West Virginia Hospital Association

# QUALITY CONFERENCE

## Advancing Quality Together

Workplace Violence Prevention

**Stonewall Resort**

Roanoke, West Virginia

West Virginia Hospital Association

# QUALITY CONFERENCE

## Welcome

On behalf of the West Virginia Hospital Association, it is my pleasure to welcome you to the **2026 WVHA Quality Conference, Advancing Quality Together: Workplace Violence Prevention**.

At the heart of every hospital is a commitment to providing safe, high-quality care for the communities we serve. That commitment extends beyond our patients to the dedicated healthcare professionals who care for them each day. Ensuring a safe environment for everyone who enters our hospitals is not only a priority, but a responsibility we share.

Workplace violence remains a significant challenge across the healthcare industry, and addressing it requires collaboration, leadership, and a continued commitment to meaningful solutions. By coming together, sharing knowledge, and learning from one another, we can strengthen our collective efforts to protect our healthcare workforce and the patients who depend on them.

This conference provides an important opportunity to exchange ideas, explore effective prevention strategies, and build connections with colleagues from across West Virginia. I encourage you to take full advantage of these conversations and consider how the lessons learned can make a lasting difference within your organizations.

Thank you for your dedication to advancing quality, strengthening safety, and supporting the healthcare professionals who serve West Virginians every day. Your commitment makes our hospitals stronger and our communities healthier.

We are grateful to have you with us and look forward to a productive and inspiring conference.

Tony

**Tony Gregory**
Interim President and CEO
West Virginia Hospital Association

# Agenda

## TUESDAY, NOVEMBER 17, 2026

8:00 a.m. – 8:45 a.m.
**Registration and Breakfast**

8:45 a.m. – 9:00 a.m.
**Welcome**
Hallie Morgan, Vice President, Quality and Data Services
West Virginia Hospital Association

9:00 a.m. – 10:00 a.m.
**Why Workplace Violence Programs Flatline—and How to Revive Them**

*WPV Keynote Presentation*
Lynda Enos, MS, BSN, RN, COHN-S, CPE, Ergonomics/Human Factors Consultant, HumanFit, LLC

10:00 a.m. – 10:30 a.m.
**From Assessment to Action: Building a Stronger WPVP Program**

Crystal Smarr, MHA, Chief Human Resources Officer, Boone Memorial Health

10:30 a.m. – 10:45 a.m.
**Break**

10:45 a.m. – 11:15 a.m.
**Break Up with Violence: It's a Toxic Relationship**


Heather Cosgrove, CPHRM, CHEP, CAPM, Enterprise Director, Resiliency and Clinical Preparedness, WVU Medicine Health System

Sandi Estep, Enterprise Preparedness Coordinator, WVU Medicine Health System

11:15 a.m. – 11:45 a.m.
**Orange Banner Panel Discussion**





Bryan Woodford, MSN, MBA, RN, Regional Program Director, WVU Medicine Critical Care & Trauma Institute

Jerri Kirkland, RN, CPHRM, CHC, FASHRM, Director of Risk Management, WVU Medicine Health System

Lisa Weishner, MS, CPHRM, Risk Manager, WVU Medicine Health System

Solange E. Taylor, BSN, Esq., CPHRM, Assistant General Counsel and Director of Risk Management, WVU Medicine Berkeley Medical Center & Jefferson Medical Center/UHA East

Mark Pickett, RN, Emergency Preparedness Coordinator and HazMat Safety Officer, WVU Medicine Princeton Community Hospital

# Agenda

## TUESDAY, NOVEMBER 17, 2026

11:45 a.m. – 12:30 p.m. **Lunch**

12:30 p.m. – 1:30 p.m. **From Incidents to Infrastructure**




Sarah Hollins, M.S., LSSGB, Director of Behavioral Health, WVU Medicine Camden Clark Medical Center

Megan Cross, Clinical Safety Education Coordinator, WVU Medicine Camden Clark Medical Center

1:30 p.m. – 2:00 p.m. **From Reaction to Readiness**




Jennifer Harold, Director of Security, Safety Officer, PBX, Regional Command and Emergency Management, Raleigh General Hospital

Ka'Sha McGuyer, MSN, RN, SCRN, Director of Patient Safety, Quality & Infection Prevention Leader, Raleigh General Hospital

2:00 p.m. – 2:30 p.m. **Police & Public Safety**




David Setliff, Chief of Police and Public Safety Director, Vandalia Health Charleston Area Medical Center

Anthony Uy, MD, Vice President and Chief Safety and Quality Officer for Vandalia Health CAMC's Southern Regional Facilities, Vandalia Health Charleston Area Medical Center

2:30 p.m. – 2:45 p.m. **Break**

2:45 p.m. – 3:45 p.m. **Calm in the Moment—De-Escalation Strategies for Caring for Individuals with Dementia**



Teresa Morris, MS, CCC-SLP, Executive Director, Alzheimer's Association, WV Chapter

3:45 p.m. – 4:00 p.m. **Wrap Up and Adjourn**

Lynda Enos and Hallie Morgan

# Continuing Education

The West Virginia Hospital Association is pleased to offer continuing education opportunities for eligible participants attending the Tuesday conference program.

## NURSING CONTINUING EDUCATION

5.5 nursing contact hours

The West Virginia Hospital Association is an approved provider of continuing education by the West Virginia Board of Registered Nurses. Provider registration number: 50-60102.

## CERTIFIED PROFESSIONAL IN HEALTHCARE QUALITY (CPHQ)

5.5 CPHQ continuing education credits

This activity is approved by the National Association for Healthcare Quality (NAHQ®) for 5.5 CPHQ CE credits.

## REQUIREMENTS TO RECEIVE CE CREDIT

Attend the entire Tuesday, November 17 conference program.

Complete the conference evaluation no later than Tuesday, November 24, 2026.

Evaluation deadline: Tuesday, November 24, 2026

## CERTIFICATES AND CPHQ REPORTING

WVHA will provide continuing education certificates after attendance and evaluation completion have been verified. Participants earning CPHQ credits must self-report those credits to NAHQ through their individual recertification accounts and retain their certificates for documentation.

## CONFERENCE EVALUATION

Scan the QR code to complete the evaluation by November 24. Completing the evaluation is required to receive CE credit.

*Scan the QR code to access session documents.*

# Speaker Bios

## Lynda Enos, RN, BSN, MS, COHN-S, CPE

**Ergonomics/Human Factors Consultant**
**HumanFit, LLC**



Lynda Enos is a certified occupational health nurse and certified professional ergonomist with over 30 years of work and consulting experience in industrial and health care ergonomics and safety with over 200 companies nationwide. She holds an undergraduate degree in nursing and a graduate degree in human factors/ergonomics from the University of Idaho.

Prior to working in occupational ergonomics, Ms. Enos worked as a nurse midwife, staff nurse in NICU, medical-surgical units, home health care, and nursing homes in the UK, and as a staff nurse in an 80-bed neurological rehabilitation hospital and as an operations manager for 5 outpatient clinics in the US.

Lynda is a thought leader, published author and international speaker on safe patient handling and mobility, healthcare ergonomics, and workplace violence with over 20 years of experience in these fields.

She has been a contributing author for several ergonomics, safe patient handling and mobility and workplace violence guidelines and standards including the American Nurses Association (ANA) Interprofessional Safe Patient Handling and Mobility Standards 2013 and 2021, the International Standards Organizations (ISO) standard 10535:2021 Hoists for the transfer of persons — Requirements and test methods, and the Joint Commission Workplace Violence Standards, 2021.

In 2017, Ms. Enos completed a 2-year project for the Oregon Association for Hospitals and Health Systems (OAHHS) that included helping 5 hospitals in Oregon to review their existing workplace violence prevention (WPV) programs and develop comprehensive program plans to address WPV.

Ms. Enos has since worked with several state-based hospital associations to conduct in-person and virtual WPV prevention workshops that are based on the Oregon WPV toolkit, for numerous healthcare organizations.

## Crystal Smarr, MHA

**Chief Human Resources Officer, Boone Memorial Health**
**Boone Memorial Health**



Crystal Smarr serves as Chief Human Resources Officer for Boone Memorial Health, a nonprofit Critical Access Hospital serving Boone County and the surrounding communities in southern West Virginia. In her role, Crystal provides executive leadership for human resources, employee relations, benefits, workforce development, employee health and wellness, and organizational initiatives focused on strengthening the employee experience and workplace culture.

Crystal works closely with BMH leadership and employees to develop practical approaches to workforce challenges in the rural healthcare environment. Her recent work includes leading Boone Memorial Health's efforts to strengthen its Workplace Violence Prevention Program through multidisciplinary collaboration, organizational assessment, employee engagement, policy development, education, and continuous improvement.

## Heather Cosgrove, CPHRM, CHEP, CAPM

**Enterprise Director, Resiliency and Clinical Preparedness,**
**WVU Medicine Health System**



Heather Cosgrove currently is the Enterprise Director of Resiliency and Clinical Preparedness at WVU Medicine. The Office of Resiliency and Clinical Preparedness was created after COVID to integrate and coordinate operational readiness, integration and collaboration with public health, and various special projects.

Heather holds the Certified Professional in Healthcare Risk Management, Certified Healthcare Emergency Professional, and Certified Associate in Project Management credentials. She is also a graduate of the 2024 class of the West Virginia Hospital Association Leadership Academy. She holds an Associate's Degree in Medical Office Administration, a Bachelor's Degree in Health Services Administration, and an MBA in Healthcare Administration.

Heather currently lives in rural Pennsylvania with her husband, Nick, daughter, Harper, German Shepherd, Jax, and brood of chickens.

## Sandi Estep



**Enterprise Preparedness Coordinator**
**WVU Health System**

Sandi Estep is currently the Enterprise Preparedness Coordinator at WVU Medicine within the Office of Resiliency and Clinical Preparedness (RCP). Sandi had a different start to her career working in collegiate athletics in fundraising and hospitality. She began her healthcare career in 2022 as Special Events Coordinator at WVU Hospitals and moved into her current role in 2024.

After transitioning to the RCP team, Sandi worked closely with members of the system to grow the Workplace Violence Taskforce. She focuses on project management and process improvement. In addition to her work with the taskforce, Sandi has been instrumental in facilitating the Affinity Group meetings across multiple disciplines. She also leads the coordination efforts for the health system's mass communication system. Recently, she has expanded her role as a project manager for system integration.

Sandi currently lives in Morgantown, WV with her husband, Dan and son, Owen.

## Bryan Woodford, MSN, MBA, RN



**Regional Program Director**
**WVU Medicine Critical Care & Trauma Institute**

Bryan Woodford serves as Regional Program Director for the WVU Medicine Critical Care & Trauma Institute, where he provides strategic and administrative oversight for six member hospitals in the North Region.

Mr. Woodford has extensive experience in critical care, emergency medicine, nursing leadership, and healthcare operations. His previous leadership roles include Director of Nursing at WVU Medicine Reynolds Memorial Hospital and Director of Critical Care and Cardiac Services and Interim Chief Nursing Officer at WVU Medicine Wheeling Hospital. His background also includes experience as a flight nurse, firefighter/paramedic, clinical instructor, and published author.

Mr. Woodford holds a Master of Science in Nursing with a focus in Healthcare Leadership and a Master of Business Administration from Grand Canyon University, as well as a Bachelor of Science in Nursing from West Liberty University.

## Jerri Kirkland, RN, CPHRM, CHC, FASHRM

**Director of Risk Management**
**WVU Medicine Health System**



Jerri Kirkland is an accomplished healthcare Risk Management Leader with extensive experience in hospital operations and physician practice oversight. With more than 30 years as a Registered Nurse and dual certifications in Healthcare Compliance and Healthcare Risk Management, she brings a tenacious approach to early identification of risks within complex healthcare environments.

She currently serves as Enterprise Risk Manager for the largest Health System in West Virginia, WVU Medicine, and her commitment to patient safety remains paramount. She is actively engaged in oversight of the Enterprise Risk Management Program, and her leadership ensures a culture of accountability.

## Lisa Weishner, MS, CPHRM

**Risk Manager**
**WVU Health System**



Lisa Weishner is an experienced Risk Manager with over 25 years of experience in Health Care. She obtained her MS in 2012 and is currently working for WVU Medicine. Her home base is at Ruby Memorial Hospital, Children's Hospital, and the Fairmont Medical Center. She helps oversee daily reportable events to help determine the best course of action. Her current focus is medical device concerns as well as on device recalls and overseeing the Health System's recall database, which spans across 30 hospitals in WV, MD, OH, and PA.

She previously served for over twenty years at a Child and Adolescent Psychiatric Hospital in PA, where she conducted regular risk assessments and addressed patient safety concerns daily.

Lisa currently has a three-year seat on the Board of the West Virginia Society for Healthcare Risk Management (WVSHRM). She is detail-oriented and well known for her organizational skills. She has led initiatives in crisis response training and medical device recall training, driving measurable results and fostering collaboration. Lisa is passionate about patient safety.

## Solange E. Taylor, BSN, Esq., CPHRM



**Assistant General Counsel and Director of Risk Management,**
**WVU Medicine Berkeley Medical Center &**
**Jefferson Medical Center/UHA East**

Solange Taylor is a distinguished healthcare attorney and risk management leader whose expertise spans clinical education, legal advocacy, and healthcare leadership. As Assistant General Counsel and Director of Risk Management at WVU Medicine, she provides strategic legal counsel, oversees complex claims and investigations, and leads initiatives addressing regulatory compliance, organizational risk, and patient safety.

Throughout her career, Solange has driven measurable improvements in incident reporting, legal cost reduction, dispute resolution, and proactive risk management. Solange holds a Bachelor of Laws (Graduate Entry) and a Bachelor of Nursing. She is a Certified Professional in Healthcare Risk Management and holds a certificate in Enterprise Risk Management. Committed to advancing patient and employee safety, she champions innovative risk prevention strategies, workplace violence mitigation, and a culture of accountability and organizational resilience.

## Mark Pickett, RN



**Emergency Preparedness Coordinator and HazMat Safety Officer**
**WVU Medicine Princeton Community Hospital**

Mark Pickett, RN, is the Emergency Preparedness Coordinator and HazMat Safety Officer at WVU Medicine Princeton Community Hospital Association, the WV South - Region 1 Healthcare Coalition Coordinator and a WV Fusion Center Liaison. Before beginning work at the then St. Luke's Hospital in Bluefield, WV, in 1982, he was a volunteer fireman and EMT in McDowell County, being one of the charter members of the then North-Elk Rescue Squad.

Throughout his nursing career, he has served in multiple capacities in critical care, emergency room and industrial medicine from staff to director positions. He currently serves as chair of the Emergency Management/Workplace Violence Committee and Environment of Care Committee at PCH and co-chair of the WVU Medicine Emergency Management Affinity Group.

## Sarah Hollins, M.S., LSSGB



**Director of Behavioral Health**
**WVU Medicine Camden Clark Medical Center**

Sarah Bryan Hollins serves as Director of Behavioral Health Services at WVU Medicine Camden Clark Medical Center, where she provides strategic and operational leadership for behavioral health services. With more than 20 years of experience in behavioral health and healthcare operations, she has led multidisciplinary teams across psychiatric, crisis, substance use, and community-based care settings.

Sarah is recognized as a dedicated advocate for healthcare workforce safety and well-being. She serves on the WVU Medicine System Workplace Violence Committee and was instrumental in helping develop and launch the workplace violence prevention program and committee at WVU Medicine Camden Clark Medical Center.

A Lean Six Sigma Green Belt, Sarah holds a Master of Science in Counseling Studies from Capella University and a Bachelor of Arts in Psychology from West Virginia University. She currently serves as President of the West Virginia Chapter of the American College of Healthcare Executives.

## Megan Cross



**Clinical Safety Education Coordinator**
**WVU Medicine Camden Clark Medical Center**

Megan Cross serves as the Clinical Safety Education Coordinator at Camden Clark Medical Center, where she focuses on workplace safety education, violence prevention, and patient mobility. She serves as the primary point of contact for workplace violence concerns and is a system-certified Master AVADE and Behavioral Health instructor.

During her 11 years at Camden Clark, Megan has held several roles supporting patient and team member safety, including Patient Mobility Specialist, Lift Program Administrator, and Epic Trainer. She is also a leader within the workplace violence prevention and orange banner review committees.

Megan holds degrees from Shawnee State University and the University of Charleston and has earned her Lean Six Sigma Green Belt. Outside of work, she enjoys spending time with her husband, Robbie, and their two children.

## Jennifer Harold

**Director of Security, Safety Officer, PBX, Regional Command and Emergency Management**
**Raleigh General Hospital**



Jennifer Harold serves as the Director of Security, Safety Officer, PBX, Regional Command, and Emergency Management at Raleigh General Hospital in Beckley, West Virginia, where she has worked since 2016. She is an experienced healthcare operations and safety leader with expertise in emergency preparedness, workplace violence prevention, physical environment and life safety compliance, incident response, regulatory readiness, and staff education. Jennifer oversees hospital security and emergency management operations, develops policies and emergency response plans, and collaborates with hospital leadership, law enforcement, EMS, and community response partners.

## Ka'Sha McGuyer, MSN, RN, SCRN

**Director of Patient Safety, Quality & Infection Prevention Leader**
**Raleigh General Hospital**



Ka'Sha McGuyer serves as Director of Quality, Wound Care, Infection Prevention, Medical Staff and Patient Safety Officer at Raleigh General Hospital, where she oversees the hospital's Quality Assessment and Performance Improvement (QAPI) program and leads initiatives to reduce preventable harm and improve clinical outcomes.

Ms. McGuyer is a patient safety and quality leader with extensive experience in critical care, infection prevention, regulatory readiness, and system-level quality improvement. Her expertise includes building high-reliability systems, leading multidisciplinary teams, strengthening safety culture, and improving clinical outcomes.

Prior to joining Raleigh General Hospital, she served as Director of Patient Safety and Quality Management at Medical City Fort Worth. Ms. McGuyer holds a Master of Science in Nursing Administration and a Bachelor of Science in Nursing from the University of Texas at Arlington.

## David Setliff



**Chief of Police and Public Safety Director**
**Vandalia Health Charleston Area Medical Center**

David Setliff serves as Chief of Police and Public Safety Director for Vandalia Health CAMC and brings more than 27 years of military and healthcare public safety experience. He began his career in the United States Air Force in 1998, serving in leadership and operational roles including Chief of Investigations, Anti-Terrorism Officer, and Security Forces Operations Superintendent. Following a distinguished 20-year military career and multiple combat deployments, he retired at the rank of Master Sergeant in 2018.

Since joining CAMC as Director of Security in 2018, David has led the evolution of the organization's security operation into an integrated Police and Public Safety program serving four hospital campuses.

## Anthony Uy, MD



**Vice President and Chief Safety and Quality Officer for Vandalia Health CAMC's Southern Regional Facilities**
**Vandalia Health Charleston Area Medical Center**

Anthony R. Uy, MD, serves as Vice President and Chief Safety and Quality Officer for Vandalia Health CAMC's Southern Regional facilities. A Charleston, West Virginia native, he earned a Bachelor of Arts in Biology from West Virginia University and a Doctor of Medicine degree from the West Virginia University School of Medicine, graduating with Alpha Omega Alpha honors.

Dr. Uy completed his Internal Medicine residency training at Ruby Memorial Hospital and the University of Kentucky, where he later served as Chief Resident in Internal Medicine. Throughout his clinical career, he has worked as a private-practice internist, hospitalist, staff physician, medical director, and healthcare administrator. While serving with the Department of Veterans Affairs, he received the Lexington VA Health Care System's Hands and Heart Award.

Since transitioning to healthcare administration in 2015, Dr. Uy has held leadership roles including Associate Chief Medical Officer and Chief Medical Information Officer.

## Teresa Morris, MS, CCC-SLP

**Executive Director**
**Alzheimer's Association, WV Chapter**



Teresa Morris, MS, CCC-SLP, serves as Executive Director of the Alzheimer's Association West Virginia Chapter. Prior to assuming this leadership role, Teresa served as the Chapter's Program Director, overseeing education programs, support groups and community initiatives throughout West Virginia. A speech-language pathologist by training, Teresa brings extensive experience in dementia education, caregiver support and community outreach. She is a frequent presenter and spokesperson on Alzheimer's disease and other dementias and is committed to improving awareness, education, care and support for individuals and families affected by dementia throughout West Virginia.

***Save the Date***

West Virginia Hospital Association

**Hospital Day**
***at the Legislature***

***Thursday, February 11, 2027***

***Additional Advocacy Events***

**February 10, 2027**
**Healthcare Providers Legislative Reception**

**February 12, 2027**
**WVHA Member Legislative Wrap-Up Call**

QDI
QUALITY DATA INTELLIGENCE

***Liz Tate***
*Director of Data Collection & Training*
*ltate@wvha.org*
*304-353-9710*

*The WVHA Quality & Data Intelligence (QDI) Dashboards bring West Virginia's hospitals' data together on one platform.*

***Access to the dashboards requires a license for just $200 per person per year, which includes a complimentary 30-day trial period.***

*To start your 30-day free trial or for more information contact Liz Tate.*

Claude Worthington Benedum Foundation

**Proudly supported by the Claude Worthington Benedum Foundation under award number 20240232.**

*Scan the QR code to access session documents.*

West Virginia Hospital Association

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