



2026 Copic Insights – Des Moines, Iowa
Tuesday, September 29th
Hilton Garden Inn - Des Moines, Iowa / Ballroom: 2/3

8:00am – 9:00am **Welcome / Breakfast**

9:00am – 10:00am **Calm in Chaos: Leading Through Disaster**

Speakers:

Philicia Hancock, Chief Clinical Officer; Adair County Health System

Jill Rogers – Quality Manager, Integrity & Compliance Officer; Adair County Health System

Description: This session examines a hospital's response to a tornado, highlighting key operational challenges, leadership decisions, and emergency management. It explores continuity strategies, regulatory coordination, and financial recovery considerations, while emphasizing employee support and practical preparedness approaches to strengthen future resilience.

Objectives:

- Examine the operational, regulatory, and infrastructure impact of a tornado on a critical access hospital.
- Evaluate emergency activation, HICS implementation, and leadership role clarity during a real-time disaster.
- Identify continuity of operations strategies, including alternate care sites, regional partnerships, and regulatory coordination.
- Recognize the critical role of comprehensive insurance coverage in financial recovery and rebuilding efforts.
- Understand the importance of prioritizing employee support, communication, and psychological safety during prolonged disruption.
- Apply practical risk mitigation and preparedness strategies to strengthen organizational resilience before the next disaster.



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10:00am – 11:00am **Trends and Strategies in Medical Liability and Patient Safety in Iowa**
Speaker: Alan Lembitz, MD – Senior Medical Director;
Copic

Objectives:

- Recognize areas of recurring patient safety issues and how to correct them.
- Provide an overview of quality, patient safety and clinical effectiveness.
- Explain the process to report adverse events.

11:00 am – 11:15am **BREAK**

11:15am – 12:30pm **Human Center Leadership**
Speaker: Shelly Waggoner, Senior Vice President,
Human Resources; Copic

Description: Apply human-centered leadership practices that support employees and improve outcome.

Objectives:

- Explain how meaningful relationships drive engagement and collaboration.
- Identify the strongest drivers of employee performance and growth.
- Use leadership behaviors that foster well-being, trust, and results.