



# Patient Safety & Risk Management Forum

OCTOBER  
21-23  
2024

THE INVERNESS HOTEL • DENVER, CO

## Schedule & Agenda

### Monday, October 21, 2024 (Mountain Time)

- 9:00–10:00am Breakfast & Registration (*For Risk Management 101 session only*)
- 10:00–11:30am **Risk Management 101** (optional—for attendees new to role or new to Copic)
- 11:30am–1:00pm Lunch & Registration (*For all other attendees*)
- 1:00–1:15pm **Welcome & Opening**  
Gerald Zarlengo, MD; Copic Chairman/CEO; Eric Zacharias, MD; Copic CMO
- 1:15–2:30pm **Real World Innovations: Practical Design Thinking in Healthcare**  
Kristian Olson, MD, MPH; Mass General Brigham/Associate Prof. of Medicine, Harvard Medical School
- 2:30–2:45pm Break
- 2:45–3:45pm **Artificial Intelligence in Healthcare: Same Great Flavor You Have Come to Expect from Regular Intelligence Without Those Unwanted Calories!**  
Eric Zacharias, MD, Copic; David Whitling, MD; Boulder Community Hospital
- 3:45–4:45pm **Legislative Impacts on Healthcare Delivery**  
Bev Razon; Copic
- 4:45–5:00pm Closing Remarks
- 5:30–7:00pm Dinner & Networking (Sunrise Room)

### Tuesday, October 22, 2024 (Mountain Time)

- 8:00–9:00am Registration & Breakfast
- 9:00–9:15am Welcome & Opening
- 9:15–10:15am **“Oops” to “Aha” Moments: Top 10 List of Patient Safety Concerns**  
LaDonna Kelley, RN, MSN, CEN, CPHRM; Copic
- 10:15–10:30am Break
- 10:30–11:30am **Taking Action Against Burnout**  
Liselotte (Lotte) Dyrbye, MD, MPHE; University of Colorado
- 11:30am–12:30pm **New Frontiers in Communication: Public Relations, Social Media, and Protecting Your Reputation**  
Carmen Decker, JD; Hershey, Decker, Drake, LLC
- 12:30–1:15pm Lunch
- 1:15–2:15pm **Maximizing Workforce Belonging and Success Through the Lens of Diversity**  
Shanta Zimmer, MD; University of Colorado
- 2:15–3:15pm **Words Matter—Power of Communication**  
Shelly Waggoner, MS, CEBS, SHRM-SCP; Copic
- 3:15–3:30pm Break
- 3:30–4:30pm **Best Laid Plans... Managing Risk During a Global Catastrophe**  
Joe Macaluso, JD, RN, CPHRM; Renown Health
- 4:30–5:30pm Closing Remarks & Networking Reception, Appetizers and beverages provided

### Wednesday, October 23, 2024 (Mountain Time)

- 8:00–9:00am Registration & Breakfast
- 9:00–10:00am **Never Event: A Claims Perspective**  
Danon Williamson, Esq.; Copic
- 10:00–11:00am **HIPAA/The Cures Act**  
Dean McConnell, JD; Copic
- 11:00–11:15am Break
- 11:15am–12:15pm **HIPAA/The Cures Act (continued)**  
Dean McConnell, JD; Copic