

Quality & Safety Conference

Advancing Healthcare Quality and Safety Through Continuous Learning

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Every Voice



Patient, Family, Community



Every Outcome



Every Action

Monday, April 13, 2026, 8 a.m. - 4 p.m.

Novice and Advanced Tracks Available

Old Dominion University's Medical Campus, Waitzer Hall,
735 Fairfax Avenue, Norfolk, Virginia

Presented by



MACON & JOAN BROCK VIRGINIA HEALTH SCIENCES
Eastern Virginia Medical School
AT OLD DOMINION UNIVERSITY



**Children's Hospital
of The King's Daughters**

This activity has been approved for *AMA PRA Category 1 Credit*™.

Vision: “Every voice, every outcome, every action is up to us”

Conference Overview

The complexity of patients and the healthcare system in which we work requires skills in quality care, patient safety, and team dynamics. Understanding how the system functions helps teams to grow and work together safely and efficiently. This multidisciplinary conference will be taught by nursing and physician leaders, QI specialists, and systems engineers, and is designed to reach all disciplines - established or new hires, novice or advanced, to grow their skills.

Target Audience

This conference is designed for any employees, staff and faculty at Children’s Hospital of the King’s Daughters, Macon & Joan Brock Virginia Health Sciences Eastern Virginia Medical School at Old Dominion University, and Old Dominion University who wish to work toward the “quintuple aim” of improving clinician experience and satisfaction, improving patient experience and outcomes, reducing healthcare costs, improving population health and achieving health equity ([Improvement Topic: Quintuple Aim | Institute for Healthcare Improvement](#)). It will increase skills to innovate within and transform our healthcare system with excellence in clinical, multidisciplinary, patient and family centered, evidence based, safe and high value care. Both novice and advanced participants are welcome, and there will be two separate tracks based on self-assessed skill level.

Goals

- Provide foundational knowledge in Quality & Safety, including the language of Quality Improvement and Patient Safety to enhance teams and patient care.
- Highlight CHKD Quality & Safety processes, system, and culture, to initiate new members into the health system with a stronger foundation, and advance current members longitudinally.
- Enhance team dynamics for the benefit of individual patients, the population and team members.
- Demonstrate transformation of the health system through application of knowledge about healthcare systems, processes and roles.

Continuing Medical Education Credit

ACCREDITATION STATEMENT

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Macon & Joan Brock Virginia Health Sciences at Old Dominion University and Children’s Hospital of The King’s Daughters. Macon & Joan Brock Virginia Health Sciences at Old Dominion University is accredited by the ACCME to provide continuing medical education for physicians.

CREDIT DESIGNATION

Macon & Joan Brock Virginia Health Sciences at Old Dominion University designates this live activity for a maximum of 7 *AMA PRA Category 1 Credits*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Continuing Nursing Credit

Children’s Hospital of The King’s Daughters is approved as a provider of nursing continuing professional development by the Virginia Nurses Association, an accredited approver with distinction by the American Nurses Credentialing Center’s Commission on Accreditation.

Children’s Hospital of The King’s Daughters designates this live activity for a maximum of 7 contact hours.

Cancellation Policy

For planning purposes, please submit your cancellation email to CME@ODU.edu by 5 p.m. EDT, March 27, 2026.

Registration Fees

Since this is the inaugural Quality and Safety Conference, it has been generously supported by a Professional Enrichment Grant from the Macon & Joan Brock Virginia Health Sciences at Old Dominion University and the Department of Pediatrics, and so registration will be **FREE** for this year, and limited to 150 participants.

Agenda

- 7:30 a.m. Sign-In/Light Breakfast
- 7:45 a.m. Welcome and Overview
Joanne Mendoza, MD and John W. Harrington, MD
- 8 a.m. **Lessons Learned About Team Dynamics and Complex Critical Thinking in a High-Stress Environment from a Naval Special Warfare Veteran Perspective**
Darrin Landry, MS Business and Industry Training, introduced by Colleen Grose, MSN, RN, CPN
- 9 a.m. **CHKD Health System**
Christopher Mangum, CSSBB
- 9:25 a.m. Split into Tracks and Move Location/Break
- 9:30 a.m. **Track 1: Quality and Safety Language**
Christopher Mangum, CSSBB
- Track 2: Human Factors Engineering**
James Won, PhD introduced by John Harrington, MD
- 10:30 a.m. Break
- 10:45 a.m. **Track 1: Quality Starts With Us: Building Teams That Lead Change**
Colleen Grose, MSN, RN, CPN and the Innovations and Innovations and Evidence Based Practice Council
- Track 2: Panel: Being Part of Large Quality Networks (PSO/CHA/VHHA/VON/ICN)**
Panelists: Tom Cholis, MD, Rana Ammouy, MD, Yvette Conyers, MSN, RN | Moderator: Kathryn Colacchio, MD
- 11:30 a.m. Proceed to Brickhouse Auditorium (between Norfolk General Hospital and CHKD Hospital) Lunch provided.
- 12 p.m. **CHKD Pediatric Grand Rounds: Safety First: Building Systems That Protect Patients**
John J. Nance, JD introduced by Linette Ewing, DO
- 1:30 p.m. **Track 1: Intro to Quality Improvement, Patient Safety, and Systems Thinking**
Joanne Mendoza, MD and Ellie Martinez, BSN, RN
- Track 2: Lean Six Sigma/Toyota Production Systems/IHI – Walking Through Projects**
Christopher Mangum, CSSBB CHKD and Erin Zeringue, CSSBB, FACHE
- 2:30 p.m. Break
- 2:45 p.m. **Workshops**
- Track 1: Workshop: Designing a QI project – Understanding Process and Baseline Data**
Joanne Mendoza, MD, Colleen Grose, MSN, Ellie Martinez, BSN, RN
- Track 2: Workshop: Doing a QI project – Testing Interventions and Analyzing Data**
If you have project ideas or current projects you'd like to discuss, please submit them ahead of time.
John Harrington, MD, Kathryn Colacchio, MD, Christopher Mangum CSSBB, and Erin Zeringue CSSMBB, FACHE
- 4:00 p.m. Debrief and Closing

Course Directors

Joanne Mendoza, MD, FAAP

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Eastern Virginia Medical School at ODU
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Guest Faculty

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One of the Pioneers of Crew Resource Management
Aviation analyst for ABC News, Aviation Editor for Good
Morning America
Vietnam and Desert Storm Veteran
Airline Captain and U.S.A.F Lt. Colonel, pilot
Gig Harbor, WA

To register, visit CHKD.org/CME or scan the code.

