

2019 ACCT Spring Education Meeting

The path to delivering safe and high-quality patient care requires a culture which embraces constant change. As we continue to undertake overhauls in the organization and financing of healthcare, providers will be tested in a dynamic and uncertain environment. Thriving in this type of a world consists of managing **V**olatility, **U**ncertainty, **C**omplexity, and **A**mbiguity.

Maintaining the highest quality standards while improving operational and patient safety in a cost constrained system calls for more effective teams, more effective approaches, and an understanding of what hurdles we face that may impede our success.

Using our interactive model, each session will start with a presentation before moving to a facilitated round-table discussion.

Spring Meeting

March 20, 2019

**The Bellevue Hotel
Philadelphia, PA**

2019 ACCT SPRING EDUCATION MEETING

07:00 – REGISTRATION AND CONTINENTAL BREAKFAST

08:00-09:30 – SESSION I

Responder Resilience Redefined

Presenter: Amy O'Neill, MS

09:00-09:30 – ROUND TABLE DISCUSSION:

- Emotional regulation.
- Acute stress vs. trauma vs. PTSD.
- Peer connection and support.

09:30-10:00 – BREAK

10:00-11:30 – SESSION II

Fatigue and How it Affects Your Staff and Operations

Presenter: Albert Boquet, PhD

11:00-11:30 – ROUND TABLE DISCUSSION:

- Understand the physiological mechanisms of stress and fatigue, and the resultant outcomes.
- Fatigue Countermeasures — how do we manage fatigue?
- Sleep loss and fatigue in shift work.

11:30-12:30 - LUNCH AND NETWORKING BREAK

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12:30-14:00 – SESSION III

Vicarious Learning in Critical Care Transport

Presenter: Christopher G. Myers, PhD

13:30-14:00 – ROUND TABLE DISCUSSION:

- Evidence-based best practices for learning in complex organizations.
- Importance of learning vicariously from others' experiences in critical care transport settings.
- Concrete strategies for developing a culture of vicarious learning in your organization.

14:00 - 14:15 – BREAK

14:15-15:30 – SESSION IV

Improving the Quality of Care — Collaboration Through Benchmarking Data

Presenter: TBD

15:15-16:00 – ROUND TABLE DISCUSSION:

- Reliant and Relevant Data- what does that look like?
- Discovery and Adaption of Best Practices into your program.
- Benchmarking processes vs. Outcomes.

15:30-15:45 – WRAP UP AND ADJOURNMENT

2019 ACCT SPRING EDUCATIONAL MEETING PRESENTERS



ALBERT BOQUET, PhD

Dr. Albert Boquet is an Associate Professor, Human Factors & Systems, Daytona College of Arts and Sciences, Embry-Riddle Aeronautical University, USA.

Prior to joining Embry-Riddle, Dr Boquet was a principal investigator for the Federal Aviation Administration where he conducted research on the effects of stress, shift work and fatigue on both the air traffic and flight deck divisions. Dr Boquet's research focus is on using the Human Factors Analysis and Classification System (HFACS) to better understand the physiological mechanisms of stress and fatigue; and the resultant outcomes.

Dr. Boquet has presented and published numerous papers on the relationship between stress and the cardiovascular and neuroendocrine systems, performance in high demand environments, sleep/fatigue, and fatigue countermeasures, as well as the human factors associated with aviation accidents, and more recently, in the operating theatres.

Dr. Boquet received a B.A. in psychology (1984) from Nicholls State University.; and obtained an M.A. and Ph.D. in Experimental Psychology from the University of Southern Mississippi in 1991. He also completed a NIAAA postdoctoral fellowship at the University of Oklahoma Health Sciences Centre.



CHRISTOPHER G. MYERS, PHD

Christopher G. Myers, PhD is an Assistant Professor in the Management & Organization discipline and Academic Director of Executive Education at the Johns Hopkins University Carey Business School, and holds a Joint Appointment in Anesthesiology & Critical Care Medicine at the Johns Hopkins University School of Medicine. Chris also serves on the Core Faculty of the Johns Hopkins Medicine Armstrong Institute for Patient Safety and Quality, and as Faculty Co-Chair of the Carey Business School's Executive Certificate in Health Care Leadership and Management.

Chris's research and teaching focus on individual learning, leadership development, and innovation, with particular attention to how people learn vicariously and share knowledge in health care organizations and other knowledge-intensive work environments. His work has been published or is forthcoming in leading academic journals and edited volumes in the fields of management and medicine.

Prior to joining Johns Hopkins, Chris served on the faculty of the Harvard Business School as an Assistant Professor of Organizational Behavior. He earned his PhD in management and organizations at the University of Michigan Ross School of Business, and his BS in business administration with highest honors and highest distinction from the Kenan-Flagler Business School at the University of North Carolina.

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AMY O'NEILL, MS

Speaker, Survivor, Resilience Expert, Therapist and Motivator.

Amy O'Neill MS chose a mental health career that requires resilience to do well and stay healthy, hobbies that thrive on resilience like the Ironman Triathlon and Boston Marathon. Amy has also been thrust into situations wherein survival came from strength but thriving was an act of resilience. As a Boston Marathon attack survivor and 25-year Mental Health professional Amy has keen insight into how we can not only survive the challenges life throws at us but thrive in creating a life you love. Resilience is at the core. Amy is trauma informed and intimately familiar with the course of healing from tragic events. Most recently Amy has been involved with sharing her expertise with the first National Mass Violence and Victimization Resource Center as best practices and responder protocols are refined and developed.

Amy has been a panel speaker at the Voices of Sept 11th Conference, CBTV guest, professional training moderator, CB Cares/Doylestown Health Parent Positive Series and is an alum of the NYC Speakers Salon. Recently, Amy was recently featured on Mental Health News Radio discussing resilience. Amy plans to share her messages with the world promoting resilience and healing everywhere she goes!

Association of Critical Care Transport



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