

2026 Arkansas Hospitals
**FALL QUALITY AND NURSE
LEADERS' CONFERENCE**

THE SAFETY *SHIFT*

*Transforming Lessons Learned
into Safer Care*

SEPTEMBER 25

**CHI ST. VINCENT INFIRMARY
MAIN AUDITORIUM/
EDUCATION WING**

PRESENTED BY:



MORNING

9:00 Registration & Refreshments

Education Wing Lobby

9:45 Welcome

Main Auditorium

10:00 When Seconds Change Lives: Patient Safety and System Breakdowns

1.5 Hours

RaDonda Vaught, Advocate for Safety and Improvement

RaDonda Vaught will share her profoundly personal story. Ms. Vaught's case made headlines in March 2022 when a jury found her guilty of criminally negligent homicide and gross neglect of an impaired adult in the death of a patient to whom she accidentally gave the wrong medication. She will speak firsthand on the impact this sentinel event has had on her life and her profession, along with the implications of the legal actions that followed. A passionate advocate for safety and improvement, her story will be one that is not easily forgotten.

Objectives

- To understand the impact of human factors and system factors combined have on error potential.
- Discuss the range of feelings providers can have in the aftermath of a medical error.
- To assess the course of events following a medication error.

11:30 Lunch

Terrace Room

11:45 Poster Presentations

1.0 Hour

Terrace Room

Attendees will have the opportunity to explore poster presentations showcasing quality improvement, performance improvement, nursing leadership, and research projects from healthcare professionals across Arkansas. Presenters will share innovative approaches, outcomes, and lessons learned, offering practical ideas and strategies that may be applied in other healthcare settings.

AFTERNOON

12:45

1.5 Hours

Seeing the Whole Elephant: Safety I, II, and III as One Playbook for High Reliability

Main Auditorium

Kim Werkmeister, MS, RN, CPHQ, CPPS, Senior Vice President, Improvement and Implementation, Convergence Health and Chief Executive Officer, Heartland Intellicare

For decades, healthcare safety work has focused on what goes wrong: incident reports, root cause analyses, and error counts. But your hospital succeeds thousands of times a day, and almost nobody studies why. In this engaging session, Kim Werkmeister takes quality leaders on a practical tour of three complementary ways of seeing safety: Safety I (learning from failure), Safety II (learning from everyday success), and Safety III (designing systems that keep everyone safe by default). Drawing on her three decades of experience as a quality and patient safety expert, Kim will show you how to blend all three lenses into a high reliability strategy you can start using Monday morning, no new committee required.

Objectives

- Differentiate the core assumptions, methods, and limitations of Safety I, Safety II, and Safety III as complementary approaches to understanding safety in healthcare organizations.
- Analyze a single patient safety event through all three safety lenses to identify distinct findings and improvement opportunities that each perspective reveals.
- Apply a three-question framework to existing facility event review processes to identify failures, recognize effective practices, and uncover missing constraints that support high reliability.

2:15

Break and Visit with Vendors

Education Wing Lobby

2:30

Concurrent Business Meetings

AAHQ will meet in North Auditorium.

ArONL will meet in South Auditorium.

3:00

Adjourn

RaDonda Vaught

Advocate for Safety and Improvement

RaDonda was the subject of one of the highest profile healthcare criminal cases in recent years. She holds a BSN and a Certificate in Leadership from Western Kentucky University. While working as a BSN prepared registered nurse, RaDonda committed a medication error that ended the life of a patient in 2017.

She was charged under administrative law by the Tennessee Department of Health, leading to the revocation of her nursing license by the Tennessee Board of Nursing in a July 2021 hearing. Additionally, she was charged under criminal law and found guilty by jury trial of two felony charges in March of 2022: Negligent Homicide, and Abuse of an Impaired Adult, with placement on an elder abuse registry in the state of Tennessee.

RaDonda is uniquely qualified to speak firsthand on the impact this sentinel event has had on her life and her profession, along with the implications of the legal actions that followed. A passionate advocate for safety and improvement, her story will be one that is not easily forgotten.

Kim Werkmeister, MS, RN, CPHQ, CPPS

**Senior Vice President, Improvement and Implementation, Convergence Health
and Chief Executive Officer, Heartland Intellicare**

Kim is a nationally recognized nurse leader and expert in the reliable implementation of patient safety and clinical quality improvement strategies. Kim leads large-scale, data-driven initiatives for thousands of hospitals across the United States.

As the CEO of Heartland Intellicare, she spearheads the development of an innovative, AI-enabled platform designed to empower quality leaders in rural and critical access hospitals. With over 30 years of experience as a Registered Nurse and Hospital Quality and Patient Safety Leader, Kim combines frontline clinical insight with strategic leadership to help resource-stretched healthcare teams automate regulatory compliance, enhance patient outcomes, and "do more with less" through advanced technology solutions.

September 25, 2026

CHI St. Vincent Infirmary, Little Rock

MEETING LOCATION

This meeting will be held at CHI St. Vincent Infirmary in the Main Auditorium of the Education Wing at 2 St. Vincent Circle, Little Rock, AR 72206. Please park in the free parking deck and enter the doors labeled "Education", directly across from the parking deck.

CONTINUING EDUCATION

This event has been approved by the National Association for Healthcare Quality for **4.0 CPHQ continuing education hours**.

4.0 Nursing contact hours will be awarded to nurses attending designated sessions. Nurses must attend each session in its entirety, complete the evaluation process, including attesting to attendance.

Arkansas Hospital Association is approved as a provider of nursing continuing professional development by VTL Center for Professional Development, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

CALL FOR POSTER PRESENTATIONS

Share your work and help inspire improvement across Arkansas healthcare. Attendees are invited to submit poster presentations highlighting innovative projects, successful initiatives, and lessons learned in quality improvement, performance improvement, nursing leadership, or research.

Submissions should showcase work that addresses a healthcare challenge or opportunity and demonstrates efforts to improve patient care, safety, outcomes, processes, or organizational performance. Projects may be completed or ongoing, and submissions featuring early findings or lessons learned are welcome.

[More information found here.](#)

CANCELLATION & REFUND POLICY

If cancellations are received after **September 18**, 50% of the registration fee is refundable. Registrants who cancel the day of the program, or fail to attend, must pay the entire fee. Registrants unable to attend may send an alternate. If the alternate is not a member, the non-member registration fee will be required.

2026 Arkansas Hospitals Fall Quality and Nurse Leaders' Conference Registration

September 25, 2026

CHI St. Vincent Infirmary - Little Rock, AR

EARLY BIRD REGISTRATION

BEFORE SEPTEMBER 1

- ☐ \$65 - AAHQ OR ARONL MEMBER
☐ \$115 - NON-MEMBER

REGULAR REGISTRATION

AFTER SEPTEMBER 1

- ☐ \$85 - AAHQ OR ARONL MEMBER
☐ \$135 - NON-MEMBER

STUDENT REGISTRATION

- ☐ \$50 - NURSING STUDENT (REGISTER ANYTIME)

ATTENDEE INFORMATION

NAME

TITLE

ORGANIZATION NAME

ADDRESS (CITY, STATE, & ZIP)

PHONE NUMBER

EMAIL ADDRESS

DIETARY NEEDS

PAYMENT INFORMATION

- ☐ **CHECK ENCLOSED** (Payable to Arkansas Association for Healthcare Quality or AAHQ)

CREDIT CARD

CARD NUMBER (VISA OR MASTERCARD ONLY)

EXP. DATE

CVV

PHONE

NAME ON CARD

SIGNATURE

CREDIT CARD BILLING ADDRESS (INCLUDING CITY & ZIP)

PLEASE SUBMIT REGISTRATIONS & PAYMENT BY MAIL OR FAX TO:

Mail: 419 Natural Resources Drive, Little Rock, AR 72205

Fax: (501) 224-0519

Emailed submissions will not be accepted.