

Adverse Events Happen: How to Support Staff

The Maine Sentinel Event program in conjunction with the Rural Health, Primary Care, & Oral Health program are excited to present a conference highlighting second victims and creating support services.

When: June 29th 2023 9:00-3:00

Where: Maple Hill Farm Hallowell, ME

Registration is available through *Northern New England Society for Healthcare Risk Management (register as a guest-membership not required)*

[Registration Link](#)

Registration deadline: June 20, 2023 at 5pm

Registration is free and limited to the first 75 registrants

Target Audience:

**Administrators – Supervisors – Quality – Risk – Safety – Department Heads – Education – Leadership
Human Resources - Providers – Nursing – Practice Managers**

Agenda



0800-0900 registration with coffee/tea/muffins

0900-0915 Welcome and Introductions

0915-1015 Retired Lt. Commander Josh Robishaw of Raise Your Banner along with Erin Graydon Baker - Resilience in High Stress Environments: examples from the US Military with correlation to healthcare peer support programs

1015-1030 Break

1030-1230 Dr. Scott Cowan and Chaplain John Olsen with Jefferson Health. Implementing & maintaining a peer-support RISE (Resilience in Stressful Events) program

1230-1330 Lunch and Networking

1330-1430 Jeff Brown and Sarah Taylor of Safer Healthcare LLC. Psychological safety with a focus on primary care practices.

1430- 1500 Wrap Up



Josh Robishaw is a retired United States Navy Lieutenant Commander:

His 22 year career with the Navy as a Cryptologic Officer afforded him the opportunity to lead teams in tactical and national Intelligence Operations all across the globe. His experience from working on airborne, surface, and sub-surface platforms gives him a unique insight to how high functioning teams operate in a maximum stress environment. His last assignment was as a Maintenance and Engineering Branch Chief at the National Reconnaissance Office where he oversaw flight operations and maintenance functions, providing 24/7 technical expertise in support of on-orbit resolution and recovery plans for space vehicle and adjunct payload anomalies.

After retiring from the Navy, Josh founded Terminal 37 Antiques, a small business that specializes in transportation related antiques. He also founded Matrixa Research Group, a research company that focuses on historical research, genealogy, and travel/security consulting. In an effort to continue his mental health and resiliency work with the Navy, he created the Raise Your Banner Program that creates a safe place for real discussion on mental health advocacy, resiliency, and leadership topics in the form of a speaker series and podcast.

He holds a Bachelor's Degree in Technical Management and Master's Degree in Aeronautical Science from Embry-Riddle Aeronautical University along with a Space Operation Graduate Certificate from the Naval Postgraduate School.

Erin Graydon Baker is a retired Patient Safety and Risk Management Professional:

She is a registered respiratory therapist with 20 years of clinical experience. She transitioned from her position as Director for Respiratory Care at Brigham and Women's Hospital in Boston to begin a career in Patient Safety in 1999 as the Education Director for the Boston Center for Medical Simulation.

After 3 years in teaching medical personnel about medical errors at the Simulation Center, Erin continued her work in Patient Safety as the Director for Patient Safety at Brigham and Women's Hospital and then as Program Director for Patient Safety across the Partners Hospital System.

After moving to Maine, she spent a year as the lead for Quality and Patient Safety at York Hospital and several years as Director for Risk Management and Patient Safety at Maine Medical Center. In 2019, she joined MaineHealth Integrated Quality and Safety Department as the Clinical Risk Manager to help drive safety and mitigate risk throughout the MaineHealth system. She retired from this role in December of 2022 but remains as faculty for the IHI and member Emeritus in the Northern New England Society for Risk Management.

She has her Respiratory Therapy degree from Northeastern University and her graduate degree in Training and Human Resource Development from Lesley University. Erin participated with 15 other Patient Safety Professionals from across the country in writing the content for the Certification for Professionals in Patient Safety offered by the National Patient Safety Foundation. Erin completed the Advisory Board Fellowship in 2019. She also holds a Lean/6 Sigma Green Belt.

Scott Cowan is the medical director for Enterprise Risk, Interim Chief Quality Officer for Jefferson Health, and the Jefferson enterprise lead for Surgery Quality and Safety. He received his Doctor of Medicine degree at Thomas Jefferson Medical College in 1997 and then completed a seven-year surgery residency at Thomas Jefferson University Hospital. Dr. Cowan completed his cardiothoracic surgery fellowship at Massachusetts General Hospital in 2007 and worked as a general thoracic surgeon for three years in the University of Pennsylvania Health System. He has been a Thomas Jefferson Health System faculty member for over 10 years and holds the rank of Professor of Surgery. Dr. Cowan is a frequent speaker with more than 70 peer-reviewed publications in surgery and quality and safety–related journals.

Jeff Brown, MEd Co-Principal, Safer Healthcare LLC: Jeff has nearly 30 years of experience applying human factors and systems-design principles to improve the safety, efficiency, equity, and efficacy of health care. Since 2015 he has focused on rural health and primary care. He draws upon experience not only in health care, but from lessons learned in support of collaborative improvement in many domains. These include border security, public safety, flight operations, regional electrical transmission, and naval operations, among others. The first twenty years of Jeff's career were in aviation, as a pilot and collegiate educator. He is a co-recipient of a John M. Eisenberg Patient Safety Award for System Innovation. The Eisenberg award is the highest patient safety award given by the Joint Commission and National Quality Forum. He earned his M.Ed. and B.S. degrees at the University of Maine and is Associate Faculty with [Ariadne Labs](#), Boston, Massachusetts.

Sarah Taylor, MBA FACMPE Co-Principal, Safer Healthcare, LLC: Sarah has more than 30 years of experience as an executive leader in primary care organizations, hospitals, and state government. She has extensive experience in rural health care, working to create and improve equitable access and utilization of health care services. She is a proponent of community, family, and patient engagement in addressing health related social needs, mitigating health disparities and in the recovery and sustainment of rural healthcare services. She earned her MBA and B.S. degrees at the University of Maine and is a Fellow of the American College of Medical Practice Executive.

The Sentinel Event Team thanks the Northern New England Society for Healthcare Risk Management (NNESHM) for their time and coordination for this education program.

The Sentinel Event Team is grateful to the Maine Rural Health, Primary Care, & Oral Health program for funding to make this program possible and free to participants.