



Date: March 11, 2026

Time: 8:30 AM

2026 MAPS PSO Annual Culture of Safety Virtual Workshop
8:30 a.m.-1:30 p.m.

MAPS Member: Complimentary Registration

There is no fee for MAPS members to attend. This program is a benefit of MAPS membership.

Non-MAPS Member Registration Fees

Hospital: \$395 – full-day event access

Health System (multiple facilities): \$1,095 – full-day event access

Non-MAPS Member Registration Examples

Hospital Registration: A hospital registering for this program can connect an unlimited number of internal units or departments at that specific location only.

Example: Hospital A registers for the program and shares connection information with multiple internal units or departments.

Note: Hospital A cannot share the webinar with any other hospital, even if they are part of the same health system.

Health System Registration: A health system registering for this program can connect an unlimited number of units or departments within their corporate office(s) and any affiliated hospitals within their health system.

Example: Health System B registers for the program and shares connection information with all their affiliated hospitals and within their corporate office(s). Note: Health System B cannot share webinar information outside of their system.

With patient safety critical to quality of care, IHA's Midwest Alliance for Patient Safety (MAPS) Patient Safety Organization (PSO) has designed an essential workshop addressing key patient safety issues. This year's program focuses on developing root cause analysis investigation processes and assisting in progress on the Centers for Medicare & Medicaid Services Patient Safety Structural Measure. This learning opportunity is open to all IHA members and Midwest healthcare providers for a fee. The workshop is complimentary for MAPS members. Join us for an impactful day of virtual learning and collaboration!

8:00-8:30 a.m.

Online Check-in

We'll start the day with informal conversation and Q&A with MAPS staff and program faculty.

8:30-8:45 a.m.

Setting the Stage for Collaboration

Crystal Lathen, Consultant, MAPS PSO

MAPS PSO supports your organization's quality and patient safety programs and strategy through resources, knowledge, and best practices to improve patient outcomes and your organization's safety culture.

8:45-11:30 a.m.

Closing the RCA Implementation Gap: Using Human Factors and Systems Design to Get to Zero Harm

Lee Erickson, MD, CEO, Adaptient

Sharon Hickman, MBA, President and COO, Adaptient

Nearly three decades ago, the Institute of Medicine's "To Err Is Human" revolutionized our understanding of patient safety. Yet investigating serious safety events oftentimes does not go beyond human errors and a handful of latent failures. This session will present deeper insights into root cause analysis (RCA) through human factors analysis and systems design thinking. You'll benefit from a scientific method-based approach that uncovers and corrects systemic issues that contribute to harm.

11:30 a.m. -12:00 p.m.

Break

12:00 p.m. -1:00 p.m.

Facilitated Discussion on CMS PSSM Progress and Challenges

Carrie Pinasco, Senior Director, MAPS PSO

This session is your opportunity to share your organization's progress on fulfilling the Patient Safety Structural Requirements (PSSM) from the Centers for Medicare & Medicaid Services (CMS) and learn from others. Small-group discussions will allow participants to explore specific challenges and approaches within their organizations. Facilitators will assist in guiding the discussions. You can select one of the following breakouts:

- Domain 1: Leadership Commitment to Eliminating Preventable Harm
- Domain 2: Strategic Planning & Organizational Policy
- Domain 3: Culture of Safety & Learning Health System
- Domain 4: Accountability & Transparency
- Domain 5: Patient & Family Engagement

1:00-1:30 p.m.

Report Out on PSSM Discussions and Key Learnings

Crystal Lathen, Consultant, MAPS PSO

This time will focus on synthesizing key insights from the PSSM breakout discussions. An attendee from each breakout group will report on key challenges discussed and practical takeaways they will bring back to their facilities. We'll also summarize key learnings from the day and ask attendees to discuss their experiences and learning highlights.

At the conclusion of this program, participants will be able to:

- Standardize causal factor identification using a structured, consistent approach that allows for data aggregation and common cause analysis.
- Identify underlying supervisory and organizational contributors to recurring patient safety events.

- Develop human-centered solutions that deliver sustained highly reliable care.
- Evaluate your organization's current patient safety and quality programs and identify strategies to align with CMS Patient Safety Structural Measures.

This program is designed for:

- Patient Safety professionals
- Risk Management staff
- Clinical leaders and staff
- Quality Improvement specialists
- Hospital leaders
- Staff responsible for PSSM

Lee Erickson, MD

CEO, Adaptient

Dr. Erickson has more than 25 years of experience in healthcare transformation. Before founding Adaptient, Dr. Erickson held executive leadership roles at the University of Pennsylvania Health System, Memorial Sloan Kettering Cancer Center, and Tufts Medicine, working to improve safety, quality, and operations by redesigning the delivery of patient-centered care. As a primary care physician and Lean/Six-Sigma Master Black Belt, Dr. Erickson has maintained a clinical faculty role wherever she worked; she is an engaging and savvy teacher.

Sharon Hickman, MBA

President and COO, Adaptient

Hickman is a dynamic leader in healthcare transformation known for driving large-scale improvements that balance safety and efficiency. She serves on the National Advisory Council for the Agency for Healthcare Research and Quality, teaches "Human Factors in Healthcare" at Auburn University, and is a board member of the Alliance for Quality Improvement and Patient Safety. She is an industrial and systems engineer and holds a Lean/Six Sigma Master Black Belt. She has certifications in safety, quality and coaching. Hickman's ability to simplify complexity, drive lasting change, and foster collaboration makes her a respected leader in healthcare transformation.

Crystal Lathen, BS

PSO Consultant, Midwest Alliance for Patient Safety, an IHA Company

Lathen is a Consultant for the Midwest Alliance for Patient Safety (MAPS) Patient Safety Organization (PSO), supporting initiatives in patient safety and advocacy. She guides new members through onboarding, provides data submission support, and manages the Ambulatory Action Committee, Data Focus Group and Patient Safety Champion program. Lathen leads focused safety initiatives, supports member engagement through education and communications, and collaborates with members and healthcare partners to advance patient safety improvement efforts. Lathen has worked in healthcare since 2007.

Carrie Pinasco, BS, CDM, BCQS

Senior Director, Midwest Alliance for Patient Safety, an IHA Company

Pinasco's healthcare career includes 15 years of extensive experience supporting clinical benchmarking projects, patient safety data collection and PSO program development. After working in patient safety at UHC (now Vizient, Inc.), Pinasco joined MAPS to provide marketing, strategic planning, data management and educational support to the PSO program. She spearheads the coordination of all member engagement including: onboarding, data collection, training, member collaboration, advisory council activities and virtual events. In addition, Pinasco oversees MAPS' collaborative efforts with other PSOs, marketing and new business development.

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