



**Florida Society for Healthcare
Risk Management & Patient Safety**

46th Annual Conference

**Stronger Together:
Everyday Heroes of Patient Safety**

August 27 & 28, 2026

Ft. Lauderdale, FL



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Thursday August 27, 2026

8:00 AM - 8:30 AM: Welcome & Annual Business Meeting, *Grand Ballroom*

8:30 AM - 9:30 AM: Sharing the Healthcare Provider Experience of a Medication Error Insight & Learnings, *Grand Ballroom*

In this compelling opening keynote, RaDonda Vaught shares her firsthand experience at the center of one of the most widely discussed healthcare criminal cases in recent years. She will reflect on the fatal medication error that occurred during her work as a registered nurse in a neurological intensive care unit, the personal and professional consequences that followed, and the broader implications for healthcare providers and organizations. Through an honest examination of accountability, systems improvement, and patient safety, attendees will gain a deeper understanding of how adverse events affect clinicians, teams, and the culture of care.

Presented by: RaDonda Vaught



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9:30 AM - 9:45 AM: Refreshment Break, *Atlantic Ballroom*



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9:45 AM - 10:45 AM

The New Era of Clinical Risk Management; Innovation, Integration, and Impact, *Grand Ballroom*

Clinical risk management is shifting from a reactive, compliance-focused function to a proactive and integrated strategy that advances patient safety, care quality, and organizational performance. This session will explore how artificial intelligence, predictive analytics, intentional rounding, and real-time surveillance can support earlier risk detection and more informed decision-making. Through practical examples and implementation strategies, attendees will learn how to embed risk tools into clinical workflows, strengthen interdisciplinary collaboration, measure results through meaningful safety metrics, and address the ethical and legal considerations associated with emerging technologies.

Presented by: Matt Winter, Alexandra Bowers & Ryan Kopf



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Stronger Together: Managing Risk Along the Care Delivery Continuum, *Intercoastal A*

This session will highlight the evolving and increasingly interconnected role of Managed Care Risk Management along the continuum of care delivery. As patients move across multiple providers, facilities, and care settings, risk becomes a shared responsibility that requires clear communication, aligned processes, and coordinated oversight. Practical strategies for identifying and mitigating risks that arise across the continuum—including admission, acute care, outpatient services, post-acute care, and community-based follow-up will be presented and participants will leave this session with actionable insights on strengthening cross-organizational partnerships, implementing proactive risk mitigation practices, and supporting shared accountability models that lead to safer care, better outcomes, and reduced risk exposures.

Presented by: Michelle Miller & Nicole Collins



Laura Leyva, MBA-HSA, CPHRM



Laura Leyva



Derek Gastesi



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Reality Check - Risk Financing Update for Healthcare, *Intercoastal B*

Risk financing helps healthcare organizations achieve the strategic balance of risk management and cost of claims, aligning the willingness and ability to take risk while meeting or complimenting business goals. Generally, the objective of financing risk is to ensure liabilities are either paid or cost-effectively financed (transferred as an example) while maintaining the broader focus of ERM. This session/discussion will provide a Risk Financing Update on all major coverages for Healthcare Organizations (HCOs) including Professional Liability, Cyber, Property, WC and Directors & Officers and New and different strategies to meet internal goals of financing major risks including High Wage Earners, AI, Sexual Molestation, Gender Affirming Care, Third Party Cyber exposures and Catastrophic Property losses.

Presented by: William McDonough, Lauren Rasberry & Sam Mezzich



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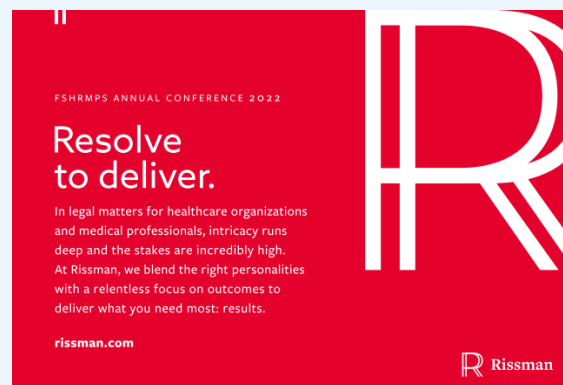
*Dividends and Owners Credit allocations are declared at the discretion of the MagMutual Board of Directors and are subject to eligibility requirements.

11:00 AM - 12:00 PM: Break Out Sessions

The Art of the Interview: Live Demonstration of Effective and Ineffective Interview Techniques After an Adverse Event, *Grand Ballroom*

The way a risk professional conducts interviews after an adverse event can shape both the quality of the investigation and the organization's culture of trust. In this interactive, theatrical session, presenters will demonstrate contrasting interview approaches involving clinicians connected to a significant medication error. Real-time commentary will highlight how tone, phrasing, body language, and questioning techniques can either create defensiveness or promote openness. Attendees will leave with practical interviewing tools grounded in just culture and psychological safety that support more effective investigations, honest dialogue, and continuous learning.

Presented by: Myka Whitman, Katherine Du Fresne, Teresa K. Phillips & Monica Ramage



Building on an Interdisciplinary Mobility Assessment to Drive Outcomes, Reduce Risk & Improve Patient / Staff Safety, *Intercoastal A*

Standardized mobility assessments can improve clinical decision-making, reduce variation in care, and protect both patients and staff. This session will examine the use of interdisciplinary tools such as BMAT and JH-AMPAC, including how integration into the electronic medical record can strengthen documentation and workflow reliability. Presenters will connect consistent

mobility practices to the prevention of falls, hospital-acquired pressure injuries, caregiver injuries, and avoidable costs. Through case examples and implementation guidance, attendees will learn how to align mobility assessment, safe patient handling, staff education, and multidisciplinary fall-prevention strategies into a sustainable facility-wide program.

Presented by: Shevin Kuperman, Angelia Calabro, Lynnette T. Bradford & Jana Angra



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You've Been Served! What's Next?, *Intercoastal B*

Being served with a lawsuit can be overwhelming, but a well-prepared response can significantly influence the course of litigation. This session will guide attendees through the discovery process, co-defendant challenges, depositions, mediation, and the potential impact of media and public relations. Presenters will also address corporate representative depositions, including selecting and preparing witnesses, responding to document requests, understanding the permissible scope of questioning, and turning an intimidating litigation tactic into a strategic advantage for the defense.

Attendees will leave better equipped to support and advocate for healthcare providers throughout the legal process.

Presented by: Megan J. Nelson, Marcy Jack, Gabrielle Osborne-Gandhi



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Understanding Malpractice Risks for NPs, PAs, and Supervising Physicians in Florida, *Intercoastal C*

As the roles of nurse practitioners and physician assistants continue to expand, malpractice exposure for advanced practice providers and supervising physicians is also evolving. This session will examine Florida-

specific scope-of-practice requirements, supervision obligations, and shared-liability concerns. Attendees will review high-risk clinical and operational scenarios, including diagnostic errors, documentation gaps, communication failures, and challenges involving non-adherent patients, and will leave with practical strategies for reducing risk and strengthening defensible care practices.

Presented by: Patti L. Ellis

12:00 PM - 1:00 PM: Lunch, *Atlantic Ballroom & Grand Ballroom*



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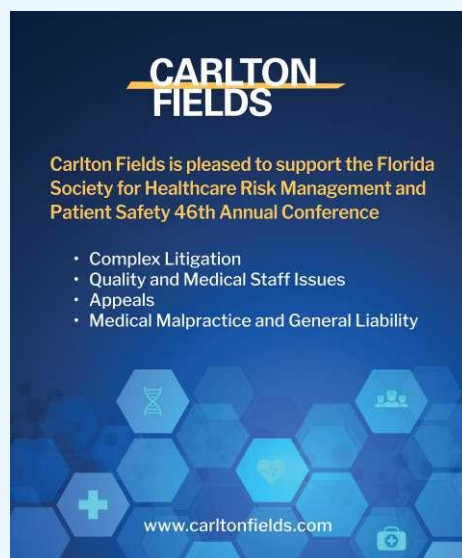
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1:15 PM - 2:15 PM: Break Out Sessions

From Regulation to Results: Meeting CMS OB Certification & Joint Commission Perinatal Safety Requirements Through Systemwide Patient Safety Improvement, *Grand Ballroom*

As CMS and The Joint Commission raise expectations for maternal safety, hospitals must demonstrate reliable, high-quality care from the Emergency Department through Obstetrics. This session will clarify current certification and perinatal safety requirements and explain why strong ED-OB alignment is essential to reducing variation, improving outcomes, and meeting surveyor expectations. Attendees will gain practical strategies for strengthening systemwide readiness, improving coordination, and advancing maternal safety across the hospital.

Presented by: Lora Sparkman, MHA, BSN, RN



Pens / Phones Down: Protecting Privileged Discussions in the Age of Technology and Legal Uncertainty, *Intercoastal A*

In an environment of constant text messages, emails, event reports, and electronic communication, healthcare professionals must understand what may become discoverable in litigation. This session will examine how

technology and evolving legal standards can place privileged or sensitive discussions at risk. Attendees will learn practical strategies for protecting communications, preserving appropriate privileges, and reducing unnecessary legal exposure.

Presented by: Ethan Shapiro & Elise Berry



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New Risk in the Family Dynamics of Surrogate Decision Making, *Intercoastal B*

When a patient lacks decision-making capacity, disagreements between documented patient wishes and family requests can create complex clinical, ethical, and legal risks. This session will examine surrogate decision-making, advance directives, and the hierarchy of authorized decision-makers, with a focus on supporting defensible and ethically

grounded care. Attendees will learn strategies for maintaining documentation integrity, guiding clinicians through family conflict, and reducing legal exposure while honoring patient preferences.

Presented by: Kristen Nasser & Sarah Emrick



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Superpowered Solutions: Managing Quality & Patient Safety in the Medical Office, *Intercoastal C*

Although the national patient safety movement initially focused heavily on hospitals, an increasing amount of care is now delivered in medical offices and outpatient settings that often lack comparable safety resources. This session will examine the unique risks created by high patient volume, expanding services, and limited infrastructure in ambulatory environments. Through practical mitigation strategies and audience-driven case studies, attendees will learn how to identify high-risk areas, overcome common barriers, and strengthen the delivery of safe, high-quality care in the medical office setting.

Presented by: Liz Price & Tatum O'Sullivan



2:30 PM - 3:30 PM: Break Out Sessions

Tools, Tips and Tactics for Developing a Strong Communication and Resolution Loss Program, *Grand Ballroom*

Effective communication immediately following a patient harm event can preserve trust, support healing, and strengthen an organization's response. Through case studies and role-play, this interactive session will provide practical tools for teaching clinical leaders to communicate with empathy, honesty, and sensitivity when care does not go as planned. Attendees will learn strategies that promote transparency, accountability, and fiscal responsibility while also supporting compliance with the CMS Patient Safety Structural Measure.

Presented by: Jean Hood, Shelly Davis, Diana Kizer & Douglas A. Ross



Navigating Unique Issues Facing Labor & Delivery Providers & NICA: A Shield and a Double-Edged Sword, *Intercoastal A*

Labor and delivery providers face a distinctive combination of clinical, legal, and operational risks. This session will address challenges such as patients who decline recommended care, the role and expectations of doulas and other non-privileged support persons, social media influences on obstetric decision-making, and documentation concerns. Presenters will also explain the basic requirements of a Florida Birth-Related Neurological Injury Compensation Association (NICA) claim, the advantages and disadvantages of litigation, and practical strategies for navigating these cases. Attendees will leave better prepared to reduce institutional risk and manage NICA-related issues with confidence.

Presented by: Victoria Ferrentino, Alexandra Farren, Eric Diamond, Nichole M. Koford & Kyle Fontaine



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Culture Before Checklist: How Leadership Relationships Drive Patient Safety & Organizational Performance, *Intercoastal B*

Patient safety depends on more than policies, checklists, and reporting systems; it depends on culture. Drawing on leadership research, high-reliability principles, and real-world healthcare applications, this session will explore how everyday leadership behaviors influence trust, communication, error reporting, engagement, and patient outcomes. Attendees will identify cultural patterns that contribute to burnout, silence, and avoidable risk, as well as leadership practices that strengthen psychological safety, accountability, and shared ownership. Participants will leave with practical actions they can apply immediately to improve both safety and organizational performance.

Presented by: Natalie Amitan

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Physician Practices: Cautionary Tales & Teamwork Prevails - Using Insurance Relationships to Spot and Mitigate Liabilities, *Intercoastal C*

Physician practices remain a cornerstone of healthcare, yet the risks they face are rapidly changing. Using real claims, documented trends, and cautionary examples, this session will examine emerging exposures involving artificial intelligence, workforce conduct and retention, cybercrime, sexual abuse, active assailants, and regulatory compliance. The panel will also explore how underwriting, claims reporting, and insurance program design can either strengthen or undermine protection. Attendees will learn how physician groups, risk professionals, brokers, consultants, underwriters, and claims teams can work together to identify liabilities and develop more effective mitigation strategies.

Presented by: Jennifer Horner, Anthony D. DellaCroce & Bonnie Katubig

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4:00 PM - 5:00 PM: Case Law & Litigation / Claims Update, *Grand Ballroom*

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5:00 PM - 6:00 PM: Network Reception, *Atlantic Ballroom*

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Friday August 28, 2026

8:00 AM - 9:00 AM: Break Out Sessions

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Recent Baker Act Reforms / Case Law: Navigating Risk, Compliance, & Best Practices for Patient Safety, *Grand Ballroom*

This session will examine recent Baker Act reforms and case law, with a focus on their operational impact on healthcare facilities. Attendees will receive practical guidance for updating policies, educating staff, and strengthening compliance processes. Through real-world case studies and a facility-focused checklist, participants will learn how to improve patient care while reducing legal, regulatory, and liability exposure.

Presented by: David Ferrainolo & Lloyd Thompson



Panel Presentation: Preventing & Managing Sexual Assault Situations, *Intercoastal A*

Preventing and responding to sexual assault in healthcare requires awareness, strong systems, and a compassionate organizational response. This panel will help attendees recognize concerning behaviors and red flags, identify operational gaps and cultural barriers that can contribute to response failures, and apply practical prevention strategies. Topics will include policy development, internal investigations, trauma-informed response protocols, and the creation of a shared safety culture that empowers staff and protects patients across all care settings.

Presented by: Josh Hyatt, Kim Dillon & Scott Mendlestein



Bouncing Back After an Adverse Event, *Intercoastal B*

A large verdict, significant settlement, or highly publicized claim can have lasting effects on a healthcare organization. In this panel discussion, presenters will use case studies to explore the operational, clinical, and reputational steps organizations can take after a major adverse event. Attendees will also learn how to document and communicate corrective actions, process improvements, and risk-reduction efforts effectively during insurance renewal discussions with underwriters.

Presented by: Suly Avila, Vivian Gallo, Sharika Mohammed & Dafenie Fernandez

etracker



Aon / ASHRM Hospital and Physician Professional Liability Benchmark Report, *Intercoastal C*

The 26th edition of the Aon/ASHRM Hospital and Physician Professional Liability Benchmark Report analyzes a broad cross-section of hospital and employed-physician malpractice risk nationwide. This session will present actuarial trends in claim frequency, severity, and loss costs since 2018, including findings for losses up to \$5 million per occurrence and excess layers up to \$20 million above \$5 million. Attendees will learn how to compare their organization's performance with peers, identify areas of strength and opportunity, support pricing and reserving decisions, and prepare for upcoming policy renewals.

Presented by: [Elijah Kahn](#)



Roundtable Discussion: Risk Management / Hot Topics in Long Term Care, *Dolphin*

9:15 AM - 10:15 AM: Break Out Sessions

Workplace Violence Doesn't Have to Be a Contact Sport, *Grand Ballroom*

Workplace violence prevention is a team effort that requires proactive risk assessment, clear expectations, staff education, security measures, and thoughtful post-incident support. Using Jackson Health System's experience across a complex network of hospitals, behavioral health, long-term care, rehabilitation, corrections health, and more than 15,000 employees, presenters will explore how leaders and staff can recognize early warning signs and respond to potential or actual violence. A team-sport theme will reinforce practical strategies for creating a safer, more respectful workplace.

Presented by: Anna Kemp & Kalisha Matterson



Bridging Safety & Stigma: Managing Risk / Bias in the Care of Substance Abuse Disorder, *Intercoastal A*

Stigma and bias can create serious patient safety, legal, and ethical risks in the care of individuals with substance use disorder. Through case studies, this session will examine how stigma contributes to communication breakdowns, unsafe care, and organizational exposure. Attendees will learn strategies for reducing bias, promoting equitable treatment, strengthening safety culture, and improving discharge planning for patients with substance use disorder.

Presented by: Deanna Howell, Vincent Barbieri & Debra Abbott

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Hidden in Plain Sight: Diagnostic Error in the ED & Defending the Stand-Alone Emergency Department, *Intercoastal B*

Diagnostic error remains a significant risk in emergency care, and freestanding emergency departments present additional clinical, operational, and litigation challenges. This session will use closed-claims data to examine commonly missed diagnoses, contributing vulnerabilities, and the severity of resulting injuries. Presenters will also explain how freestanding emergency departments differ from urgent care centers, how EMTALA applies, and how transport, admission policies, documentation, and public perceptions can affect the defense of a claim. Attendees will leave with practical strategies to reduce diagnostic error and strengthen risk management in stand-alone emergency settings.

Presented by: Susan L. Montminy & Edwin Paul “Ted” Gale



Panel Presentation: State of the Professional Liability Market: Insights from Brokerage and Underwriting, *Intercoastal C*

In this session, attendees will hear from industry leading medical malpractice placement brokers as well as their counterparts from the underwriting side. This session will provide the audience with an opportunity to understand what makes a great submission, an underwriter's perspective on top tier risks and commentary on the evolving landscape we find ourselves in. One of the goals of this presentation is for an engaging conversation with substantial audience involvement where the panel can field questions in a "tell all" type of environment. Lastly, we will explore the market's current trajectory, the forces influencing pricing and availability, and the strategic considerations for stakeholders navigating a sector where legal, financial, and clinical risks intersect.

Presented by: Scott Martin, Chris Bonesteel & Andy Faber

Roundtable Discussion: Risk Management / Hot Topics in Ambulatory & Outpatient Surgery, *Dolphin*

10:15 AM - 11:00 AM: Refreshment Break, *Atlantic Ballroom*

11:00 AM - 12:00 PM: Legislative & Regulatory Update, *Grand Ballroom*

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Save the Date

FSHRMPS 47th Annual Conference

August 25 & 26, 2027
St. Petersburg, FL



Florida Society for Healthcare
Risk Management & Patient Safety