



Patient Safety & Risk Management Conference

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	Welcome & Opening – Gerald Zarlengo, MD; Copic Chairman/CEO
9:15am–10:15am	The Trust Prescription: Building Stronger Teams in Healthcare PART I Ryan Bouda, MS, Lead Trainer & LEAP Team; LEAP Training and Coaching
10:15–10:30am	Break
10:30–11:15am	The Trust Prescription: Building Stronger Teams in Healthcare PART II Ryan Bouda, MS, Lead Trainer & LEAP Team; LEAP Training and Coaching
11:15am–12:30pm	Networking/Lunch
12:30–1:30pm	Creating A Culture of Patient Safety in Any Healthcare Setting Emily Barr, OTD, MBA, OTR/L BCG & Carla Snyder, MHA, MT (ASCP), SBB, CPQ; NCPS
1:30–2:30pm	The Doctor Will Speak Up Now – Physician Advocacy in Action Jordan Warchol, MD; University of Nebraska Medical Center
2:30–2:45pm	Break
2:45–3:45pm	Patient Engagement – Humans & Healthcare Geri Amori, PhD, ARM, DFASHRM, CPHRM
3:45–4:45pm	Falls – From the Ground Up 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	Top Calls in 2024-2025 to Copic's Risk Management Hotline – Legal and Risk Management Trends Matt Groves, Esq & Eric Zacharias, MD; Copic
10:15–10:30am	Break
10:30am–12:00pm	Getting the Most Out of Root Cause Analysis Mary Magee, MSN, RN, CPHQ, CPPS & Jeraldine Stoltzfus, MBA-HA, RN, BA; ECRI
12:00–1:00pm	Lunch
1:00–2:00pm	What Every Patient Advocate Must Know About Patient Complaints and Grievances Dean McConnell, JD; Copic
2:00–3:00pm	Informed Consent/Informed Refusal Dan Rosenquist, MD & Susan Sgambati, MD; Copic
3:00–3:15pm	Break
3:15–4:15pm	The Magic of Showing Up: What Show Business Taught Me About Bringing Out the Best in Myself and Others 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	The Upset and Potentially Violent Patient: A Practical Approach to Seemingly Impossible Situations Brian Dwinnell, MD; University of Colorado & Eric Zacharias, MD; Copic
10:00–11:00am	3Rs: To Infinity and Beyond Stephanie McCullough, RN & Alan Lembitz, MD; Copic
11:00am–12:15pm	Insights from Claims Doug Mason, CCLA, Andrea Darling Kissner, MBA, Todd Savell, MHS; Copic
12:15pm	Closing: Grab & go snack provided