



Date: November 06, 2025

Time: 9:00 AM

Webinar - 9 a.m. to 3:45 p.m.

MAPS Member: Complimentary Registration

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

Important Notice: ALL individuals connecting to the webinar must take the evaluation survey to receive nurse continuing education credits or a certificate of attendance.

The 2025 MAPS Culture of Safety Workshop will focus on PSO quality and patient safety issues to strengthen MAPS members' PSO protections and safety culture. The program will feature short learning sessions in the morning and afternoon. We'll also announce and celebrate the Patient Safety Champion and Patient Safety Ambassador awardees. By attending, you'll benefit from member engagement and collaboration, along with insights and strategies from national experts and member stories. All MAPS healthcare professionals can learn something from this workshop to take back to your organization.

Please see our [workshop flyer](#) for more details.

8:45-9:00 a.m.

Online Check-in – Morning Session

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

9:00-9:10 a.m.

Setting the Stage for Collaboration and PSO Benefits

Crystal Lathen, MAPS PSO

MAPS membership provides support for your organization's quality and patient safety programs and strategy. Learn how collaboration, engagement in patient safety improvement work and continuing education credits will help you improve patient outcomes. MAPS provides risk knowledge on the latest in PSO case law, templates for drafting a strong Patient Safety Evaluation System Policy for maximum federal protections and a robust educational calendar to support your organization's safety culture.

9:10-9:50 a.m.

Required PSO Workforce Training

Peggy Binzer, JD, Executive Director, Alliance for Quality Improvement and Patient Safety

Get the essentials of PSO operations, from basic skills to Patient Safety Work Product and legal protections. This expert-led session brings Binzer's hands-on experience as the top executive of the nation's leading PSO professional association. Her essential PSO workforce training covers the importance of adopting consistent event reporting, following PSO submission processes and championing adherence to safety protocols. This session will deliver targeted PSO compliance training to enhance staff awareness and readiness.

9:50-10:00 a.m.

Break

10:00-10:45 a.m.

PSO Case Law and How to Apply It to Your PSO Program

Beth Anne Jackson, JD, Co-Chair, Health Care Practice Group, Post & Schell, P.C.

With a focus on PSO case law, this session will provide the latest updates from across the country. You'll hear about best practices for conducting internal feedback and sharing with staff, as well as the advantages of PSO protections. The session will also address the fundamental principle of following through on your organization's Patient Safety Evaluation Policy.

10:45 a.m.-11:30 a.m.

Shared Learning Sessions with MAPS

Carrie Pinasco, MAPS PSO

How can your organization leverage MAPS learning opportunities and programs to improve patient safety? Do staff organization-wide understand the importance of event reporting? Are you participating in MAPS focus group sessions or reading and replying to Patient Safety Challenges? In this session, you'll hear about strategies to enhance patient safety through MAPS collaborative opportunities, including focus groups, Patient Safety Challenges, safe tables and workshops—all designed to help you prevent harm and improve outcomes. MAPS offers opportunities to excel in multiple patient safety areas by providing program models that can be incorporated into daily staff learning.

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

Lunch Break

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

Online Check-in – Afternoon Session

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

12:30 p.m. -1:15 p.m.

Patient Safety Champion Award Presentation

Crystal Lathen, MAPS PSO

MAPS members go above and beyond for patients every day. This session will celebrate remarkable efforts to support a positive safety culture. Throughout the year, MAPS members nominated staff who have prevented serious harm from reaching patients. MAPS is awarding Patient Safety Champions for "diligently doing the right thing" and Patient Safety Ambassadors for their daily efforts to support staff, patients, and harm reduction. You'll hear about awardee strategies and best practices that can improve patient safety in all clinical settings. The session will also address how to model your own patient safety champion program to encourage staff reporting of adverse and near-miss events.

1:15 p.m.-2:00 p.m.

A MAPS Member Approach to Harm Reduction

Eric Martin, PharmD, BCPS, Regional Clinical Pharmacy Manager, Blessing Health System

MAPS members are adopting patient safety improvements to enhance patient outcomes. In this session, Blessing Health System's regional clinical pharmacy manager will discuss their strategy of using adverse drug event data to measure and drive improvement. He'll show you how data and investigations reduced inpatient hypoglycemia and anticoagulation events. You'll

learn how hospital leaders engaged staff and achieved sustainable outcomes.

2:00 p.m.-2:15 p.m.

Break

2:15 p.m.-3:00 p.m.

Shared Learnings and Collaboration on the CMS PSSM

Carrie Pinasco, MAPS PSO

This session is your opportunity to share your organization's progress on fulfilling the Patient Safety Structural Requirements (PSSM) requirements from the Centers for Medicare & Medicaid Services (CMS) and learn from others. Breakout sessions will allow members to discuss specific challenges. The "Patient Safety Focus: Top Issues for 2025" white paper will be provided as a resource. Attendees 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

3:00 p.m.-3:30 p.m.

Ambulatory News on Safety Huddles

Crystal Lathen, Consultant, MAPS PSO

This micro-learning session will highlight key advancements in Safety Huddles for the outpatient environment. We'll share tips and resources to improve staff and patient communications. The resources provided can be adapted to any healthcare facility that wants to start a safety huddle program.

3:30 p.m.-3:45 p.m.

Collaborative Wrap-up

We'll summarize key learnings from day. An attendee from each session will be asked to share what they will bring back to their facilities and share.

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

- Evaluate gaps in their organization's patient safety program and devise strategies to update their PSES policy for maximum benefit and strengthen the organization's safety culture;
- Identify best practices and tools to engage staff in event reporting;
- Gain a better understanding of recent PSO case law, preparing for audits and managing safety events; and
- Describe key terminology, explain confidentiality requirements and apply protocols relevant to a successful PSO program.

This program is designed for MAPS members. It will benefit hospital leaders and staff responsible for patient safety, including:

- Patient Safety Specialists
- PSO and Legal Staff
- Risk Managers
- Quality Improvement Staff

Peggy Binzer, JD

Executive Director

Alliance for Quality Improvement and Patient Safety

Binzer leads the Alliance for Quality Improvement and Patient Safety (AQIPS), the nation's leading professional association for PSOs and their healthcare provider members, which works to measurably improve patient safety and the quality of patient care by fostering the ability of providers to implement a culture of safety and high reliability. Binzer spearheaded the crafting and passage of the Patient Safety and Quality Improvement Act (PSQIA) while serving as senior health counsel for the U.S. Senate Health, Education, Labor and Pensions (HELP) Committee. As a partner in several law firms, she assisted hospital and specialty physician associations, health systems, and management organizations in becoming PSOs, and she provided health systems, pharmacy chains, and other providers with legal guidance to improve the quality of patient care and implement the PSQIA's protections (Patient Safety Evaluation System).

Beth Anne Jackson

Principal

Co-Chair, Health Care Practice Group, Post & Schell, P.C.

Jackson has focused her over 25-year career on advising healthcare providers, including hospitals and their medical staffs, ambulatory surgery centers, physician groups, other outpatient providers, and patient safety organizations. She routinely counsels providers and PSOs on the development and implementation of policies, procedures, and contracts necessary to comply with the PSQIA and Health Care Quality Improvement Act (HCQIA) and to preserve available privilege protections under these statutes and state law to facilitate this important work.

Eric Martin, PharmD, BCPS

Regional Clinical Pharmacy Manager

Blessing Health System

With over 16 years at Blessing Health System, Martin has spent 10 years as a clinical pharmacist on the progressive care unit before becoming regional clinical pharmacy manager. He oversees the clinical pharmacy staff at Blessing, medication history technician program, two oncology infusion pharmacies and one retail pharmacy. In his role, he has the privilege of being part of many committees that focus on medication safety and quality, which allows him to support the organization's mission of improving the health of the communities it serves.

Crystal Lathen, BS

MAPS PSO Consultant

Midwest Alliance for Patient Safety, an IHA Company

For nearly six years, Lathen has led MAPS' ambulatory focus groups and the MAPS PSO Ambulatory Action Committee. She is actively involved in the onboarding of new members. Lathen works closely with MAPS members to outline the benefits of the PSO program and facilitate member training and educational events. She actively listens to members' needs and challenges to develop targeted collaborative communications. She has expanded her efforts in data collection, submission training and the

creation of data dashboards for MAPS members. Lathen has worked in healthcare since 2007. She was previously a patient advocate, lead patient service representative and surgical scheduler at two ambulatory facilities.

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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