

EVENT BROCHURE

PATIENT SAFETY CONFERENCE & ANNUAL FORUM

July 21 - 22, 2026

The Meadows Events and Conference Center | 1 Prairie
Meadows Dr. | Altoona, Iowa

PATIENT SAFETY CONFERENCE & ANNUAL FORUM

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Global Overview

The Compass Patient Safety Conference & Annual Forum is designed to address critical gaps in knowledge, competence, and performance related to patient safety and quality improvement across healthcare settings. This accredited continuing education activity will present evidence-based strategies, real-world applications, and innovations that have led to measurable improvements in patient outcomes and safety practices, particularly in Iowa and similarly resourced regions.

Through a mix of presentations, case studies, and peer learning, participants will gain practical tools to implement patient-centered, data-driven quality improvement strategies. The content is intended to enhance the ability of healthcare professionals to apply proven methods to reduce harm, engage patients and families, and promote a culture of safety and continuous improvement.

This conference supports the broader goal of improving healthcare delivery by educating clinicians and healthcare leaders on how to lead and sustain change across the care continuum.



Objectives

- **Deliver High-Quality, Innovative, and Interactive Education**
 - Contribute to the creation and dissemination of current, innovative educational content that drives improvements in healthcare quality and delivery.
- **Identify Evidence-Based Patient Safety Strategies**
 - Evaluate proven safety strategies across various healthcare settings and determine how they can be adapted to improve outcomes in their own practice.
- **Integrate Patient-Centered Safe Care Principles**
 - Develop a practical approach for implementing shared decision-making and patient engagement techniques that reinforce quality and safety in daily care delivery.
- **Engage Community Partners for Sustainable Change**
 - Explore strategies to involve patients, families, and community stakeholders in co-creating solutions for long-term healthcare transformation and safety.



Target Audience

Physicians, Nurses, Hospital Care Teams, Clinicians, Quality Teams, Infection Prevention, Chief Nursing Officers (CNOs), Chief Executive Officers (CEOs), Chief Operating Officers (COOs), and Community Organizations.



Registration

- **Regular Admission Fee:** \$200/attendee
- **Group Discount (Available for everyone):** Groups of 5 or more will receive reduced registration. For groups of 5 or more, please reach out to education@compasshcc.org
- **PFAC:** Hospitals can bring one PFAC member for free. Contact education@compasshcc.org with any questions
- **Student Discount:** Master's level students and above will be offered a complimentary registration. Please reach out to education@compasshcc.org to register.
- **Iowa Flex Hospital Discounts:** Compass will provide a \$100 credit for the conference registration fee for one person per Iowa Flex participating hospital. The full cost of registration will be paid at the time of registration. To receive the credit mentioned above, attendees must sign in at the registration table on the day of the event. Reimbursement will be paid directly to the hospital, not to an individual, within 6 - 8 weeks of the event.

DAY 1 July 21

- **7:30-8:30** - Registration & Breakfast
- **8:30-8:45** - Welcome & Introduction
- **8:45-9:45** - Keynote: - Keynote -Transforming Lives: The Heart and Soul of Health CareSM
- **10:15-11:15** - Plenary: The Broadcast that Broke My Heart
- **11:15-12:15** - Mini Poster Presentations
- **12:15-1:15** - Lunch
- **1:15-2:15** - Mini Poster Presentations
- **2:15-3:15** - Breakout Session 1
- **3:20 - 4:20** - Breakout Session 2
- **4:20** - Adjourn
- **4:20-5:20** - Poster Judging

DAY 2 July 22

- **7:30-8:30** - Registration & Breakfast
- **8:30-8:45** - Welcome & Introduction
- **8:45-9:45** - Keynote: Building a Framework to Effectively and Intentionally Engage Patients and Families
- **10:15-11:15** - Plenary: Navigating the Future: AI Fundamentals, Governance, and Strategic Insights for Iowa Healthcare Leaders
- **11:15-12:15** - State Directed Payment Program
- **12:15-1:15** - Lunch
- **1:15-2:00** - Poster Award Ceremony
- **2:10-3:10** - Breakout Session 3
- **3:10** -Adjourn

Breakout Tracks

- **A - Communication**
 - 1A - Workplace Violence
 - 2A - Trauma Informed Care
 - 3A - Productive Conflict
- **B - Innovation and Technology**
 - B1 - Deep Dive for AI in Rural Hospitals
 - B2 - Quality Improvement for Rural Medicaid Populations Using Satellite Primary Care Clinics
 - B3 - Do You See What I See? Room
- **C - Clinical & Community Health**
 - C1 - Surgical & Healthcare Alliance for Enhanced Recovery & Pain management (SHARP)
 - C2 - Maternal Health
 - C3 - SBIRT Into Clinical Practice

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DAY 1 July 21st

7:30-8:30 AM Registration/Breakfast

8:30- 8:45 AM President/CEO Message - Tom Evans, MD

8:45-9:45 AM Keynote -Transforming Lives: The Heart and Soul of Health CareSM

Allison Massari - CPAE® Hall of Fame Keynote Speaker | Entrepreneur | Visual Artist

This keynote is a very inspirational speech, unifies everyone in the room, and is packed with takeaways for people to immediately start using in their lives. I work closely with my clients to tailor the message for each audience in healthcare. Alongside my patient experience stories I provide very specific tools for personal and professional development, overcoming adversity, courage, self leadership, with a model of the five components of a healthy fully-functioning resilience mindset. This program is described by clients as "deeply moving", "profound", "bold", "life-changing". It is a riveting program through compelling storytelling.

Objectives

- Apply tools for personal and professional development to strengthen self-leadership and resilience in the face of adversity.
- Demonstrate strategies for cultivating courage and a positive mindset when encountering professional or personal challenges.
- Incorporate patient experience perspectives into daily practice to improve empathy, connection, and care delivery.

9:45-10:15 Break/Visit Posters/Vendors/"Do You See What I See?" Room

10:15 -11:15 AM Plenary - The Broadcast that Broke My Heart

Angela Kennecke - President/CEO Emily's Hope

In this deeply personal and eye-opening session, veteran journalist Angela Kennecke shares the heartbreaking story of losing her daughter, Emily, to fentanyl poisoning just days before she was set to enter treatment. Angela will take attendees inside the world of today's illicit drug supply, including the hidden dangers facing individuals and families. She'll also highlight evidence-based strategies to address the overdose epidemic and share how her nonprofit, Emily's Hope, is working to remove stigma, educate youth, and expand access to life-saving resources.

Objectives

- 1.Examine how fentanyl and other synthetic drugs have transformed the illicit drug supply and increased risk of overdose.
- 2.Identify strategies to reduce stigma around substance use disorder, including the importance of compassionate care and prevention.
- 3.Analyze how community-based organizations like Emily's Hope are implementing solutions

11:15-12:15 Mini poster Presentations to full audience PART 1 – 3-4 minute summary of each poster

12:15-1:15 LUNCH/Visit Posters/Vendors/DYSWIS Room

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DAY 1 July 21st

1:15-2:15 Poster presentations to full audience PART 1 – 3-4 minute summary of each poster

Breakout Tracks

A. Communication - Just Culture, Productive Conflict, workplace violence/staff safety

B. Innovation and Technology - AI-related topics

C. Clinical & Community Health - Maternal/women's health, SBIRT, Age Friendly

2:15-3:15 Breakout session 1

1A Workplace Violence in Hospitals: Strategies for Safety

Jordan Steiger, MPH, MA, LSW | Director of Behavioral Health and Violence Prevention | American Hospital Association

Workplace violence in healthcare is a growing concern, posing serious risks to both staff safety and quality of care. This accredited continuing education session will examine the prevalence, causes, and impact of workplace violence across hospital settings. Participants will explore strategies to prevent, mitigate, and respond to incidents of violence, while also examining organizational approaches to fostering a culture of safety and support. Emphasis will be placed on creating safer environments that support employee well-being and ultimately improve patient outcomes.

Objectives

1. Analyze the prevalence, types, and contributing factors of workplace violence in hospital settings.
2. Identify strategies and communication techniques to prevent and de-escalate incidents of workplace violence.
3. Evaluate organizational policies and protocols for reporting, responding to, and recovering from violent incidents to improve safety and institutional resilience.

1B Safer by Design: A Patient Safety Deep Dive for AI in Rural Hospitals

Sam Meraj, MBBS, MPH - Digital Transformation & AI in Healthcare Expert

This interactive session explores the patient safety challenges of AI deployment in rural hospitals. Using real-world scenarios and lessons from The AI North Star, we'll unpack the common pitfalls of over-trust, under-trust, and misuse of AI in clinical workflows. Attendees will walk away with practical tools for identifying risks, designing safer AI practices, and building clinician confidence in technology, all without needing a technical background.

Objectives

1. Identify key safety risks associated with over-trust, under-trust, and misuse of AI in healthcare settings, especially in rural environments.
2. Apply a structured approach to evaluating real-world AI failures and developing safer workflows with human oversight.
3. Design simple, team-friendly protocols to improve trust calibration, accountability, and safe AI adoption in their own hospitals or clinics.

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1C The Tipping Point: Preventing Chronic Opioid Use After Acute Surgery

Rachael Duncan, PharmD, BCPS, BCCCP & Tom Bowen

While opioids have long been a mainstay of post-operative pain management, mounting evidence shows that a significant portion of surgical patients — particularly those who were previously opioid-naïve — may transition into chronic opioid use after what should have been short-term treatment. This session explores the “tipping point” where acute pain management can unintentionally become the gateway to long-term dependence.

This dynamic panel will include Dr. Rachael Duncan, a clinical pharmacist with significant expertise in perioperative opioid stewardship, and Mr. Tom Bowen, a patient with lived experience navigating the challenges of persistent post-surgical opioid use or successful tapering.

Through clinical evidence, lived experience, and practical tools, this discussion will illuminate how perioperative teams can intervene earlier, communicate more effectively, and build safety nets to prevent prolonged opioid exposure — all without compromising pain control or patient satisfaction.

Objectives

1. Identify key risk factors that increase the likelihood of persistent opioid use after surgery, including preoperative, intraoperative, and postoperative influences.
2. Describe evidence-based strategies for preventing chronic opioid use, including multimodal pain management, patient education, discharge planning, and post-discharge follow-up.
3. Demonstrate how shared decision-making and proactive tapering support can be integrated into surgical workflows to improve patient outcomes and reduce unnecessary opioid exposure.

3:15 – 3:20 Break and Transition to Last Session

3:20-4:20 Breakout session 2

2A Trauma Informed Care: Looking at Behavior Through a Trauma Lens

Gladys Alvarez LISW, IECMH-E®, Consultant

This session is designed to give an overview of trauma-informed care. The session will explore how trauma impacts both our consumers and the providers of services in all domains. The impact on brain development and the importance of recognizing when behaviors may be the result of a “cat hair” or trauma response in our consumers or ourselves. Finally, the importance of self-care will be explored for providers. This will be an interactive session.

Objectives

1. Define Trauma-Informed Care
2. Identify the 4 types of trauma and how trauma impacts brain development
3. Examine how Adverse Childhood Experiences (ACEs) affect physical, social, and mental health.
4. Analyze the importance of self-care for providers.

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2B Quality Improvement for Rural Medicaid Populations Using Satellite Primary Care Clinics

Rett Haigler- VP, National Market Development at Mission Mobile Medical

This session will explore a structured Quality Improvement (QI) methodology designed to enhance the delivery of high-quality, cost-effective primary and preventive care in rural Medically Underserved Areas (MUAs). Participants will examine how this approach can be implemented where traditional interventions have proven insufficient. The session will also highlight how alignment with value-based payment models supports sustainability and improved health outcomes. Real-world strategies and outcomes will be discussed to guide the development and scaling of similar initiatives in resource-limited settings.

Objectives

1. Describe the firehouse-inspired care model and how rotating, pre-positioned clinical teams improve access to primary care and reduce avoidable emergency department utilization in rural Iowa.
2. Explain the quality improvement approach used to evaluate the model, including the use of baseline data and key performance dashboards focused on access, outcomes, cost, and safety.
3. Identify specific roles and contributions that healthcare professionals, such as physicians, nurses, pharmacists, infection control personnel, administrators, and board members, can play in supporting and sustaining the model without duplicating services.

2C Use of Maternal Simulation in all Healthcare Settings

Kristal Graves, DNP, MSN, RNC, EFM, Improvement Advisor, Iowa Perinatal Quality Care Collaborative

The Iowa Perinatal Quality Care Collaborative (IPQCC) offers comprehensive simulation training to healthcare providers across Iowa, including large-volume obstetric (OB) hospitals, low-volume OB hospitals, non-OB hospitals, and EMS/first responder teams. This training program is designed to enhance readiness, teamwork, and response to perinatal emergencies in diverse care settings across the state.

Objectives

1. Describe how the Iowa Perinatal Quality Care Collaborative (IPQCC) Simulation Program can support perinatal care and emergency preparedness within their organization.
2. Explain the importance of simulation training for managing high-risk, low-frequency obstetric emergencies.
3. Demonstrate the use of simulation equipment designed for training in vaginal delivery and postpartum hemorrhage scenarios.

4:20 ADJOURN FROM BREAKOUT ROOMS

4:30-5:30 OFFICIAL POSTER JUDGING

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DAY 2 July 22nd

7:30-8:30 AM Registration/Breakfast

8:30- 8:45 AM Welcome/Intro - Jen Brockman

8:45-9:45 AM Keynote - Building a Framework to Intentionally Engage Patients and Families

Libby Hoy, Founder/ CEO at PFCC Partners

This session will illuminate the value of adding the patient family perspective early to quality and safety efforts through real-world examples. Participants will be introduced to the ACT Framework, a new way to think about engagement activities, that reduces the burden on hospital staff and increases the impact patient family partners have in patient safety and quality by embedding a solid infrastructure within the organization.

Objectives:

1. Participants will recognize the value of engaging patient family partners early in patient safety work.
2. Participants will be introduced to the ACT Framework to successfully engage Patient Family Partners.
3. Participants will leave with actionable steps to engage Patient Family Partners in their patient safety efforts.

9:45-10:15 Break/Visit Posters/Vendors/DYSWIS Room

10:15-11:15 – Plenary - Navigating the Future: AI Fundamentals, Governance, and Strategic Insights for Iowa Healthcare Leaders

Brenton Hill JD, MHA - Head of Operations and General Counsel at Coalition for Health AI (CHAI)

Artificial Intelligence (AI) is rapidly transforming healthcare, bringing both opportunities and challenges for clinicians, administrators, and healthcare leaders. This activity is designed to provide Iowa healthcare leaders with foundational knowledge of AI, an understanding of governance and ethical considerations, and strategic insights for integrating AI into organizational decision-making. Through evidence-based education and discussion, participants will explore practical approaches to leverage AI while maintaining patient safety, regulatory compliance, and organizational trust.

Objectives:

1. Examine key governance, policy, and ethical considerations in adopting AI tools in healthcare settings.
2. Identify strategies for aligning AI adoption with organizational goals, patient safety priorities, and regulatory requirements.
3. Evaluate potential risks and benefits of AI integration to support informed decision-making in healthcare leadership.
4. Apply strategic insights to guide responsible AI implementation within their healthcare organizations.

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11:15 – 12:15 Keynote: Enhancing Quality Outcomes through Trust, Communication, and Emerging Technologies

Laura Cooley, PhD - Editor-in-Chief, Journal of Patient Experience

Effective communication is a cornerstone of high-quality care. For quality improvement professionals, enhancing outcomes requires a focus on the human dynamics that shape trust and relationships in healthcare, especially in an era of rapid technological change.

This interactive session will equip participants with practical tools and insights to strengthen trust and improve communication in ways that elevate patient experience and quality outcomes. Join us for this engaging session that combines practical tools, actionable insights, and forward-thinking strategies to support quality improvement through trust and communication—while addressing the opportunities and challenges presented by emerging technologies like AI.

Objectives:

1. Examine Trust: What matters most to patients, the current state of trust in healthcare, and how trust influences patient confidence, engagement, and outcomes.
2. Communication in the Age of AI: Exploring how artificial intelligence is reshaping patient-provider interactions—and the implications for empathy, transparency, and human connection in care delivery.
3. Building Trust through Communication: Strategies to equip healthcare teams with communication skills that support meaningful relationships, ensuring patients feel heard, valued, and respected.

12:15-1:15 LUNCH/ Visit Posters/Vendors/DYSWIS Room

1:15 – 2:00 – Poster Award Ceremony

2:00 – 2:10 Break and transition to last session

2:10-3:10 Breakout session 3

3A Productive Conflict - The Elephant Effect: Navigating the Conversations We Avoid

Teresa Peterson, EdD - Director of Learning at The Noll Wilson Group

In rural healthcare environments, where teams are often small, responsibilities are broad, and stress is high, unspoken tensions and unresolved issues can quietly take a toll on team performance and patient care. When difficult conversations are avoided—whether due to time constraints, hierarchy, or fear of conflict—trust breaks down, communication suffers, and morale declines.

This session will explore the real cost of avoidance in healthcare settings and equip professionals with tools to address challenges head-on, compassionately, and effectively. Through real-world examples, research, and practical strategies, participants will learn how to name the unspoken, navigate discomfort, and create space for honest, productive dialogue—no matter their role.

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DAY 2 July 22nd

Objectives

1. Spot the Elephants: Recognize the communication breakdowns and unspoken issues that disrupt care and teamwork.
2. Understand the Impact: Examine the ripple effects of avoidance on staff relationships, burnout, and patient outcomes.
3. Navigate Tough Conversations: Gain practical tools to approach sensitive topics with clarity, care, and curiosity.
4. Build Psychological Safety: Learn how to foster environments where open dialogue is the norm.
5. Create Lasting Change: Leave with actionable strategies to strengthen collaboration and resilience across your team or facility.

3B Do You See What I See?

Lily Jones, Prevention Specialist for the SPF Rx Grant (Strategic Prevention Framework for Prescription Medication Misuse) with Employee and Family Resources

This interactive session will explore the identification of substances and paraphernalia commonly hidden in everyday environments. Participants will gain insight into emerging drugs and current trends in substance misuse. Through case-based discussion and real-world examples, the session will equip healthcare professionals with the knowledge and awareness needed to recognize substance misuse and contribute to early intervention and prevention strategies within their organizations and communities.

Objectives:

1. Identify common and unexpected locations where substances or paraphernalia may be hidden.
2. Recognize signs and symptoms of substance misuse, including those associated with emerging or lesser-known drugs.
3. Describe practical strategies healthcare professionals can use to support prevention, early detection, and intervention in cases of substance misuse.

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DAY 2 July 22nd

3C Making SBIRT Work: Integrating Screening and Intervention into Everyday Practice

Alison C. Lynch, MD, MS, DFAPA, FASAM - Program Director | Addiction Medicine Fellowship Director | University of Iowa Addiction and Recovery Collaborative Clinical Professor | Departments of Psychiatry and Family Medicine, University of Iowa Health Care

This presentation will equip healthcare professionals with the knowledge and practical tools to effectively implement SBIRT (Screening, Brief Intervention, and Referral to Treatment) in routine clinical settings. After reviewing the SBIRT model and evidence base, the session focuses on real-world challenges—such as how to respond to positive screens, support patients in real time, and manage screening fatigue.

Attendees are introduced to strategies like using brief validated screening tools (e.g., AUDIT-C, DAST-10), employing motivational interviewing techniques, and integrating workflows into EHR systems. The session includes a walkthrough of a clinical case to demonstrate how SBIRT works in practice and concludes with implementation tips, billing guidance, and resource-sharing.

The presentation is designed to be highly practical, directly addressing provider concerns and offering actionable solutions for making SBIRT a sustainable part of everyday care.

Objectives:

1. Identify the core components of SBIRT (Screening, Brief Intervention, and Referral to Treatment) and how it is used to assist patients who may have health risks due to substance use
2. Demonstrate increased confidence in initiating conversations with patients who screen positive for risky substance use.
3. Apply strategies to seek opportunities in their practice to incorporate SBIRT into their clinical workflow.

3:15 Adjourn

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Continuing
Education



Continuing Medical Education (CME)

Accreditation: This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Iowa Medical Society (IMS). Compass Healthcare Collaborative is accredited by the IMS to provide continuing medical education for physicians.

Designation: Compass Healthcare Collaborative designates this live activity for a maximum of **10.0** AMA PRA Category 1 Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Commercial Support: This activity was developed without support from any ineligible company. *The ACCME defines ineligible companies as those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. Note: The ACCME does not consider providers of clinical service directly to patients to be commercial interests unless the provider of clinical services is owned, or controlled by, an ACCME-defined ineligible company.

Disclosure: Compass Healthcare Collaborative (Compass) adheres to the Standards for Integrity and Independence in Accredited Continuing Education. The content of this activity is not related to products or the business lines of an ACCME-defined ineligible company. None of the planners or moderators for this educational activity has relevant financial relationships to disclose with ineligible companies whose primary business is producing, marketing, selling, re-selling, or distributing products used by or on patients.

Note: AMA PRA Category 1 Credits[™] are accepted for nursing and other healthcare discipline license renewal purposes, provided the topic is relevant to the applicant's field or discipline. After participating, you will receive a Certificate of Attendance detailing the number of AMA PRA Category 1 Credits[™] you can claim. This certificate is provided for self-reporting requirements and must be submitted to your state board for license renewal. Compass always recommends checking with your state board to confirm the acceptance of credit.

American College of Healthcare Executives (ACHE)

Qualified Education: By attending the 2026 Patient Safety Conference & Annual Forum offered by The Compass Healthcare Collaborative, participants may earn up to **8.0** ACHE Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation.

Certified Professional in Healthcare Quality (CPHQ)

This program has been approved by the National Association for Healthcare Quality for a maximum of **11.0** CPHQ continuing education credits for this event.

Certified Professional in Patient Safety (CPPS)

This activity meets the criteria of the Certification Board for Professionals in Patient Safety for up to **14.0** CPPS CE hours. It is the provider's responsibility to track course expiration dates and to submit renewal applications prior to the expiration date identified above (if applicable). If you have questions, please contact Sarah Blossom, director of certification, at 617-391-9927 or sblossom@ihi.org.

Tom Evans, MD, FAAFP, President and CEO at Compass

Tom Evans has been President and CEO of Compass since 2005. Dr. Evans received a bachelor's and master of arts degree from Drake University. He received his medical degree from the University of Iowa in 1983 and completed his Family Medicine residency at Broadlawns Medical Center in 1986. He practiced family medicine for thirteen years before serving as chief medical officer for the Iowa Health System from 1999 to 2005. Dr. Evans has served as President of both the Iowa Medical Society and the Iowa Academy of Family Physicians. He has also served on the delegations for both the American Medical Association (AMA) and the American Academy of Family Physicians. Dr. Evans is a faculty member with the Institute for Healthcare Improvement, the College of Medicine at Des Moines University and the College of Public Health at the University of Iowa. He also serves on the Board of Trustees for Bethel University in St. Paul, Minnesota.

Jennifer Brockman, MHA, BSN, RN, CPPS Chief Clinical Program Officer, Compass

As the Chief Clinical Program Officer for Compass, Jennifer Brockman leads an organizational structure that supports quality improvement, patient safety, change management, data analytics and achievement of strategic directives. Brockman has more than twenty years of clinical nursing experience in a variety of healthcare settings including acute and long-term care, quality management and infection prevention. She received Bachelor of Science and Nursing Degree from the University of Iowa and Master's in Healthcare Administration Degree from Walden University. Brockman has extensive experience designing and executing small and large scale clinical and population health strategies, statewide alignment strategies and national provider networks.

Allison Massari, CPAE® Hall of Fame Keynote Speaker | Entrepreneur | Visual Artist Hailed as “life-changing,” “riveting,” and “profound,”

Allison Massari is a celebrated keynote speaker whose message of courage, resilience, and radical compassion has reached audiences in more than 75 countries. Named one of the Top 10 Speakers in the U.S. for motivation and personal development by Meetings & Conventions Magazine and included on the Top 100 Iconic Business Speakers list, Allison inspires lasting transformation in organizations and individuals alike.

Featured on PBS, ABC, NBC, FOX, MarketWatch, and over 400 media outlets, Allison's story is one of extraordinary perseverance. Having survived two traumatic accidents—including one in which she was trapped in a burning car and sustained life-threatening injuries—she shares powerful lessons on resilience, grace, and the strength of the human spirit.

Her diverse client list includes leading organizations such as Intel, Capital One, GE Healthcare, Cleveland Clinic, Kaiser Permanente, CVS Health, Teva Pharmaceutical, Siemens Medical, MDRT, and many more.

With warmth, creativity, and practical wisdom, Allison delivers programs that are both emotionally moving and content-rich. She equips audiences with tools to foster self-leadership, resilience, and a culture of compassion—strengthening employee engagement, alleviating burnout, and elevating organizational success.

Allison's work is a celebration of humanity and an invitation to ignite passion, courage, and joy—both in life and at work.

Prepare to be inspired, transformed, and reminded of the power we each hold to be the light in the room.

Laura Cooley, PhD, Editor-in-Chief, Journal of Patient Experience

Laura is a leading voice in patient experience and value-based care, championing patient-reported experiences and outcomes. As Editor-in-Chief of the Journal of Patient Experience, she drives the dissemination of research that transforms health and care experiences with research and actionable insights. Previously, Dr. Cooley served as an executive leader at The Academy of Communication in Healthcare, collaborating with C-suite leaders to implement strategies that improve communication, relationship-centered care, and patient experience. A sought-after speaker and advisor, she consults healthcare organizations on aligning patient experience and engagement with value-based care goals. She co-edited Communication Rx: Transforming Healthcare through Communication and Relationships, a key resource for healthcare leaders.

Angela Kennecke - President/CEO Emily's Hope

Angela Kennecke is a veteran investigative journalist with a mission to eradicate the stigma surrounding addiction and find solutions to the overdose epidemic. Her dedication took on personal urgency when she learned that her 21-year-old daughter, Emily, died from fentanyl poisoning. Since then, Angela has spoken firelessly about the drug crisis and founded "Emily's Hope," a charity offering hope and treatment scholarships to families struggling with addiction. Emily's Hope has also developed a groundbreaking elementary school prevention curriculum, runs a post-overdose response team, and holds support groups for families.

Angela is an Emmy award-winning journalist whose investigative reporting has led to changes in state laws. She is a South Dakota Hall of Fame inductee and a recipient of the prestigious Silver Circle Award from the National Academy of Television Arts and Sciences. Additionally, Angela hosts the nationally top-rated podcast, Grieving Out Loud, A Mother Coping With Loss in the Opioid Epidemic, and is the author of The Day His Heart Stopped Crying, an inspirational book about second chances. Through her personal and professional experiences, Angela believes that when tragedy strikes, the only thing you have control over is your response. She is determined to turn her heartbreak into action by erasing the stigma surrounding addiction and advocating for more funding, better treatment, and increased research and understanding of this disease. Angela's work is a tribute to her beloved daughter and the countless lives lost to overdose and fentanyl poisoning.

Jordan Steiger, MPH, MA, LSW - Director of Behavioral Health and Violence Prevention, American Hospital Association

Jordan Steiger is the Senior Program Manager for Clinical Affairs and Workforce at the American Hospital Association (AHA), where she leads the organization's behavioral health portfolio. In this role, she focuses on improving access to high-quality behavioral health care, advancing integration of physical and behavioral health services, reducing stigma and deaths of despair, and supporting the mental well-being of the health care workforce. She also directs AHA's Hospitals Against Violence initiative, which promotes strategies to reduce workplace violence and improve safety across health systems and their communities.

As a licensed social worker in Illinois, Jordan was recognized as the 2025 National Emerging Social Work Leader by the National Association of Social Workers. She leverages her combined expertise in social work and public health to shape national strategies for behavioral health and violence prevention. Her work emphasizes health equity, social justice, and a strengths-based, person-centered approach to improving care for patients, families, caregivers, and communities.

Jordan earned a Master of Arts in Clinical Social Work from the University of Chicago Crown Family School of Social Work, Policy, and Practice; a Master of Public Health from Tulane University School of Public Health and Tropical Medicine; and a Bachelor of Arts from the University of Michigan, Ann Arbor.

Sam Meraj, MBBS, MPH - Digital Transformation & AI in Healthcare Expert

a public health physician with over a decade of leadership in quality, compliance, and patient safety. She is the author of *The AI North Star*, a groundbreaking guide to evaluating AI in healthcare, endorsed by Compass Healthcare Collaborative. Dr. Meraj currently serves in leadership roles at Matter Health and WellPro AI, where she advances safe and effective transformation in clinical care. Her past experience includes leading quality and compliance initiatives at Walmart and Ro, as well as advising mission-driven nonprofits on safety and health equity.

Rachael Duncan, PharmD BCPS BCCCP

Rachael Duncan is a Colorado-based clinical pharmacist who is board-certified in pharmacotherapy and critical care pharmacy. She has spent the past decade focused on policy, advocacy, and educational work surrounding opioid stewardship and addiction treatment at both the state and national levels. She is currently the co-founder and Chief Clinical Officer for the consulting company Epifluence.

Previously, Rachael held several clinical and leadership roles in hospital pharmacy at Swedish Medical Center in Englewood, Colorado. She is the Associate Director of The Naloxone Project (TNP), a nonprofit aimed at making hospitals into naloxone distribution sites. For the Compass SHARP program, she serves as a clinical pharmacist focused on clinician education, policy development, and quality improvement. Her current clinical practice is in a rural hospital-based pharmacy.

Brenton Hill, JD, MHA - Head of Operations and General Counsel at Coalition for Health AI (CHAI)

Brenton W. Hill is the Head of Operations and General Counsel at the Coalition for Health AI (CHAI), healthcare's leading nonprofit thought partner organization dedicated to providing guidelines for the responsible use of AI in healthcare. Trained as an attorney and a healthcare administrator, Brenton approaches his work from a risk-informed and operationally feasible perspective, which helps CHAI move with agility to accomplish its mission and best serve its members. Prior to his role at CHAI, Brenton served as the Regulatory Strategy and Compliance Manager for Mayo Clinic Platform, assisting Platform in identifying its approach to emerging AI regulation and risk mitigation strategies. As part of his role, he served as a member of Mayo Clinic's SaMD Review Board, which provides governance for AI models being implemented at Mayo Clinic. Additionally, he served as Mayo Clinic's first legally trained Administrative Fellow. After his first year in the fellowship program doing traditional hospital operations, Brenton pivoted and spent the next year exclusively focused on digital health regulation and AI implementation, where he gained a passion for responsible AI governance and adoption.

He is passionate about connecting the entire health sector to CHAI's work and providing a collaborative community that can help define how AI can help solve some of the health sector's most pressing issues. Brenton completed his undergraduate studies at Arizona State University and completed his JD and MHA at the University of Kentucky.

Lily Jones, Prevention Specialist for the SPF Rx Grant (Strategic Prevention Framework for Prescription Medication Misuse) at Employee & Family Resources

Lily Jones is a Prevention Specialist at Employee and Family Resources dedicated to reducing substance misuse and promoting overall community well-being. Lily holds a Bachelor's degree in Human Services and Psychology. She is passionate about empowering individuals and families through education, outreach, and evidence-based prevention strategies. In her work, Lily focuses on increasing awareness, strengthening protective factors, and supporting healthy decision-making to help build safer, more resilient communities.

Alison C. Lynch, MD, MS, DFAPA, FASAM - Program Director | Addiction Medicine Fellowship Director | University of Iowa Addiction and Recovery Collaborative Clinical Professor | Departments of Psychiatry and Family Medicine University of Iowa Health Care

Dr. Alison Lynch is a psychiatrist, family physician and addiction medicine specialist at the University of Iowa Carver College of Medicine. After completing medical school and then a combined residency in Psychiatry and Family Medicine at the University of Iowa, she spent 14 years providing full-scope family medicine including prenatal care, deliveries, postpartum and newborn care for families in eastern Iowa, and her psychiatric practice has included inpatient, outpatient, and community-based settings. In 2017, she founded the UIHC MAT Clinic to increase access to buprenorphine, so more Iowans could get treatment for opioid use disorder. Under her leadership, the addiction medicine program at Iowa has grown dramatically. She started 2 fellowships in addiction medicine, one for physicians and one for nurse practitioners and physician assistants.

Gladys Noll Alvarez MSW, LISW, IECMH-E ® TIC Project Coordinator - CPP Rostered Clinician - Infant Mental Health Mentor - Early Childhood Family Specialist at Orchard Place

Gladys is the Trauma Informed Care Project Coordinator at Orchard Place/ Child Guidance Center. She has worked with children and families since 1976, when she was a counselor with the Upward Bound program at Coe College. She earned her BA at Luther College in Social Work and Psychology, her Master's in Social Work at the University of Iowa, and has been engaged in 2 separate year-long learning collaborative cohorts through the National Child Traumatic Stress Network. She is trained in Trauma Focused-Cognitive Behavior Therapy (TF-CBT) and is rostered nationally in Child Parent Psychotherapy (CPP). In June 2018, she received the Michigan Association for Infant Mental Health Endorsement as an Infant Mental Health Mentor – Clinical. In May 2022, she received her Early Childhood Mental Health Endorsement as an Early Childhood Family Specialist.

Ms. Alvarez was a member of the C.A.N. Prevention Council, chairs the Steering Committee for the Regional Child Protection Center, is a member of the Model Court Team in Polk County, was part of the Court Improvement Task Force in 2005/2006, a member of the Zero to Three Safe Babies Court Team in Polk County, Charter Board Member of Shalom Zone Ministries from 1997-2005, a Board member of the Iowa Association of Infant & Young Children's Mental Health and an active member of her church focusing on children's issues. She has provided clinical therapeutic services for children and families who have experienced trauma for over 30 years. In her role as the TIC Project Coordinator, she coordinates the networking of the TIC Project Stakeholders' group and provides training on trauma-informed care throughout the state and nationally. Ms. Alvarez coordinates the annual Psychological Trauma & Juvenile Justice conference, bringing national speakers on trauma to educate professionals and promote systemic change.

Ms. Alvarez is the recipient of many awards; the AL Schulte Award in 2000 for her professionalism, dedication and personal commitment to providing services for children and their families, in 2008 Orchard Place presented her with the "Voice for Children" award in recognition of exceptional commitment and service to the children of Orchard Place and in 2011 she received the Michele A. Moore Award of Distinction for her work in child advocacy. Additionally, she co-authored 2 children's books on trauma: *Grandma Mary Says Things Happen: A guide to help children who have experienced trauma*, and *Grandma Mary Says Bullies Hurt*. Her passion is providing education and training which promotes a trauma-informed care approach to interactions with children, families and in the work environment.

Teresa Peterson, EdD - Director of Learning at The Noll Wilson Group

Dr. Teresa Peterson is the Director of Learning and Development for Sarah Noll Wilson, Inc. In her daily work, she serves as Sarah's key content collaborator. Teresa enjoys facilitating, researching and is passionate about applying best practices for learning to make our experiences meaningful, engaging, and accessible for all types of learners. Teresa holds a Doctorate in Education from the University of Northern Iowa and brings over twenty years of experience teaching, facilitating, and leading to our team. Our clients love Teresa's grounded energy, depth of thought, and ability to listen deeply.

Kristal Graves, DNP, MSN-RNC-EFM

Kristal has lived in rural Iowa her entire life. Obtaining her Nursing license in 2000, she continued her education to obtain her Doctor of Nursing Practice from Allen College. She has worked in a critical access hospital for 22 years as a labor and delivery nurse. She has also worked as an OB hospital educator and has taught at the academic level for clinical, classroom, simulation, and lab for 14 years in the areas of obstetrics and pediatrics. She has been active in the areas of education and quality improvement within her career. She currently works as a Clinical Nurse Improvement Coach for the Iowa Perinatal Quality Care Collaborative. Kristal is passionate about bringing quality improvement initiatives and education to Iowa's rural obstetrical units.

Libby Hoy, Founder/ CEO at PFCC Partners

From a young age, Libby became a family caregiver to her mother while she battled breast cancer. Shortly after her death, Libby became a parent to three sons who live with mitochondrial dysfunction, and in 2016, Libby was diagnosed with Stage IV Salivary gland cancer. These experiences over the course of decades have shaped Libby's passion for creating a person-centered health system.

In 2010, Libby founded PFCCpartners to create a community of patients, families, and health care stakeholders committed to the shared learning of Patient & Family Centered Care practice. PFCCpartners also supports the PFANetwork, inclusive of more than 1000 Patient Family Advisors in active partnership with health systems, measure developers, policy, quality improvement teams, and researchers across the country to improve the quality, safety, experience, and design of healthcare.

Libby serves on many national and statewide efforts to promote a safer, more equitable healthcare system, including the Healthcare Payment LAN Executive Forum and Patient Perspectives Council, National Quality Forum Multi Stakeholder Council, Patient Centered Outcomes Research Institute Ambassador, and California Healthcare Compare Board of Directors. In all of her work, Libby strives to build the infrastructure for high-value and sustainable partnerships to improve health outcomes for all.

Rett Haigler - VP, National Market Development at Mission Mobile Medical

Rett Haigler is a dynamic relationship builder, change-maker, and passionate advocate for equitable healthcare. As a key leader at Mission Mobile Medical, a pioneering startup in mobile health, Rett plays an instrumental role in advancing the organization's community health strategy with CHCs (Community Health Centers) and MCOs (Managed Care Organizations), ensuring that underserved communities gain access to sustainable, high-quality, life-changing healthcare services. With a deep commitment to empowering healthcare leaders, Rett specializes in developing actionable strategies that drive sustainable change, foster collaboration, and dismantle barriers to care. Through innovative approaches and community-centered solutions, Rett helps bridge gaps in healthcare delivery, ensuring that no individual is left behind. Beyond the transformative work at Mission Mobile Medical, Rett is motivated by a powerful personal mission: to demonstrate that dedication, empathy, and intentional action can create lasting ripples of change. Rett leads with the conviction that everyone—regardless of background—has the power to leave an indelible mark on the world.

Tom Bowen

Tom Bowen is a pain advocate, educator, and self-management pundit with more than a decade of lived chronic pain experience. He shares what he has learned during his personal journey and his time at an interdisciplinary pain rehabilitation program to educate both patients and clinicians. Before retiring, he worked in marketing and communications for a Fortune 500 company for more than 20 years. He lives in Des Moines, Iowa, with his wife.



Location

This event is taking place at the Meadows Events and Conference Center located at 1 Prairie Meadows Dr, Altoona, IA 50009. A discounted guestroom rate has been secured at the Prairie Meadows Hotel (connected to The Meadows Event and Conference Center). Limited rooms are available. Please call the Prairie Meadows Hotel at (515) 967-1000 to make a reservation and let them know your reservation will be under the Compass room block.



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Compass will not be providing paper handouts to attendees. Registrants will be contacted via e-mail by the Compass Education team when presentation handouts and resources are available at the event webpage before the event.



Cancellation Policy

No-shows will be billed. Cancellations and substitutions are welcome anytime. All cancellations and substitution requests must be sent to Amber Rizzo at rizzo@compasshcc.org. A full refund will be given to all cancellations received 10 or more business days before the conference. A \$50.00 administrative fee will be charged to all cancellations received six to nine business days before the conference. No refunds will be given to cancellations received five or fewer business days before the conference. Refunds will be calculated by the date received and the Compass business days remaining before the conference. Compass reserves the right to cancel the conference due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided.



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Certificate of Attendance

A General Certificate of Attendance will be available, at the closing of the conference. This certificate will not award any continuing education credits but can be used as your proof of attendance. Compass recommends keeping a copy of the onsite agenda and that you contact your own board or certification organization to find out what is required to submit for continuing education credits.



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