder, MHA, MT (ASCP), SBB, CPQ; NCPS
1:30–2:30pm	<b>The Doctor Will Speak Up Now – Physician Advocacy in Action</b> Jordan Warchol, MD; University of Nebraska Medical Center
2:30–2:45pm	Break
2:45–3:45pm	<b>Patient Engagement – Humans &amp; Healthcare</b> Geri Amori, PhD, ARM, DFASHRM, CPHRM
3:45–4:45pm	<b>Falls – From the Ground Up</b> Pamela Johnson, RN, BSN, CPHRM; Copic
5:30–7:00pm	Dinner & Networking

### Tuesday, April 29, 2025 (Central Time)

8:00–9:00am	Registration & Breakfast
9:00–10:15am	<b>Top Calls in 2024-2025 to Copic's Risk Management Hotline – Legal and Risk Management Trends</b> Matt Groves, Esq & Eric Zacharias, MD; Copic
10:15–10:30am	Break
10:30am–12:00pm	<b>Getting the Most Out of Root Cause Analysis</b> Mary Magee, MSN, RN, CPHQ, CPPS & Jeraldine Stoltzfus, MBA-HA, RN, BA; ECRI
12:00–1:00pm	Lunch
1:00–2:00pm	<b>What Every Patient Advocate Must Know About Patient Complaints and Grievances</b> Dean McConnell, JD; Copic
2:00–3:00pm	<b>Informed Consent/Informed Refusal</b> Dan Rosenquist, MD & Susan Sgambati, MD; Copic
3:00–3:15pm	Break
3:15–4:15pm	<b>The Magic of Communication</b> Joshua Lozoff
4:30–5:30pm	Networking Reception: Appetizers and beverages provided

### Wednesday, April 30, 2025 (Central Time)

8:00–9:00am	Breakfast
9:00–10:00am	<b>The Upset and Potentially Violent Patient: A Practical Approach to Seemingly Impossible Situations</b> Brian Dwinnell, MD; University of Colorado & Eric Zacharias, MD; Copic
10:00–11:00am	<b>3Rs: To Infinity and Beyond</b> Stephanie McCullough, RN & Alan Lembitz, MD; Copic
11:00am–12:15pm	<b>Insights from Claims</b> Doug Mason, CCLA, Andrea Darling Kissner, MBA, Todd Savell, MHS; Copic
12:15pm	Closing: Grab & go snack provided