

# SCHHRA

SC HEALTHCARE HUMAN  
RESOURCES ASSOCIATION

# SCONL

SC ORGANIZATION OF  
NURSE LEADERS

## SCASHRM+AHQ

SC CHAPTER OF AMERICAN  
SOCIETY OF HEALTHCARE  
RISK MANAGEMENT  
+HEALTHCARE QUALITY

### **Building a Culture of Trust: Implementing Just Culture & CANDOR**

**Tuesday, November 4 | 7:45 am – 4:00 pm**

**Columbia Metropolitan Convention Center | 1101 Lincoln Street, Columbia 29201  
Richland A&B rooms**

**Tuesday, November 4<sup>th</sup>**

**7:45 am – 8:45 am**

**Registration & Breakfast with Vendor Partners**

**8:45 am – 9 am**

**Welcome & Introductions**

Tony Derrick, RN, BSN, MSN, | President | SCONL | CNO |  
McLeod Health

Margi Myers| President | SCHHRA | Director HR Strategic  
Partner | Roper St. Francis Healthcare

Allison Hmurciak, MSN, RN | President | SC ASHRM+AHQ |  
Manager Infection Prevention & Quality | Beaufort Memorial

**9 am – 11:30 am**

**When Words & Actions Matter Most: The Case for CANDOR  
in the Context of a Just Culture**

Dr. Tim McDonald | Chief Patient Safety & Risk Officer | RLDataix  
An introduction to the *Communication and Optimal Resolution*

<b>11:30 am – 12:30 pm</b>	<b>Just Culture – MUSC Journey</b> Kristine Harper   Patient Safety & Risk Officer   MUSC Tracie Louise Grant   Program Director, System Quality & Safety   MUSC
<b>12:30 pm – 2:00 pm</b>	<b>Networking Lunch &amp; Vendor Visits</b>
<b>2:00 pm – 3:00 pm</b>	<b>Your Wellness, Your Way: A Personalized Approach to Self-Care</b> Stephanie John, MS, LMFT, LMFT-S, LAC   Director, Team Member Well-being   Prisma Health
<b>3:00 pm – 4:00 pm</b>	<b>SCHA Legislative Update &amp; DPH Overview</b> Lara Hewitt   Vice President, Workforce, President, Solvent Networks   SCHA Kristen Juarez Kollu   Director Medical Services Section, Bureau of Nursing Homes & Medical Services Healthcare Quality   SC DPH Karla Buru   Deputy Director of Health Strategy & External Affairs & Chief of Staff   SC DPH

## **GENERAL INFORMATION:**

### **Registration & Fees Hospital Members & Non-Members**

\$85 for members of SCHHRA, SCONL, or SC ASHRM+AHQ \$120 for non-members of SCHHRA, SCONL, or SC ASHRM+AHQ. If you are not currently a member, register at the non-member rate to learn more about us. We will begin recruiting for new members in early 2025 and hope you will join in membership.

### **Sponsorships for Vendors – You must exhibit in order to attend – Limit 10 Vendor Companies.**

If you are a SCHA Sponsor or Solvent Networks Sponsor/Partner, you receive a 10% discount.

### **Set up/ Tear Down**

All booths are on a first-come, first-serve basis. Set up starts at 7:00 am, Tuesday, November 4<sup>th</sup>. **SHIPPING INFORMATION**

If you need to have any items shipped to the convention center. [Click here](#) for shipping information. All sponsorships come with electricity.

**Level 1 | \$2150**

- 1 vendor table at prime location
- Company logo on advance and onsite materials
- Company logo scrolling on main screen.
- Advanced copy of registration list
- Recognition as prime sponsor at main registration area
- Complimentary registration for up to 4 company representatives, to include light breakfast and lunch, each additional rep is \$50.
- 1 company representative to make brief opening comments.
- Opportunity to host 1 follow-up educational webinar for SCONL, SCHHRA, & SC ASHRM+AHQ

**Level 2 | \$1150**

- 1 vendor table
- Company logo on advance and onsite materials
- Company logo scrolling on main screen.
- Advanced copy of registration list
- Complimentary registration for up to 2 company representatives, to include light breakfast and lunch, each additional rep is \$50.

**Level 3 | \$700**

- Company logo on advance and onsite materials
- Company logo scrolling on main screen
- Advanced copy of registration list
- Complimentary registration for 1 company representative, to include light breakfast and lunch, each additional rep is \$50.

To register for this or other meetings, visit the [SCHA web calendar of events](#). Select this event, view the agenda, and register online.

Registration and payment confirmation will be emailed to you once the registration process is complete. If you experience problems, please contact Kasey McCarty, [kmccarty@scha.org](mailto:kmccarty@scha.org) or Kim Wooten, [kwooten@scha.org](mailto:kwooten@scha.org).

**Nearby Hotel Accommodations: No room blocks or discount code**

[Cambria Hotel Columbia Downtown the Vista](#)

[Aloft Columbia Downtown](#)

[Hilton Columbia Center](#)

## Continuing Education

### ACCREDITED CONTINUING EDUCATION

#### Accreditation Statement



In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and South Carolina Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

#### Credit Designation

**Nursing** — AXIS Medical Education designates this continuing nursing education activity for a maximum of 5.5 contact hours.

*Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.*

#### Human Resource Professionals

This program has been submitted to the HR Certification Institute for review.

#### Risk Management Professionals

This program has been submitted for a total of 5.5 contact hours of continuing education credit toward fulfillment of the requirements of ASHRM designations of Fellow (FASHRM) and Distinguished Fellow (DFASHRM) and towards Certified Professional in Healthcare

To register for this or other meetings, visit the [SCHA web calendar of events](#). Select this event, view the agenda, and register online.

Registration and payment confirmation will be emailed to you once the registration process is complete. If you experience problems, please contact Kasey McCarty, [kmccarty@scha.org](mailto:kmccarty@scha.org) or Kim Wooten, [kwooten@scha.org](mailto:kwooten@scha.org).

#### Substitution/Refund/Cancellation

Any registrant who cannot attend may send a substitute from the same organization by emailing Kim Wooten at [kwooten@scha.org](mailto:kwooten@scha.org) with the name of the substitute. The registration fee is refundable if SCHA is notified of cancellation 5 business days before the event. No refunds will be issued past this date. No refunds issued for no-shows.

#### Special Dietary Needs

If you have any special dietary needs, please contact Kim Wooten at 803.744.3527.

## **Speaker Biographies & Course Objectives**

### **When Words and Actions Matter Most: The Case for CANDOR in the Context of a Just Culture**

Dr. Tim McDonald | Chief Patient Safety & Risk Officer | RLDatix

*This course will focus on the benefits of implementing CANDOR and review the process extensively. We will discuss the BETA HEART approach at length and its purpose to operationalize the CANDOR process by embedding it into a sustainable culture of patient safety within healthcare organizations.*

An introduction to the *Communication and Optimal Resolution (CANDOR) Program*, a nationally recognized approach that supports open, honest communication with patients and families after adverse events. The program focuses on transparency, timely resolution, and fostering a culture of trust and learning within healthcare organizations.

#### **By the end of this presentation, participants will be able to:**

1. Describe the comprehensive, principled, and systematic approach to the prevention and response to patient harm.
2. List the benefits that accrue to organizations implementing the full CANDOR or BETA HEART approach.
3. Discuss the power of empathic communication in all phases of the response to patient harm.

#### **Timothy McDonald, MD JD**

Timothy McDonald, MD JD, is the Chief Patient Safety and Risk Officer for RLDatix and a Professor of Law at Loyola University – Chicago. Tim is a physician-attorney who has assisted more than 800 hospitals and health systems implement a culture of “normalized compassionate honesty” combined with “fair and accountable culture” transformation. He has delivered more than 500 presentations to hospitals and health systems, including presentations to major organizations such as ACHE, IHI, AHA, ACGME, Patient Safety Movement Foundation, American Society of Anesthesiologists and more. He has received numerous national and international Patient Safety awards including the American College of Medical Quality’s Founder’s Award, the Institute of Medicine – Chicago Patient Safety Award, and the Medically Induced Trauma Support Services [MITSS] Hope Award. He has published dozens of articles in high impact peer reviewed journals such as Health Affairs, Health Services Research, and the New England Journal of Medicine. He is a featured TEDx speaker.

#### **Just Culture – MUSC Journey**

Kristien Harper| Patient Safety & Risk Officer | MUSC

Tracie Louise Grant| Program Director, System Quality & Safety| MUSC

An overview of the Just Culture framework, which emphasizes shared accountability, open communication, and a balanced approach to evaluating errors. The program focuses on creating an environment where safety and learning are prioritized while addressing behaviors fairly and consistently.

**By the end of this presentation, participants will be able to:**

1. Define the key principles of Just Culture and distinguish it from punitive/blame-based approaches to a Just Culture.
2. Describe the steps our organization has taken to implement a Just Culture framework, including leadership alignment, policy updates, and staff engagement.
3. Discuss how leadership can serve as a resource and advocate for psychological safety and continuous improvement rather than solely enforcing accountability.
4. Evaluate the impact of our Just Culture initiatives on safety reporting, staff morale, and patient outcomes.

**Kristine Harper, RN, MSN, CPPS**

Kristine Harper, RN, MSN, CPPS, Lean Six Sigma Green Belt, Certified Executive Coach, TeamSTEPPS Master Trainer, and Just Culture Master Trainer, is a highly skilled healthcare professional with 24 years of nursing experience. She began her career in cardio-thoracic care, where she developed extensive clinical expertise before transitioning into leadership. Over the past eight years, Kristine has dedicated herself to healthcare quality improvement, leveraging her diverse certifications to drive safety and performance initiatives. Over the last several years, as the System Director of Patient Safety, she has co-lead the Just Culture program at the Medical University of South Carolina Health System (MUSCH). In this role, she has been instrumental in expanding Just Culture training across the health system and embedding its principles from front-line staff to C-suite leaders, fostering a culture of accountability, learning, and patient safety.

**Tracie Grant**

Tracie Grant is a seasoned healthcare leader with more than 20 years of experience in administrative and operational settings. She currently serves as Program Director for the System Quality & Safety Team at MUSC Health, where she oversees administrative, operational, and financial functions while co-leading enterprise-wide Just Culture training and education. In this role, she has been instrumental in embedding accountability, fairness, and patient safety principles across the health system, from front-line staff to executive leadership. Tracie is a certified Diversity, Equity & Inclusion Scholar, a Just Culture Master Trainer, a Certified Mediator, and holds a Lean Six Sigma Yellow Belt. Her career includes significant contributions to correctional healthcare at the Charleston County Detention Center, providing her with unique insights into delivering care in challenging environments. Tracie holds an MBA and a bachelor's degree in healthcare management, blending academic expertise with practical leadership to drive transformation in healthcare operations.

## **Your Wellness, Your Way: A Personalized Approach to Self-Care**

Stephanie John, MS, LMFT, LMFT-S, LAC | Director, Team Member Well-being | Prisma Health

*Feeling pulled in a dozen directions? It's time to find a well-being approach that actually fits your life. This session goes beyond generic advice, helping you design a personal self-care strategy that works with your busy schedule, not against it. Join us to discover practical, customized solutions for your unique well-being journey. In this interactive workshop, we'll explore practical strategies for managing the many roles you juggle, proving that wellness isn't a "one-size-fits-all" solution. You'll leave with insights and actionable steps to incorporate well-being into your routine, making it a sustainable part of your life both personally and professionally.*

### **By the end of this presentation, participants will be able to:**

1. Ability to describe what self-care is and is not.
2. Ability to describe what resiliency is and is not.
3. Ability to describe why well-being is a relevant topic in the workplace.
4. Participate in an activity for practice!

### **Stephanie John, MS, LMFT, LMFT-S, LAC,**

As Prisma Health's Director of Team Member Well-being, Stephanie A. John, MS, LMFT, LMFT-S, LAC, is dedicated to promoting the social, emotional, and physical health of the hospital system's 30,000 team members. With a Master of Science in Marriage and Family Therapy from Valdosta State and a Bachelor of Arts in Experimental Psychology from University of Hawaii, Stephanie combines a systemic approach with data-driven, culturally informed strategies. Prior to her current role, Stephanie served as a Clinical Director for a Community Mental Health Center in Colorado, where she was instrumental in implementing school-based therapy and integrated health clinics across five school districts. Stephanie further honed her expertise in crisis management as a key member of disaster response teams for school and theater shootings, the 2013 Colorado floods, and the COVID-19 response in South Carolina. Today, as a champion for Prisma Health's LiveWell program, Stephanie spearheads initiatives that support valued team members both at home and at work.

## **SCHA Legislative Update & DPH Overview**

Lara Hewitt | Vice President, Workforce, President, Solvent Networks | SCHA

Kristen Juarez Kollu | Director Medical Services Section, Bureau of Nursing Homes & Medical Services Healthcare Quality | SC DPH

Karla Buru | Deputy Director of Health Strategy & External Affairs & Chief of Staff | SC DPH

*This session will focus on legislative best practices & standards as well as current & proposed SC legislation as it relates to SC Healthcare.*

**By the end of this presentation, participants will be able to:**

1. Provide an overview of Act 60 and the SC Department of Public Health
2. Increase understanding of certification and survey processes
3. Increase understanding of event types and required reporting

**Lara Hewitt**

In Lara's current role, she provides leadership on the workforce needs for hospitals and the state, including plans to continue to improve the workforce pipeline by encouraging educational opportunities and financial assistance for individuals to pursue careers in healthcare. She also focuses on how to partner with state leaders to expand availability of and capacity of healthcare educational training programs. Her team leads efforts to retain the current healthcare workforce by making work meaningful, addressing safety, and promoting coaching and leadership development. In her role with Solvent Networks, she's leading efforts to help member hospitals address pressing challenges related to the resiliency of the healthcare supply chain, drug shortages, and manufacturing capabilities in our state. Lara currently or has previously served on several state and local advisory boards including the SC Campaign for Action co-chair, SC Nurses Foundation board, Health Occupations Students of America board, the S.C. Chapter of the American College of Healthcare Executives, the Coordinating Council for Workforce Development and the Community Medical Clinic of Kershaw County. She received her bachelor's degree in health science from Clemson University and a Master of Public Health from the University of South Carolina.

**Kristen Juarez Kollu**

Kristen is the Director of the Medical Services Section in the Bureau of Nursing Homes and Medical Services within DPH's deputy area of Healthcare Quality. Kristen has sixteen (16) years of experience working in Healthcare Quality as an Inspector, Field Manager, and Director. The Medical Services Section is comprised of State Licensing and CMS Certification programs for non-long term care facilities/providers (collectively called Acute & Continuing Care or "ACC") and the Clinical Laboratory Improvement Amendments (CLIA).

**Karla Buru, DrPH, MPH, MSW,**

In her current role Dr. Buru assists the agency's director in the development and implementation of special projects, strategies, budgeting and agency initiatives on a day-to-day basis. She oversees the offices of Communications and Public Affairs, Health Equity & Inclusion, Legislative Affairs, Organizational Development and Transformation. Prior to this role, Dr. Buru served as Chief of Staff for the South Carolina Department of Health and Environmental Control (DHEC). Dr. Buru has held various leadership positions related to quality improvement, governance, project management and strategic planning. She has experience helping organizations achieve and maintain accreditation, including through the Accreditation Association for Ambulatory Health Care and the Public Health Accreditation



Board (PHAB). Karla Buru earned a doctorate in public health from the University of North Carolina Chapel Hill, where she was inducted into the Delta Omega Honorary Society in Public Health. She earned her bachelor's degree in journalism and mass communications, master's degree in social work, and master's degree in public health from the University of South Carolina. Dr. Buru is a graduate of the South Carolina Certified Public Manager Program, holds a Lean Six Sigma Green Belt, and is a certified Project Management Professional.