

# **PREVENTING MEDICAL ERRORS WITH GOOD RECORD KEEPING**

***Presenters: David Shapiro, Ph.D., ABPP  
Lenore Walker, Ed.D., ABPP***

**Friday, March 15, 2024 ♦ 1:00 p.m. – 3:00 p.m.  
ZOOM Webinar**

**This presentation will enable participants to respond to issues involving medical error reduction in the practice of behavioral health care. Through presentation and discussion of the concepts of root-cause analysis, error reduction and prevention, and reporting standards, participants will gain additional skills that will enhance client safety and well-being. This workshop is designed to meet the licensure renewal requirements for all mental health professionals.**

***Level of Curriculum Content: Intermediate***

## **Zoom at a Glance**

Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online, with or without video, whether you are connecting multiple conference rooms or meeting with attendees from their personal desktops or mobile devices. For more information or to download Zoom, please visit <https://zoom.us/>.

## ABOUT THE PRESENTERS

**David Shapiro, Ph.D., ABPP** is a professor of psychology at Nova Southeastern University, where he teaches courses in introductory and advanced ethics, forensic assessment, criminal law, and projective techniques. He has served on the APA Ethics Committee, chaired the Ethics Committees of the Maryland Psychological Association and the American Board of Professional Psychology, and is currently ethics chair for the Broward chapter of the Florida Psychological Association.

**Lenore Walker, Ed.D., ABPP** is professor emeritus at Nova Southeastern University's College of Psychology. She earned her doctorate degree from Rutgers, The State University of New Jersey in 1972, and earned her post-doctoral M.S. in psychopharmacology from NSU in June 2004. Walker has written 14 books and over 50 book chapters and articles in the area of domestic violence, child abuse, and women's issues in therapy since her first book, *The Battered Woman*, was published in 1979. She is director of the Domestic Violence Institute which has 13 affiliate centers around the world providing education and training, research, and public policy initiatives. She was chair of the APA Presidential Task Force on Violence and the Family, and continues as an advisor to the violence prevention efforts. She currently has a President's Faculty Research and Development Grant from NSU to update the Battered Woman Syndrome Questionnaire.

## PROGRAM AGENDA

- 1:00 p.m. – 1:30 p.m. Sentinel event data, root cause analysis, and the role of cognitive error in the diagnostic process
- 1:30 p.m. – 2:30 p.m. Adverse medication reactions and pharmacological issues
- 2:30 p.m. – 3:00 p.m. Role of human factors in medical errors (coercive restraint, self-harm, assessment); Systematic factors in medical error reduction

## PROGRAM OBJECTIVES

Participants will be able to:

- Explain the scope and impact of medical errors
- Define terminology associated with medical error reduction
- Demonstrate understanding of root cause analysis related to error in behavioral health care
- Identify specific safeguards to reduce error potential across a variety of behavioral health care settings
- Demonstrate understanding of reporting and documentation responsibilities related to the commission of medical errors

**For additional information on continuing education policies or upcoming workshops, please visit our web site at <https://psychology.nova.edu/ce>.**

## CONTINUING EDUCATION INFORMATION

**Psychologists:** Nova Southeastern University's College of Psychology is approved by the American Psychological Association to sponsor continuing education for psychologists. Nova Southeastern University maintains responsibility for this program and its content.

**Clinical social workers, mental health counselors, and marriage and family therapists:** Nova Southeastern University's College of Psychology is approved by the state of Florida's Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling to offer continuing education. Provider number: BAP# 330, Exp. 03/31/25.

**School psychologists:** Nova Southeastern University's College of Psychology is approved by the state of Florida's Board of Medical Therapies/Psychology, Office of School Psychology, to offer continuing education. Provider number: SCE# 11, Exp. 11/30/25.

Nova Southeastern University's College of Psychology is approved by the National Association of School Psychologists to offer continuing education for school psychologists. Nova Southeastern University maintains responsibility for this program and its content. Provider# 1024

**Professional counselors:** Nova Southeastern University's College of Psychology has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 4548. Programs that do not qualify for NBCC credit are clearly identified. Nova Southeastern University's College of Psychology is solely responsible for all aspects of the programs.

**All mental health professionals will receive two (2) continuing education credits for the workshop. Full attendance is required. No partial credit will be awarded. Check your licensing state's rules and regulations for more information regarding your continuing education requirements.**

Nova Southeastern University is committed to making its programs accessible to all prospective attendees. Let us know if you have specific requirements due to a disability.

## ABOUT THE SPONSOR

Nova Southeastern University's College of Psychology is dedicated to providing high-quality training, education, research, and service its students and to the community. The college offers two American Psychological Association (APA)-accredited doctoral programs (Ph.D. and Psy.D. in Clinical Psychology); a specialist and a doctoral program in school psychology; master's degree programs in counseling (clinical mental health counseling, school counseling, substance abuse counseling, and applied behavioral analysis), forensic psychology, experimental psychology, and general psychology; and bachelor's degree programs in psychology and behavioral neuroscience. The College of Psychology has two APA accredited doctoral internship programs, the South Florida Consortium Internship Program and the Psychology Services Center Internship program.

## NOTICES OF ACCREDITATION, MEMBERSHIP, AND NONDISCRIMINATION

Nova Southeastern University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate's, baccalaureate, master's, educational specialist, doctorate, and professional degrees. Nova Southeastern University also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of Nova Southeastern University may be directed in writing to the Southern Association of Colleges and School Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or by calling (404) 679-4500, or by using information available on SACSCOC's website ([www.sacscoc.org](http://www.sacscoc.org)). The university is chartered by the State of Florida. The College of Psychology Doctor of Philosophy (Ph.D.) program is accredited by the Commission on Accreditation of the American Psychological Association. The College of Psychology Doctor of Psychology (Psy.D.) programs are accredited by the Commission on Accreditation of the American Psychological Association. The College of Psychology has two APA accredited doctoral internship programs, the South Florida Consortium Internship Program and the Psychology Services Center Internship program. Questions related to the programs' accredited status should be directed to the Commission on Accreditation: Office of Program Consultation and Accreditation, American Psychological Association, 750 1st Street, NE, Washington, D.C., 20002-4242, Phone: (202) 336-5979, Email: [apaaccred@apa.org](mailto:apaaccred@apa.org), Web: [www.apa.org/ed/accreditation](http://www.apa.org/ed/accreditation). The college's master's degree program in school counseling and specialist program in school psychology are approved by the Florida Department of Education. In addition, the specialist and doctoral programs in school psychology holds the designation of National Recognition by the National Association of School Psychologists (NASP).

Nova Southeastern University admits students of any race, color, sex, age, nondisqualifying disability, religion or creed, sexual orientation, or national or ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school, and does not discriminate in administration.