



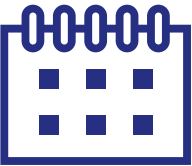
Quality Healthcare Conference

Beyond compliance, driving excellence in Safety and Quality.

Topics

- Workplace Violence Flagging & Risk Tools
- Age-Friendly
- First Impression of Beside Nurse
- Leading Change at Scale
- Nursing Advocacy
- Joint Commission 360
- Models on Inpatient Psychiatric Outcomes
- Seeking Zero: DNP Final EBP Project Impact on CLABSI Rates
- A3 Tool for Outcomes Improvements
- What Infections are hiding in Indiana
- Implementing High Reliability
- Medical Error Reporting
- Behavioral Health Event Reporting

Date & Time



April 30 - May 1, 2026



8:00am - 4:30pm

Location



**Ritz Charles
12156 N Meridian St.
Carmel, IN 46032**

Charity Partnership

This year we are partnering with Coburn House

<https://coburnplace.org>

This organization offers housing and support to folks who are homeless due to domestic violence

Please use the QR Code to order items from Amazon



SCAN HERE!

Membership

InAHQ Membership Join & Renew: \$60.00



SCAN HERE!

Registration & Pricing

InAHQ Member Pricing

Early Bird Registration-Before Mar. 20	\$ 285
Registration after March 20	\$ 325
Educator/Faculty Members *	\$ 105
Student Members *	\$ 105
1 Day Conference (InAHQ member)	\$ 220

**Full Conference: Students & Faculty of health professions, or healthcare organization-based educators

Non-Member Pricing

Non-Member- Full conference	\$ 450
Non-Member-1 day conference	\$ 275

Conference Registration

Use the link-<https://cvent.me/oZKAyy> or scan the QR Code to register for the Conference



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Hotel Accomodations

Hyatt Place Hotel Indianapolis-Carmel

12045 Illinois Street Carmel, IN 46032

- A block of rooms will be available at a special rate of \$169 per night plus tax. Use the code: G-INAH
- http://hyatt.com/hyatt-place/en-US/indzc-hyatt-place-indianapolis-carmel?corp_id=G-INA1

CEU

One hour of attendance corresponds to 1 CE
NAHQ approval pending.

Refunds/Cancellations

Cancellations made after April 15, 2026 or failure to attend will not be eligible for a refund. To receive a refund, cancellation requests must be submitted in writing via email by April 15, 2026. Requests made before this date will incur a \$50 processing fee. Substitutions are allowed and must be requested via email.



Conference Agenda



APRIL 30, 2026		
TIME	Presentation	Speaker
0730-0800	Registration & Continental Breakfast	
0800-0815	Welcome from the President and General Info	Robin Behery
0815-0915	Workplace Violence	Jeffrey Boord
0915-1000	Emotional Agility in the Workplace: Navigating Change & Uncertainty	Tamara Smith
1000-1015	Break	
1015-1045	Journey to Age-Friendly Compliance	Elicia Slater & Erika Hand
1045-1115	Key Principles for Effective Change Management (part 1)	S. Hendricks, S. Pratt, S. Imes
1115-1215	Lunch	Networking & Posters
1215-1300	Leading Change at Scale: Transformation Across a Complex Multisite Organization	S. Pratt, S. Imes, S. Hendricks
1300-1400	Synergistically Integrate Practice Improvement with Process Improvement in Conjunction with Implementation Science to Affect Real Change in a Large Organization	Kady Martini
1400-1415	Break	
1415-1515	First Impressions of the Bedside Nurse: The Transformative Power of First Impressions in Driving Trust, Satisfaction, and Quality	Sharon Imes
1515-1600	Hiding in the Bushes - What new infections could occur in Indiana?	Scott Stienecker
1600-1630	InAHQ Updates: Logo Review, Potential New locations, Conference Length	Robin Behery

MAY 1, 2026		
TIME	Presentation	Speaker
0730-0800	Registration & Continental Breakfast	
0800-0810	Welcome from the President and General Info	Robin Behery
0810-0910	Medical Error Reporting: Indiana's Past, Present, and Future	L. Annette Handy
0910-0945	Seeking Zero: DNP Final EBP Project Impact on CLABSI Rates	Daniel Martin
0945-1000	Break	
1000-1100	Nursing Advocacy	Lauren Fogt & Rachel Culpepper
1100-1130	Membership Meeting	
1130-1230	Lunch	Networking & Posters
1230-1315	Impact of Virtual vs. In-Person Provider Models on Inpatient Psychiatric Outcomes: A Multi-Unit Retrospective Quality Evaluation	Brian A. Arwood
1315-1400	Joint Commission 360	Joint Commission Associate
1400-1415	Break	
1415-1500	A3 as a Tool for Outcomes Improvement Initiatives	Ramy Boulos
1500-1545	Beyond Buzzwords: Implementing High Reliability Through Safety Behaviors and Leadership Practices	Robin Behery, Davaina Shouce, Vickie Tzitsis
1545-1615	Behavioral Health Restraint Event Review	Diana Hunley
1615-1630	Day 2 Wrap Up	



Conference Speakers & Biographies

Jeffrey Boord, MD, MPH

Jeffrey Boord, MD, MPH is the Chief Quality and Safety Officer for Parkview Health System in Fort Wayne, Indiana. Dr. Boord is a graduate of the Veterans Affairs National Quality Scholars Fellowship Program and earned his master's degree in public health from Vanderbilt University. In his current role, he oversees patient and workforce safety, quality and accreditation, infection prevention, and medical staff services. He has over 20 years of experience in healthcare quality and safety and is a practicing adult endocrinologist. He is executive co-sponsor for the Parkview Health Workplace Violence Prevention program. He served as Co-Chair of the Institute for Healthcare Improvement Leadership Alliance's Workforce Safety Workgroup from 2018-2022, and as Expert Panel Co-chair and Advisor for the Institute for Healthcare Improvement (IHI) Workplace Violence Prevention Accelerator 10/2023-9/2024. He is co-author of IHI's Framework for Standardized Data Collection of Workplace Violence Incidents in Health Care. (2025, available at ihi.org). He currently serves on the Indiana Hospital Association's Council on Quality and Patient Safety and is a member of the IHI Transforming Safety Together National Advisory Committee.

Tamara Smith, RN, BSN

Tamara Smith, RN, BSN brings over 24 years of experience in healthcare, wellness, and leadership, focusing on a whole-person approach to leadership development, integrating performance with personal wellbeing. For more than eighteen years, she led the transformation of IU Health's wellness strategy into a nationally recognized program known for innovation, engagement, and measurable outcomes.

Elicia Slater, MSN, RN, CENP

Elicia Slater, MSN, RN, CENP is a Director of Nursing Services at Parkview Regional Medical Center with more than 17 years of acute care experience leading teams, advancing patient safety, and driving operational excellence.

Erika Hand, MSN, RN, CPHQ

Erika Hand, MSN, RN, CPHQ Erika Hand is a Nursing Informatics Specialist at Parkview Health and has been a nurse for over 20 years. She brings dedication to bridging clinical practice with innovative technology solutions. Known for her strong analytical skills and collaborative approach, she supports healthcare teams in optimizing digital workflows and improving patient-care outcomes.

Daniel Martin, DNP, APRN-CNP, AGACNP-BC

Dr. Daniel Martin is President of The Ohio State University Epsilon Chapter of Sigma Theta Tau International Nursing Honor Society and a Wound Care Nurse Practitioner in Columbus, Ohio. He is a co-founder of the OSU College of Nursing BSN-DNP Mentorship Program. Evidence-Based Practice, global nursing, and wound care are some of his favorite topics.

Susan Hendricks, EdD, MSN, RN, CNE, ANEF

Susan Hendricks is a professor and dean emeritus from Indiana University, having served as dean at IU Kokomo and Associate Dean at IUPUI. She studies clinical education and inter professional practice, and is an expert resource for curriculum development. Currently she serves as a curriculum and accreditation consultant for Wolters Kluwer. She has assisted dozens of programs to make major changes to boost their success with NCLEX, accreditation, and curriculum.

Stephanie Pratt, DNP, RN, CNE

Stephanie Pratt, DNP, RN, CNE is a dedicated faculty member, with over 15 years' experience, committed to advancing nursing education and preparing the next generation of compassionate, practice-ready healthcare professionals. She brings a strong academic foundation to her teaching, earning her BSN from Indiana University Kokomo in 2007, her MSN from IUPUI in 2009, and her Doctor of Nursing Practice (DNP) from the University of Indianapolis in 2021. Stephanie is known for her student-centered teaching philosophy, blending evidence-based practice, real-world clinical insights, and innovative instructional methods to create engaging and supportive learning environments. She designs coursework that connects foundational medical knowledge with practical application, helping students build confidence in clinical reasoning, medical terminology, and effective communication. Collaborating closely with colleagues and academic leadership, Stephanie contributes to curriculum development and departmental initiatives that promote academic excellence and student success. Her commitment to continuous improvement, professional integrity, and educational innovation strengthens the learning community and empowers students to thrive. Driven by a passion for both education and service, Stephanie continually seeks new ways to elevate nursing instruction—utilizing technology, creative pedagogy, and accessible learning resources to enhance student outcomes.

Sharon Imes, PhD, MSN, RN, CNE

Sharon Imes, PhD, MSN, RN, CEN, CNE serves as the Director of the Indiana University Schools of Nursing Statewide RN-BSN Online Degree Completion program and is an Assistant Professor on the IU South Bend campus. In her role as Director, she is responsible for providing statewide leadership in program planning, coordination, implementation, and evaluation over all nine IU campuses in the consortium.

Sharon earned her BSN and MSN degrees from Indiana University-Purdue University, Indianapolis. Her MSN concentration was in Nursing Administration. She earned her PhD in Nursing Science from the University of Central Florida. The focus of her dissertation was first impressions in nursing. Her area of research interest includes professional, leadership, and policy issues. Dr. Imes is launching a trajectory of research surrounding the impact of first impressions on the nurse-patient relationship, patient satisfaction, outcomes, and organization. Dr. Imes has a clinical background in Emergency and Critical Care Nursing, and has maintained her Certification in Emergency Nursing (CEN) for over 25 years. She is also a Certified Nursing Educator (CNE). She has a strong leadership background and remains active in the acute care setting, where she continues to also work in Nursing Administration as a Nursing Supervisor at a community hospital. Dr. Imes was inducted into Sigma Theta Tau Alpha Chapter in 2021 as a Nurse Leader. Dr. Imes has received the Indiana University South Bend Trustees' Teaching Award three times as well as being a recipient of the Top 25 Titan Award for the IU South Bend campus policy.



Conference Speakers & Biographies

Roger Scott Stienecker, MD, FACP, FSHEA, FIDSA, CIC

Roger Scott Stienecker MD FACP FSHEA FIDSA CIC is a graduate of The Ohio State University School of Medicine with Internal Medicine Residency at the Bowman Gray Center for Medical Education at Wake Forest University then fellowship in Infectious Diseases at Emory School of Medicine with research component performed at the Centers for Disease Control and Prevention in Atlanta, Ga.

After 22 years in private practice seeing over 27,000 unique patients, he developed a long-standing fascination with hospital epidemiology, and a desire to better serve population health. He began a hospital administrative role in 2012 to support expansion of infection prevention/stewardship to drive data to providers to improve patient care. Currently, he is the Medical Director Emeritus of Epidemiology and Infection Prevention and Antimicrobial Stewardship for Parkview Health System. The department has 30+ members in IP, epidemiology and data analytics. Parkview Health is a 1200+ bed, 15 hospital system, with several affiliated hospitals. He continues to support the IP/MPH Fellowship training program at Parkview to provide a comprehensive experience to college Masters students concurrent with training in Infection Prevention. New duties include support for Infection Prevention, Stewardship, Education to entities and affiliated hospitals outside of Parkview Health in the role of Medical Director of Clinical Care Reliability—Growth Markets. Additional service includes participation on advisory committees for the Indiana State Department of Health, and the planning committee for Association for Professionals of Infection Control (APIC) national meeting as the Abstract Chair for 2026.

Ramy Boulos, MD, MBA, COHQ, PMP

I am a retired physician with over twenty years of experience in Critical Care Medicine, having practiced internationally in high-acuity healthcare settings. Throughout my clinical career, I developed extensive expertise in patient management, interdisciplinary collaboration, and healthcare delivery in complex environments. To complement my clinical background with advanced administrative and strategic competencies, I earned a Master of Business Administration in Healthcare Administration from the University of Southern Indiana. This academic achievement strengthened my foundation in healthcare operations, financial management, quality improvement, and organizational leadership.

I remain committed to advancing healthcare performance and quality outcomes by pursuing professional certification as a Certified Professional in Healthcare Quality (CPHQ) and Project Management Professional (PMP). These credentials reflect my dedication to continuous professional development and to enhancing system-level performance, patient safety, and operational excellence within healthcare organizations.

Lauren Fogt DNP, RN, CPHQ, CPN

Dr. Lauren Fogt is a dedicated nursing professional with over 25 years of experience in clinical practice, ethics, and patient advocacy, as well as more than 10 years in quality improvement and regulatory compliance. Lauren earned a Doctor of Nursing Practice (DNP) from Chamberlain University in 2020 and is passionate about advancing nursing practice and promoting advocacy for healthcare workers. She has presented at both the local and national level on various topics. Throughout her career, she has been deeply involved in discussions around quality of care and patient safety as well as nursing advocacy. She is currently involved in work around fostering a commitment to upholding patient and nurse rights and professional integrity.

Rachel Culpepper DNP, RN, CENP, NE-BC

Dr. Rachel Culpepper, RN, CENP, has been a Registered Nurse for 15 years and a nursing leader for ten years. She is currently the Nursing Director at Indiana University Health West Hospital. Dr. Culpepper holds a Doctorate in Nursing Practice from the Indiana University School of Nursing and a certification in Executive Nursing Practice. She also serves on the Board of Directors for the American Organization for Nursing Leadership and the Indiana Organization for Nursing Leadership.

Dr. Culpepper is a founding member and participates in the advisory council for the Nurse Leaders in Advocacy program through AONL. She advocates for nursing at the federal and state levels to improve the workplace and workload of nurses, promoting a sustainable future for the profession. She has spoken at local, state, and national conferences for over four years, encouraging and inspiring nurse leaders to use their voices to make change.

Brian A. Arwood, DNP, RN, PMHNP-BC, CNE, PMH-BC

Brian A. Arwood, DNP, RN, PMHNP-BC, CNE, PMH-BC, is an Assistant Professor of Nursing at Indiana University Kokomo and a board-certified Psychiatric-Mental Health Nurse Practitioner. His clinical and academic work centers on improving the quality, safety, and effectiveness of psychiatric care through evidence-based practice, rigorous evaluation, and innovative care delivery models.

Dr. Arwood's professional background spans inpatient psychiatry, crisis stabilization, community mental health, and integrated behavioral care. His research interests include clinical reasoning, virtual provider models, telepsychiatry implementation, and the development of assessment systems that strengthen workforce readiness. His quality improvement experience includes comparative evaluation of virtual versus in-person provider models in inpatient behavioral health, analysis of clinical outcomes and adverse events, and designing data-driven interventions that support safer transitions and improved continuity of care.

As an educator, he develops and leads undergraduate psychiatric-mental health nursing courses with an emphasis on therapeutic communication, reflective practice, and clinical judgment. He integrates simulation, AI-assisted learning tools, and confidence-indexed assessment methods to enhance student preparedness and reduce variation in clinical reasoning.

Across both academic and clinical roles, Dr. Arwood is committed to strengthening mental health systems, reducing barriers to care, and supporting high-quality, patient-centered practice in high-acuity environments.



Conference Speakers & Biographies

L. Annette Handy, RN CLSSBB CHEST-T

A career registered nurse with over thirty-seven years of experience in acute care and public health settings, Annette Handy encourages a boots-on-the-ground approach in which stakeholders collaborate to advance the delivery of care for improved outcomes. Utilizing a holistic approach that balances data-driven best practices and innovation, she holds various certifications including Lean Six Sigma Black Belt, Institute for Healthcare Improvement (IHI) Fellow, TeamSTEPPS® Master Trainer, and Certified Health Care Environmental Services Technician Trainer (CHEST-T). Having served in urban, suburban and Critical Access Hospital settings, Handy joined the Indiana Hospital Association in 2014 and serves as the Clinical Director of Quality & Safety where she advocates for relationship-based environments that encourage creative problem-solving of challenges facing patients, caregivers, staff, and communities.

Kady Martini, DNP, MSN, BSN, RN, EBP, NEA-BC

Dr. Kady Martini is an accomplished nursing executive and nationally certified expert in evidence-based practice (EBP-C) and advanced nursing leadership (NEA-BC). She currently serves as the Vice President of Evidence-Based Practice and Implementation at Indiana University Health, where she leads enterprise-wide strategies across 17 hospitals and ambulatory care settings to transform care delivery through the integration of evidence, innovation, and implementation science.

Dr. Martini earned her Doctor of Nursing Practice from The Ohio State University, where she also completed a Graduate Interdisciplinary Specialization in College and University Teaching. With deep expertise in EBP and implementation practices, she has led large-scale initiatives focused on standardizing nursing practice, developing sustainable clinical inquiry infrastructure, and creating innovative models of care.

Her current work includes operationalizing and scaling the PPQ Model (Practice, Process, and Quality), which integrates evidence-based care with process improvement and quality outcomes to drive sustainable, measurable changes. She has also led the development of a systemwide nurse residency program, expanded professional governance, and built mentorship frameworks to support nurses at every stage of their careers.

Robin Behery, DNP, RN, NEA-BC, CPHQ

Dr. Robin Behery is a statewide patient safety leader with over 16 years of nursing experience spanning clinical practice, education, and healthcare quality improvement. She currently works in patient safety, leading initiatives that advance high reliability practices, event learning, and system-wide safety improvement across hospitals. Dr. Behery began her nursing career after earning her ASN and BSN with a minor in Biomedical Science from Miami University and practicing at the University of Cincinnati Medical Center in the operating room and medical-surgical specialties. She later expanded her leadership expertise while working in outpatient family and cardiac care at Indiana University Health, where she also completed a Graduate Certificate in Business Essentials from Ball State University and a Master of Nursing in Health Systems Leadership from the University of Indianapolis.

She went on to serve as a perioperative educator and quality manager before earning her Doctor of Nursing Practice (DNP) from Xavier University in Cincinnati, Ohio. Dr. Behery is board certified as a Nurse Executive (NEA-BC) and is a Certified Professional in Healthcare Quality (CPHQ).

Dr. Behery is passionate about advancing patient safety culture, high reliability organizations, and learning from events to improve healthcare systems. Outside of her professional work, she enjoys spending time with her family, traveling, reading, and creative crafting.

Vickie Tzitzis, AAS, RRT, CPFT

Vickie Tzitzis is currently a Patient Safety Leader with Ascension Healthcare for the North Region of Indiana. She has over twenty five years of experience as a Healthcare Quality Director prior to her role in Patient Safety. Before her Quality roles, she worked as the Director of Respiratory Care services for over eight years. Vickie also served as a State Director for Risk Management in the Northwest Region of the United States for a couple of years before relocating back to Indiana. Vickie has a diverse background in healthcare, including Patient Safety, Quality, Risk Management, Regulatory Preparedness, Survey Readiness, Safety, Respiratory care, and Medical Staff Credentialing. She is dedicated to advancing patient safety, high reliability practices, and system-wide improvements that enhance care. A native of Indiana, Vickie began her healthcare career while in high school and later earned her Associate degree in Applied Sciences. She obtained her Registry in Respiratory Therapy and her Certification as a Pulmonary Function Technologist. She also has a Lean Six Sigma White Belt. delivery and improve patient outcomes.

Diana Hunley, MSN, RN, CPHQ, LSSBB

Diana is the Vice President of Quality, Safety, & Process Improvement at Parkview Health, bringing valuable experience and expertise to the field.



Poster Presentations

Knowledge Gaps in Medication Administration of Three Common Emergency Department Drugs

Allison Kuns

Indiana University Kokomo

This IRB-approved study examines knowledge gaps related to safe medication administration among nursing students, nursing faculty, and emergency department (ED) nurses. The project investigates how current evidence-based practices for administering the three most frequently used ED medications align with existing knowledge levels within these groups. Over the course of one month, data will be collected to identify discrepancies between recommended practice and actual understanding, with the goal of informing targeted educational interventions and improve medication safety in acute care settings.

Confidence-Indexed Testing to Improve Clinical Reasoning in Pre-Licensure Psychiatric-Mental Health Nursing: A Quality Improvement Pilot

Brian A. Arwood, DNP, RN, PMHNP-BC, CNE, PMH-BC

Indiana University Kokomo

This pilot illustrates that confidence-indexed testing provides actionable, real-time insight into clinical reasoning development and offers a scalable QI method for strengthening assessment quality in PMH nursing education. Future work will expand confidence-accuracy mapping across multiple cohorts, incorporate analysis of distractor selection, and evaluate longitudinal changes in reasoning patterns to better inform curriculum design and clinical readiness.