



2026 Copic Insights – Des Moines, Iowa
Tuesday, September 29th
Hilton Garden Inn - Des Moines, Iowa / Ballroom: 2/3

8:00am – 9:00am **Welcome / Breakfast**

9:00am – 10:00am **Calm in Chaos: Leading Through Disaster**
Philicia Hancock, Chief Clinical Officer; Adair County Health System

Jill Rogers – Quality Manager, Integrity & Compliance Officer; Adair County Health System

10:00am – 11:00am **Trends and Strategies in Medical Liability and Patient Safety in Iowa**
Alan Lembitz, MD – Senior Medical Director; Copic

11:00 am – 11:15am **BREAK**

11:15am – 12:30pm **Top 10 Employment Laws Every Manager Should Know**
Shelly Waggoner, Senior Vice President, Human Resources; Copic



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Calm in the Chaos: Leading Through Disaster:

This session examines a hospital's response to a tornado, highlighting key operational challenges, leadership decisions, and emergency management. It explores continuity strategies, regulatory coordination, and financial recovery considerations, while emphasizing employee support and practical preparedness approaches to strengthen future resilience

Objectives:

- Examine the operational, regulatory, and infrastructure impact of a tornado on a critical access hospital.
- Evaluate emergency activation, HICS implementation, and leadership role clarity during a real-time disaster.
- Identify continuity of operations strategies, including alternate care sites, regional partnerships, and regulatory coordination.
- Recognize the critical role of comprehensive insurance coverage in financial recovery and rebuilding efforts.
- Understand the importance of prioritizing employee support, communication, and psychological safety during prolonged disruption.
- Apply practical risk mitigation and preparedness strategies to strengthen organizational resilience before the next disaster.

Trends and Strategies in Medical Liability and Patient Safety in Iowa

Objectives:

- Recognize areas of recurring patient safety issues and how to correct them.
- Provide an overview of quality, patient safety and clinical effectiveness.
- Explain the process to report adverse events.

Top 10 Employment Laws Every Manager Should Know

One of the biggest areas of risk in practices today is complying with top employment laws. You don't have to be an expert but knowing the fundamentals of each law and how they interact together is crucial to knowing when you need help.

Objectives:

- Observing the importance of each law and why they exist.
- Recognize your role as a manager and how to comply.