

19th Annual EMS Summit: July 8-9, 2026
Knowledge, Opportunity, Elevated Care
 Florida International University
 Albert & Debbie Tano Medical Simulation Center

Wednesday, July 8

	FIU WiFi: Connect to FIU Guest and follow prompts			
7:45- 8:00 am	Aloft Hotel Lobby			
	Meet the FIU bus for Transportation to FIU			
8:15- 8:45 AM	Management and Advanced Research Center (MARC) 2nd floor MARC 290			
	Registration Coffee and light breakfast			
9:00 AM	MARC 290			
	Welcome Laurie Kerns, Ed.D. Education Management Solutions Lou Faustini, CEO, Education Management Solutions Emiri Uchiyama, MD, CHSE, Florida International University Keynote Address: Beyond Standardized Patients: Using Simulation Centers to Transform Disability Education and Health Equity Susan Solman, DPM, RPh National Speaker, Consultant, and Disability Health Equity Educator Retired Associate Professor FIU/ HWCOC			
10:30 AM	MARC 290			
	Break and coffee refresh			
10:45- 11:45 AM	MARC 290 <i>Audience: Academic</i>	MARC 335 <i>Audience: Operations</i>	MARC 340 <i>Audience: All</i>	MARC 331
	The First Simulation Effect: Understanding Nursing Students' Physiological and Emotional Responses Deborah Halliday, PhD Moravian University	High Fidelity Techniques for SP Simulators Shelbi Cox Sarah Gibson, MSED Linfield University	Did you know? SIMULATIONiQ Enterprise CSM Team Education Management Solutions (repeats Thursday)	Scheduled Interviews

11:45 AM – 1:30 PM	MARC 290 Audience: All
	Lunch and User Group Meeting Amy Moses, Director, Product Management and Quality Assurance Mary Weaver, Product Manager Senthamarai Kannan Ayyakkannu SVP Software Development Lou Faustini, CEO Education Management Solutions
1:45 – 2:30 PM	MARC 290 Audience: All
	A Winning Partnership: TotalCAREiQ and YOU Panelists Patrick Gallagher Director, Managed Services Education Management Solutions Heather Frenz, MS, CHSE Alyson LaPan, MS Clayton Rardon Albany Medical College Niara Newman, MS, CHSE Univ of Texas Medical Branch
2:30 PM	MARC 290
	Networking and Refreshment break Small-group EDUCATIONiQ walk-through with Michael Brookhouser on demand
	Center Tours Academic Health Center (AHC) 2 Audience: All
3:00 PM	Meet in the MARC Lobby for the brief walk to the AHC2 building (golf cart available)
3:20 PM	Convene in AHC2, 1st Floor, Room 180 for tours
4:45 PM	Meet the Bus at FIU at AHC2 for transportation to Aloft Hotel
6:30 PM	Dinner 107 Steakhouse 107 Steakhouse is on the Aloft property, across the courtyard beyond the pool
Session summary, objectives and speaker bios begin on page 5	

Thursday, July 9

7:45 - 8:00 AM	Aloft Hotel Lobby		
	Meet the bus for Transportation to Florida International University Luggage may be stored in MARC 333		
8:15 AM	Management and Advanced Research Center (MARC) 2nd floor MARC 290		
	Coffee and light breakfast Small-group EDUCATIONiQ walk-through with Michael Brookhouser on demand		
8:30 AM – 9:15 AM	MARC 290 <i>Audience: All</i>		
	Day One Debrief		
9:30 – 10:30 AM	MARC 290 <i>Audience: All</i>	MARC 335 <i>Audience: Academic</i>	MARC 340 <i>Audience: Operations</i>
	Beyond the Checklist: Elevating SP Debriefing Conversations Autumn Shiley, MFA Jeffrey Wenzel, MEd Madison Technical College	Combining Psychosocial, SDOH, and Medical Care into One Unforgettable Simulation Kerri Busteed, PhD Viterbo University	Ace your Hardware: A Tour of Your Server Racks Keith Cherek, CHSE Daniel Backlund, PhD Texas Tech University Health Science Center
10:30 AM	MARC 290		
	Break and coffee refresh		
10:45-11:45 AM	MARC 290 <i>Audience: Academic</i>	MARC 335 <i>Audience: All</i>	MARC 340 <i>Audience: All</i>
	From Idea to Implementation: Developing a Sustainable Simulation Program in Academic Medicine Chasity Caruso, DC, CHSE Valearia Clark Roseman University	From Chaos to Calm: Managing Morning Callouts with AI Agents Jon Colato, MBA Hofstra Northwell School of Nursing and Physician Assistant Studies	The KPI Conversation: Vendor, Vision, Customer Reality Annette Davis Florida International University Amy Moses Rob Natale Tim Whitaker EMS (repeats this afternoon)
11:45 AM	MARC 290		
	Lunch & Networking		

1:00 – 2:00 PM	MARC 290 <i>Audience: All</i>	MARC 335 <i>Audience: All</i>	MARC 340 <i>Audience: Operations</i>	MARC 331 <i>Audience: All</i>
	Did you know? SIMULATIONiQ Enterprise CSM Team Education Management Solutions	Taking OSCE on the Road: Application of Mobile Technology Debra Danforth, DNP Florida State University	The Starting Lineup: SIMULATIONiQ Enterprise AV Basics Craig Myers Education Management Solutions	1:00 – 1:30 EDUCATIONiQ: A Closer Look at Analytics 1:30 – 2:00 Competency.AI - Unlock the Full Value of Your Simulation Center Mary Weaver Education Management Solutions
2:00 pm	MARC 290			
	Break and Refreshments			
2:30 – 3:30 PM	MARC 290 <i>Audience: All</i>	MARC 335 <i>Audience: All</i>	MARC 340 <i>Audience: Operations</i>	
	The KPI Conversation: Vendor, Vision, Customer Reality Annette Davis Florida International University Amy Moses Rob Natale Tim Whitaker Education Management Solutions	From the Training Ground to the Pitch Training in Motion: Introducing Android Calandra Parsons Duane Kaiser Education Management Solutions	Mastering the Midfield: SIMULATIONiQ Enterprise Advanced AV James McCrea Education Management Solutions	
3:45 PM	MARC 290 <i>Audience: All</i>			
	Close			
4:00 PM				
	Meet bus at FIU for transportation to Aloft			
	Dinner on your own. Enjoy the area! Consider “Gramps Getaway” , Little Havana			
	Session summary, objectives and speaker bios begin on page 5			

We extend our heartfelt thanks to **Dr. Emiri Uchiyama, Annette Davis, Yamileth Morales,**
And the **team of the FIU - Albert & Debbie Tano Medical Simulation Center**
for their generous support and hospitality in hosting the

19th Annual EMS Summit

Adriana Bautista	Andrea Medina	Cristina Moahamed
Emily Perrotti	Kevin Abascal	Bryanna Brown Barrett
Javi Cabrera	Alberto Garcia	Mariana Solorzano Hidalgo
Javier Fernandez		

And to the FIU central reservations team

Barbara Pita Vanessa Vazquez

Your partnership and commitment to advancing healthcare simulation help make this event possible. We are grateful for the opportunity to bring the EMS community together in such a meaningful learning environment.

Session Details:

- Sessions will be held in the Management and Advanced Research Center (MARC) building 2nd floor, room 290 and 3rd floor, rooms 331; 333; 335; 340. Elevators are available.
- Transportation from the Aloft hotel to Florida International University is provided.
- Sim Center tours will be in the Academic Health Center (AHC) 2. This is a short walk from the MARC building. Golf cart transportation is available.

<https://campusmaps.fiu.edu/>

Wednesday	Welcome
9:00 AM	Laurie Kerns, Ed.D. SVP, Education Management Solutions
MARC 290	Lou Faustini, CEO, Education Management Solutions
Audience: All	Emiri Uchiyama, MD, CHSE, Florida International University

Emiri Uchiyama, MD, CHSE. , Dr. Emiri Uchiyama is the Director of the Albert and Debbie Tano Medical Simulation Center at Herbert Wertheim College of Medicine. Dr. Uchiyama is a certified Healthcare Simulation Educator (CHSE) with a comprehensive knowledge of simulation technology and methodologies and is highly skilled in designing and delivering simulation-based training programs. Throughout her career, Dr. Uchiyama has worked closely with healthcare providers, educators, and institutions to implement simulation programs that meet the needs of their organizations and communities. She has a talent for identifying areas where simulation can make the most significant impact and for creating training programs that are both engaging and effective. Dr. Uchiyama is a passionate educator, a visionary in the field of healthcare simulation, and a leader in the movement to improve patient outcomes through simulation-based education and training.

Louis Faustini, CEO, joined EMS in 2025, bringing more than 25 years of executive and operations experience focused on growing and leading technology enabled businesses solutions. Lou has a solid history of building organizations that achieve growth through people development, best-practice solutions, scalable processes, and continuous improvement. He has earned a reputation as a leader who optimizes organizations overall health by focusing on customers, employees and stakeholder interests.

Laurie Kerns is a Senior VP for Education Services with Education Management Solutions, LLC (EMS). Dr. Kerns has a clinical background as a mental health counselor working with adolescent populations within inpatient and residential behavioral health and addictions treatment environments. Her work in simulation includes directing a simulated patient-based clinical skills and assessment center for Des Moines University and a high-stakes testing center for the National Board of Osteopathic Medical Examiners where she was an EMS customer. Since 2005, she has leveraged this experience to support internal and external stakeholders with Education Management Solutions.

Wednesday 9:30 AM MARC 290 Audience: All	Keynote Address: Beyond Standardized Patients: Using Simulation Centers to Transform Disability Education and Health Equity Susan Solman, DPM, RPh National Speaker, Consultant, and Disability Health Equity Educator Retired Associate Professor FIU/ HWCUM
Description	People with disabilities experience significant healthcare disparities, yet disability-related training remains limited in many health professions programs. As a result, this population continues to face well-documented barriers to healthcare and preventive services. Through powerful patient stories, this keynote will explore factors contributing to these inequities, including inaccessible medical equipment, inadequate provider training, and missed opportunities for diagnosis and preventive care. It will also examine how disability-focused education can serve as a powerful strategy for reducing these disparities and improving healthcare outcomes. Through examples from FIU's longitudinal disability education curriculum, participants will explore practical approaches to creating impactful learning experiences, fostering disability competence, and advancing health equity.
Objectives	•Describe the healthcare disparities and barriers in the management and treatment of patients with physical disabilities. •Discuss the legal requirements for providing healthcare as defined by the Americans with Disabilities Act (ADA). •Describe the design and implementation of disability-focused educational experiences, including patient interviews, and safe transfer training sessions.

Susan Solman, DPM, RPh, is a retired Associate Professor at FIU/ Herbert Wertheim College of Medicine/MPAS who pioneered the use of people living with paralysis as educators within FIU's disability education initiatives. In partnership with the Clinical Skills Department and Simulation Center, she developed immersive learning experiences that help future healthcare professionals build the knowledge, skills, and confidence needed to provide equitable care for people with disabilities. As a national speaker and consultant, she draws on her lived experience with paralysis, her experience as a clinician and her background in education, to advance disability inclusion and health equity in healthcare.

Wednesday 10:45- 11:45 AM MARC 290 Audience: Academic	The First Simulation Effect: Understanding Nursing Students' Physiological and Emotional Responses Deborah Halliday, PhD Moravian University
Abstract	Background: Elevated anxiety can negatively affect academic performance, health, and team functioning in healthcare education. Simulation-based learning in nursing, while educationally valuable, may provoke anxiety that influences learning outcomes and student well-being. Methods: A cohort study using retrospective and prospective data examined self-reported anxiety and physiological anxiety indicators, including heart rate variability (HRV) and mean arterial pressure, during prebriefing, simulation, and debriefing phases. Post-simulation participant reflections were also collected, and thematic analysis was conducted to identify patterns in perceived anxiety and coping strategies. Results: Anxiety and physiological stress responses fluctuated across simulation phases. Pre-simulation mean arterial pressure significantly predicted intra-simulation HRV, indicating baseline physiological state influences anxiety responses. Qualitative themes highlighted common stressors, coping strategies, and the role of debriefing and simulation fidelity in shaping anxiety experiences. Conclusion: Effective prebriefing, structured debriefing, and anxiety-regulation strategies may support adaptive stress responses in simulation-based nursing education. Integrating both quantitative and qualitative insights can inform simulation design to enhance learning outcomes and promote student well-being.

Deb Halliday, PhD, RN is the director of the Moravian University Interprofessional Simulation Center and Health Science Building. Dr. Halliday teaches in the Traditional Undergraduate and Post Baccalaureate programs at Moravian University.

Wednesday 10:45- 11:45 AM MARC 335 Audience: Operations	High Fidelity Techniques for SP Simulators Shelbi Cox Sarah Gibson, MSED Linfield University
Description	This session will focus on high fidelity techniques for simulations using living actors as simulated patients (SPs). These techniques include functioning antecubital IVs, applying wounds quickly, and supplemental oxygen alterations (nasal cannula, non-rebreather mask, etc.). All techniques can be replicated by other programs using existing or low-cost materials. This session will be a hybrid lecture and demonstration, discussing common issues encountered when using live simulated patients and demonstrating the aforementioned techniques.

Objectives	By the end of this presentation, learners will be able to replicate techniques for creating functioning IVs, quick application wounds, and supplemental oxygen on simulated patients.
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Shelbi Cox is a Simulation Operation Specialist at the Linfield University School of Nursing. Previously, she was a high school special education teacher specializing in severe behavior issues and mathematics instruction. She has a Master of Science degree in Special Education from Western Oregon University and undergraduate degrees from the University of Wisconsin-Green Bay. She has studied and worked professionally in live theatre, giving her experience and passion for her current work in simulation and moulage.

Sarah Gibson is a Simulation Operations Specialist at the Linfield University School of Nursing. Prior to working in Simulation Operations, she worked as an Instructional Designer, focusing on developing virtual reality simulations for entry-level manufacturing skills. She also has a background in education as a middle school Language Arts teacher. She holds a master's degree in education in Instructional Design from Western Governors University. Sarah is passionate about increasing fidelity in simulation and helping others expand their simulation capabilities.

Wednesday 10:45- 11:45 AM MARC 340 Audience: All	Did you know? SIMULATIONiQ Enterprise CSM Team Education Management Solutions (repeats Thursday)
Description	The CSM team will walk through recent updates and underutilized features to the Enterprise solution - not to be missed!

Craig Meyers serves as Customer Success Manager at EMS, overseeing the state of Texas and all government accounts. With over 25 years of experience in Project Management and Customer Success, Craig is passionate about building strong, face-to-face relationships and engaging directly with customers. Outside of work, he enjoys slow-smoking and grilling food, as well as caddying for his grandchildren during their golf tournaments.

James McCrea is a Senior Customer Success Manager within the Education Services Team working closely with EMS's Western North America and International customers. Since 2014, James has gained expert EMS product knowledge and customer use of EMS's platforms and applications. James brings over 20 years of experience in customer relationship management and loves making customers successful by building long-term partnerships. Outside of work, James and his family are active volunteers in the local community working with regional organizations and charities including PennDOT's Adopt-A-Highway program, Habitat for Humanity, and the Hope House Foundation.

Rob Natale With more than 20 years of experience in education and training, Robert Natale has been helping EMS clients succeed since 2014. As a Senior Customer Success Manager, he works with organizations to build strong partnerships and deliver lasting results. Away from the office, Rob stays busy with his family and their three dogs and never passes up the opportunity share--or hear--great stories with colleagues, clients, and friends alike.

Wednesday 11:45 AM – 1:30 PM Location MARC 290 Audience: All	Lunch and User Group Meeting Amy Moses, Mary Weaver Senthamarai Kannan Ayyakkannu Lou Faustini Education Management Solutions
Description	Learn more about the roadmap and strategy and share your thoughts with the product team.

Amy Moses is the Director of Product Management and Quality Assurance at EMS, where she serves as Product Manager for EMS’s simulation solutions. With nearly 30 years of experience in higher education, Amy brings industry knowledge and a strong customer-focused perspective to product strategy and development. She has been with EMS since 2014, beginning her journey as a member of the TotalCAREiQ team.

Mary Weaver has spent more than 25 years in the software industry and is the Product Manager for the Competency.AI and EDUCATIONiQ solutions. She focuses on product strategy, innovation, and bringing new ideas to life, helping to create tools that support educators and healthcare organizations. Mary is passionate about building practical, easy-to-use solutions that make a meaningful difference for users.

Senthamarai Kannan Ayyakkannu (Kannan), is the Senior Vice President of Software Development at EMS. Kannan has over 25 years of software solution development experience and has been with EMS since its inception. He has architected and lead the development of all EMS solutions including SIMULATIONiQ and Competency.AI solutions.

Louis Faustini, CEO, joined EMS in 2025, bringing more than 25 years of executive and operations experience focused on growing and leading technology enabled businesses solutions. Lou has a solid history of building organizations that achieve growth through people development, best-practice solutions, scalable processes, and continuous improvement. He has earned a reputation as a leader who optimizes organizations overall health by focusing on customers, employees and stakeholder interests.

Wednesday 1:45 – 2:30 PM MARC 290 Audience: All	A Winning Partnership: TotalCAREiQ and YOU Panelists: Patrick Gallagher Director, Managed Services Education Management Solutions Heather Frenz, MS, CHSE Alyson LaPan, MS Clayton Rardon Albany Medical College Niara Newman, MS Univ of Texas Medical Branch
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Description	Join the panelists as they discuss best practices for a winning partnership with the EMS team and how they capture the setup, the strike, and the resulting magic to hit their goals.
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Patrick Gallagher is the Director of Managed Services at Education Management Solutions (EMS) where he leads the team responsible for delivering exceptional service to nursing and allied health partners and advancing the strategic roadmap that supports their simulation, evaluation, and accreditation outcomes. Over the past 17 years at EMS, he has partnered with nursing schools, allied health programs, and simulation centers in roles spanning client support, solutions delivery, training, and project management — bringing deep, hands-on experience with the operational realities of healthcare education. Earlier this year, he was appointed Director of Managed Services, where he has the honor of leading the TotalCAREiQ team.

Heather Frenz, MS, CHSE is the Executive Director of the Patient Safety and Clinical Competency Center at Albany Medical College. She is responsible for the oversight of daily operations of activities and staff within the center which is an accredited simulation center by the Society for Simulation in Healthcare. She works with Albany Medical College faculty and leadership, Graduate Medical Education, and hospital staff to plan and develop simulation exercises to effectively utilize simulation throughout the Albany Medical College and Albany Med Health System. Heather partners with staff on SP case development and training for both case portrayal and learner feedback. She directly supervises a staff of approximately 85 individuals. She served as a member of the test material development committee and the scenario development task force for the National Board of Medical Examiners. She also consulted for the National Board and developed cases to pilot for the National Board of Podiatric Medical Examiners.

Alyson LaPan, MS is the Standardized Patient Program Supervisor of the Patient Safety and Clinical Competency Center at Albany Medical College. She has experience working as a standardized patient and alongside medical professionals in a healthcare institution. Alyson specializes in medical simulation and is responsible for fostering communication skills of medical students, physician assistant students and other health care providers through deliberate practice in classroom settings. Alyson partners with staff and faculty on SP case development and training of standardized patients through case portrayal and learner debriefing. Alyson tracks metrics including SP hours, learner hours and use of the center's space and resources. Alyson has a BS from Binghamton University State University of New York and a Master of Science in Bioethics from the Alden March Institute at Albany Medical College. Alyson is currently working on obtaining her CHSE certification.

Clayton Ellis-Rardon is the Standardized Patient Program Assistant of the Patient Safety and Clinical Competency Center at Albany Medical College. He has experience working as a standardized patient in college and at Albany Medical College prior to taking a full time position. Clayton specializes in medical simulation and is responsible for preparing the center for simulation sessions by hiring the standardized patients, building the sessions in SIMULATIONiQ, and orienting the learners. He assists in tracking metrics including SP hours, learner hours and use of the center's space and resources. Clayton has a BS from University of Indianapolis.

Niara Newman, MS, CPHIMS, CSSLP, CPRE (IREB) Niara Newman is a healthcare technology leader with more than 15 years of experience advancing simulation, telehealth, clinical, and educational technology initiatives. As Software Systems Specialist III for the Health Education Center at The University of Texas Medical Branch, she leads the strategy, implementation, innovation, and optimization of technologies that drive clinical education and simulation-based learning. Her expertise spans artificial intelligence (AI), extended reality (XR), data analytics, solutions architecture, cybersecurity and enterprise software and system engineering. She spearheads the integration and advancement of complex technology ecosystems that enhance learner engagement, operational efficiency, and measurable educational outcomes across healthcare disciplines. She specializes in transforming emerging technologies into scalable, high-impact

solutions that strengthen clinical training, accelerate workforce readiness, and shape the future of healthcare education, where purpose meets passion

Wednesday 3:00 PM Location Audience: All	Tour of the Florida International University - Albert & Debbie Tano Medical Simulation Center Tour Provided by the FIU Sim Center Staff Walk or golf cart ride from the MARC building to Academic Health Center (AHC) 2
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Thursday 8:30 AM – 9:15 AM MARC 290 Audience: All	Day One Debrief
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Thursday 9:30 AM – 10:30 AM MARC 290 Audience: All	Beyond the Checklist: Elevating SP Debriefing Conversations Autumn Shiley, MFA Jeffrey Wenzel, MEd Madison Technical College
Description	Checklists can capture what happened—but they rarely uncover what it meant. This session focuses on elevating Standardized Patient (SP) debriefing beyond task-based feedback to reveal deeper insight into the therapeutic relationship and support meaningful learner growth. Through a focused overview and applied discussion, participants will explore how SPs can translate their experience of the encounter into feedback that highlights relational dynamics such as trust, empathy, presence, and communication impact. The session emphasizes shifting from “what was done” to “how it was experienced,” helping learners better understand their effect on patients and the quality of the interaction. Participants will examine strategies for prioritizing high-impact moments, framing observations to invite reflection, and guiding conversations that connect interpersonal behaviors to clinical effectiveness. By centering the human experience of the encounter, SPs can help learners develop greater self-awareness and adaptability. Attendees will leave with practical approaches to

	facilitate debriefing conversations that deepen insight, strengthen the therapeutic relationship, and foster lasting growth.
Objectives	1. Differentiate Feedback Approaches Compare checklist-based feedback with reflective, dialogue-driven standardized patient (SP) debriefing by identifying key features, strengths, and limitations of each approach. 2. Analyze Debriefing for Deeper Insight Analyze SP debriefing conversations to identify themes related to the therapeutic relationship, communication effectiveness, and the patient experience. 3. Promote Psychological Safety in Debriefing Apply strategies that foster psychological safety by generating sample language that encourages honest reflection, vulnerability, and growth-oriented dialogue.

Autumn Shiley is the SP Educator and Coordinator at Madison College’s Health Simulation Center, where she leads the development, training, and implementation of standardized participants in alignment with ASPE’s SOBPs. She collaborates across nursing and allied health programs to design meaningful, learner-centered simulation experiences that emphasize communication, clinical reasoning, and the therapeutic relationship. Autumn brings a unique interdisciplinary background that bridges healthcare education and the performing arts. She has taught in therapeutic massage—including oncology and geriatric populations, theatre, and communication studies, and holds an MFA in Drama from the University of Virginia. Her professional experience as a director, actor, and educator informs her approach to simulation, particularly in cultivating authenticity, emotional realism, and reflective dialogue in SP encounters and debriefing. She is passionate about advancing simulation as a space for curiosity, vulnerability, and transformative learning.

Jeffrey Wenzel is a Healthcare and simulation education leader with over 30 years of experience in clinical practice and academic program development. His work focuses on designing, implementing, and scaling simulation-based education to support interdisciplinary healthcare training. He joined Madison College in 2005 as a Respiratory Therapy faculty member and later served as Program Director. In 2007, he was selected to lead the college’s simulation initiative, securing multiple grants and expanding simulation across nursing, protective services, and allied health programs. He played a key role in the design and development of the Centers for Simulation and Innovation, Health Simulation Center and now serves as Academic Manager/Director of Simulation. Under his leadership, the program has grown from four rooms to 31 simulation suites, becoming the largest in the Wisconsin Technical College System. The center was the first community or technical college in the nation endorsed by the International Nursing Association for Clinical Simulation and Learning (INACSL) for meeting Healthcare Simulation Standards of Best Practice.

Thursday 9:30 – 10:30 AM MARC 335 Audience: Academic	Combining Psychosocial, SDOH, and Medical Care into One Unforgettable Simulation Kerri Busteed, PhD Viterbo University
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Description	Session will focus on the concept of holistic care. Considering all aspects of the patient such as speaking to the patient and visitors at the correct literacy levels. I want to bring in a demonstration of one of my scenarios that combines trauma, musculoskeletal, neuro, psychosocial and SDOH. I believe we could talk through the elements to demonstrate the possibilities and how they might look in a simulation scenario.
Objectives	1. Identifying which topics make sense to bring together 2. How do you approach psychosocial and SDOH during the simulation 3. Do these elements distract from the simulation or add to the learning? 4. Creating well-rounded students that can identify multiple areas of concern keeping students prepared for the unknown

Dr. Kerri Busteed has served as a simulation coordinator for over eleven years, specializing in the development of immersive learning experiences for nursing students. She is passionate about bringing clinical scenarios to life in ways that challenge learners to think beyond the presenting complaint and recognize broader patient needs. Dr. Busteed is a strong advocate for holistic nursing and emphasizes inclusive, patient-centered care in her teaching. She encourages students to engage everyone in the room, fostering a collaborative environment where all participants feel invested in the care being delivered.

Thursday 9:30 – 10:30 AM MARC 340 Audience: Operations	Ace your Hardware: A Tour of Your Server Racks Keith Cherek, CHSOS Daniel Backlund, PhD, CHSOS, CHSE Texas Tech University Health Science Center
Description	Audio and video capture in a simulation center is a de facto standard in the simulation community. Depending on your space, modality, and scope of training, you may have different methods for capturing audio and video. One thing that is common amongst the various simulation layouts is that the audio and video must be captured, processed, and stored in some way, shape, or form. The flow, processing, and hardware required for this to happen will be discussed in the presentation. Different pieces of hardware are required to do the different jobs based on whether the media is audio and video. We will give an introduction to the different pieces of hardware that perform these duties in your server racks. We will identify key devices that have common names and can be identified quickly for troubleshooting purposes.
Objectives	1. Discuss the general flow of audio and video throughout your A/V solution. 2. Learn where each piece of audio and video is captured or processed. 3. Discuss key pieces of hardware that you may see in your server room. 4. Identify the difference between servers and A/V hardware. 5. Identify how to restart different pieces of hardware.

Keith Cherek is a Senior IT Support Technician for the Simulation Program and he began working at TTUHSC in January 2020. Prior to working in simulation, Keith worked as an Engineering Technician in Wisconsin before moving to Abilene, Texas. In 2023, Keith became CHSOS certified through SSH. At TTUHSC, he is directly involved in the programming of

manikins, computers, AV equipment, healthcare equipment, moulage, and telehealth. He has also been utilizing a newly acquired 3D printer to make supplies and parts for the sim center. Keith has become a regional expert in managing the A/V equipment and simulation sessions through SIMULATIONiQ.

Daniel Backlund is the Senior Director of Simulation IT Integration for the Simulation Program at TTUHSC. He began working for the program in August of 2010 after completing his PhD in theoretical semiconductor physics. He has leveraged his knowledge of multiple types of IT-related systems to help maintain the IT infrastructure of the Simulation Program at all of their sites and locations. He has extensively worked with Simulation IQ and its predecessor, Arcadia, for going on 14 years. Daniel lives in Lubbock, TX and he has attended every EMS Summit since his first one in the Summer of 2011

Thursday 10:45- 11:45 AM MARC 290 Audience: Academic	From Idea to Implementation: Developing a Sustainable Simulation Program in Academic Medicine Chasity Caruso, DC, CHSE Valearia Clark Roseman University
Description	This presentation aims to describe the development and first-year implementation of a sustainable simulation program in academic medicine, highlighting foundational strategies, early operational metrics, and lessons learned to inform future program growth.
Objectives	1. Describe the foundational steps required to transition a simulation program from concept to operational implementation within an academic medical institution. 2. Identify key structural, operational, and stakeholder engagement strategies used during the first year of program development to support scalability and sustainability. 3. Examine how alignment with institutional priorities and educational needs informed curriculum design, resource allocation, and program growth. 4. Discuss early operational metrics and qualitative outcomes used to evaluate program effectiveness during Year One. 5. Reflect on lessons learned, challenges encountered, and adaptive strategies employed to strengthen long-term sustainability of a simulation program in academic medicine.

Chasity Caruso is the Director of Operations for Medical Simulation at Roseman University, College of Medicine. She earned a bachelor's degree in general psychology from Argosy University. As part of her bachelor's degree, she became licensed as a Substance Use Disorder Counselor and has continued to practice in Southern Utah. Ms. Caruso earned a master's degree in industrial and organizational (I/O) psychology and just reached Doctoral Candidacy in her PhD degree in Industrial and Organizational Psychology at Grand Canyon University. She is currently working on research for her dissertation on Organizational Communication and Employee Sense of Belonging in Higher Education.

Prior to coming to Roseman University she served as the Associate Director in the Office of Simulation in Medicine and Surgery for Rocky Vista University. In this role, Ms. Caruso provided leadership for multiple programs, departments,

staff, and faculty across two campuses. Ms. Caruso has been recognized at the university level, separately, for Collegiality, Innovation, and Excellence. At a national level, Ms. Caruso has been awarded separately as a Champion and Pioneer in Medical Simulation from Education Management Systems.

Valearia Clark serves as the Coordinator for the Medical Simulation Center . She joined Roseman College of Medicine in July of 2023 and has over 15 years of experience in academia and health sciences.

Thursday 10:45- 11:45 AM MARC 335 Audience: All	From Chaos to Calm: Managing Morning Callouts with AI Agents Jon Colato, MBA Hofstra Northwell School of Nursing and Physician Assistant Studies
Description	Every simulation professional knows the challenges of a morning call out. When a Standardized Patient cancels last minute, the delicate logistical balance of an event is thrown into jeopardy. Manually reallocating "human capital" while adhering to strict institutional policies, room requirements, and role-specific constraints is a high-stress puzzle that invites human error. In this session, we demonstrate how Hofstra University is utilizing a custom built AI Agent to manage SP reallocation in real-time. We will pull back the curtain on how we trained an agent to understand the nuanced logic of our SP assignment.
Objectives	1. Deduce Requirements: By analyzing the master schedule, the agent identifies which roles are static and which are fluid 2. Automates Logic: It applies internal rules and regulations to available "Movers" to ensure policy compliance. 3. Reconfigures in Seconds: It provides the necessary changes to optimize the schedule accommodating for the call out.

Jon Colato is a Clinical Simulation Educator for the School of Nursing & PA Studies at Hofstra University. Blending a lifelong interest in technology, psychology, and innovation with healthcare education and operational strategy, he focuses on optimizing simulation logistics to improve learning outcomes. Driven by a passion for workflow efficiency, he recently developed and trained an AI agent designed to navigate complex institutional regulations and streamline sudden scheduling disruptions. Jon views AI as a powerful tool to enhance human capability rather than replace it, leveraging technology to alleviate administrative friction. He is excited to share how AI can help alleviate operational chaos by solving the universal challenge of standardized patient event callouts.

Thursday 10:45- 11:45 AM MARC 340 Audience: All	The KPI Conversation: Vendor, Vision, Customer Reality Annette Davis Florida International University Amy Moses Rob Natale Tim Whitaker
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	Education Management Solutions (repeats this afternoon)
Description	In an era where healthcare simulation centers must move beyond anecdotal success to prove their strategic value, this session provides the roadmap for transforming simulation operations into a data-driven asset. The discussion will focus on how to capture and synthesize critical operational, financial, and clinical metrics into dashboards that drive institutional decision-making. We will demonstrate how Enterprise streamline these workflows, while a featured customer will join us to share their firsthand perspective on leveraging this data to secure support, streamline reporting, and articulate a clear ROI to leadership.

Annette Davis is the Simulation Education Manager at the Albert & Debbie Tanó Medical Simulation Center, Herbert Wertheim College of Medicine at Florida International University. With nearly a decade of experience across simulation coordinator roles at FIU HWCOR, Annette brings a systems-level perspective to simulation education — understanding that meaningful learning depends on everything working seamlessly, from scheduling to execution. Annette is a passionate advocate for the intentional implementation of simulation, believing its true value is only realized when every stakeholder is genuinely invested in the process. Her work is driven by a simple conviction: simulation done right is one of the most powerful tools in health professions education.

Amy Moses is the Director of Product Management and Quality Assurance at EMS, where she serves as Product Manager for EMS’s simulation solutions. With nearly 30 years of experience in higher education, Amy brings industry knowledge and a strong customer-focused perspective to product strategy and development. She has been with EMS since 2014, beginning her journey as a member of the TotalCAREiQ team.

Rob Natale With more than 20 years of experience in education and training, Robert Natale has been helping EMS clients succeed since 2014. As a Senior Customer Success Manager, he works with organizations to build strong partnerships and deliver lasting results. Away from the office, Rob stays busy with his family and their three dogs and never passes up the opportunity share--or hear--great stories with colleagues, clients, and friends alike.

Timothy Whitaker, BS, CHSE, FSSH, CHSOS, EMT-P, CMTE, is the Practice Leader and Solutions Architect for Education Management Solutions. He’s an experienced simulation educator, center designer/operations consultant, professional manager, and operations manager credentialed by the Society for Simulation in Healthcare (SSH) as both a Certified Healthcare Simulation Educator (CHSE) and a Certified Healthcare Simulation Operations Specialist (CHSOS), and a Fellow of the Society for Simulation in Healthcare (FSSH). Tim is active in many associations and leadership roles for simulation worldwide. Tim has been published and spoken domestically and internationally on simulation practices, operations, and credentialing in healthcare simulation, and is recognized as a KOL and SME in healthcare simulation.

Thursday 1:00 – 2:00 PM Room MARC 290 Audience: All	Did you know? SIMULATIONiQ Enterprise CSM Team Education Management Solutions
Description	See Wednesday 10:45 AM

Thursday 1:00 – 2:00 PM Room MARC 335 Audience: All	Taking OSCE on the Road: Application of Mobile Technology Debra Danforth, DNP, APRN, FAANP Florida State University College of Medicine
Description	The use of mobile technology for performance-based assessment in remote locations, residency programs, and programs starting out with low budget. Our College of Medicine is one of the first schools to take a Formative Objective Structured Clinical Examination (FOSCE) to faculty and students in six regional campuses for medical students, physician assistant students, and to our residency sites across the state.
Objectives	1. Describe what a mobile OSCE involves 2. Incorporate the steps needed into making a mobile OSCE successful 3. Identify benefits and challenges of implementing a mobile OSCE

Debra A. Allan Danforth, DNP, APRN, FAANP is a Professor and the Director of Clinical Learning Center and Preceptorship at Florida State University, College of Medicine. She is an Adult Nurse Practitioner (geriatric primary care focus), an adjunct Associate Professor at Florida Agricultural and Mechanical University (FAMU), College of Pharmacy, and courtesy faculty at Florida State University, College of Nursing and Social Work. Dr. Danforth is currently the President/CEO of the American Nurse Practitioners Foundation (ANPF), Past President of the Florida Geriatric Society, and is actively involved with the Florida Nurse Practitioner Network (FNPN). Dr. Danforth started her nursing career over 35 years ago and has been involved with simulation for over 30 years. She has presented regionally, nationally, and internationally on topics including OSCEs (objective structured clinical examinations), program evaluations, Telehealth, interprofessional education, and TeamSTEPPS.

Thursday 1:00 – 2:00 PM MARC 340 Audience: Operations	The Starting Lineup: SIMULATIONiQ AV Basics Craig Meyers, Customer Success Manager Education Management Solutions
Description	This session will provide an overview of the AV workflows including the Enterprise web application as well as the AV Viewer and AV Control applications. This is designed for fundamental or refresher needs, all users are welcome.

Craig Meyers serves as Customer Success Manager at EMS, overseeing the state of Texas and all government accounts. With over 25 years of experience in Project Management and Customer Success, Craig is passionate about building strong, face-to-face relationships and engaging directly with customers. Outside of work, he enjoys slow-smoking and grilling food, as well as caddying for his grandchildren during their golf tournaments.

Thursday 1:00 – 2:00 PM MARC 331 <i>Audience: All</i>	1:00- 1:30: EDUCATIONiQ: A Closer Look at Analytics 1:30 – 2:00: Competency.AI - Unlock the Full Value of Your Simulation Center Mary Weaver Education Management Solutions
Description	1:00- 1:30: EDUCATIONiQ: A Closer Look at Analytics Take a deeper dive into EDUCATIONiQ and explore the future of the EMS ecosystem. This interactive session will provide a closer look at Ask Emily, My Insights, and the Learning Exchange, along with emerging AI-powered and learning capabilities designed to support simulation programs, educators, and administrators. Discover how these evolving tools can help simplify workflows, enhance data accessibility, and create new opportunities for teaching, learning, and collaboration. 1:30 – 2:00: Competency.AI - Unlock the Full Value of Your Simulation Center Get an exclusive first look at upcoming Competency.AI enhancements designed to help simulation centers better understand and maximize the value of their SIMULATIONiQ data through insights that support learner success, clinical readiness, accreditation, program improvement, and demonstrate the impact and ROI of simulation programs.

Mary Weaver has spent more than 25 years in the software industry and is the Product Manager for the Competency.AI and EDUCATIONiQ solutions. She focuses on product strategy, innovation, and bringing new ideas to life, helping to create tools that support educators and healthcare organizations. Mary is passionate about building practical, easy-to-use solutions that make a meaningful difference for users.

Thursday 2:30 – 3:30 PM MARC 290 <i>Audience: All</i>	The KPI Conversation: Vendor, Vision, Customer Reality Annette Davis Florida International University Amy Moses Rob Natale Tim Whitaker Education Management Solutions
Description	See Thursday 10:45 AM

Thursday 2:30 – 3:30 PM MARC 335 Audience: All	From the Training Ground to the Pitch Training in Motion: Introducing Android Calandra Parsons Duane Kaiser Account Management Team, Education Management Solutions
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Calandra Parsons has spent 20 years in Higher Education Sales, beginning her career in Admissions at Brooks College in Long Beach, CA. From there, she moved into relationship-driven sales, working for both Fortune 500 companies and small tech startups serving higher education institutions of all sizes. Calandra is passionate about this sector because she believes education is the great equalizer.

Duane Kaiser has had a long career in Medical Sales/Account Management & Engineering. Over the past 5+ years working specifically with simulation education clients. I live in the Denver metro area and support EMS clients in the western US as well as central and western Canada.

Thursday 2:30 – 3:30 PM MARC 340 Audience: Operations	Mastering the Midfield: SIMULATIONiQ Advanced AV James McCrea, Senior Customer Success Manager Education Management Solutions
	This session will provide a deeper exploration of the AV workflows including the Enterprise web application as well as the AV Viewer and AV Control applications. This is designed for more advanced users, though all users are welcome.

James McCrea is a Senior Customer Success Manager within the Education Services Team working closely with EMS's Western North America and International customers. Since 2014, James has gained expert EMS product knowledge and customer use of EMS's platforms and applications. James brings over 20 years of experience in customer relationship management and loves making customers successful by building long-term partnerships. Outside of work, James and his family are active volunteers in the local community working with regional organizations and charities including PennDOT's Adopt-A-Highway program, Habitat for Humanity, and the Hope House Foundation.

Thursday 3:45 PM MARC 290 Audience: All	Close As we conclude this year's conference, join us for a final session that brings our community together one last time. We'll reflect on Knowledge, Opportunity and Elevated Care through key takeaways, celebrate collective achievements, and highlight actionable insights to carry forward. Let's end on a high note—connected, inspired, and ready to make an impact.
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MEET YOUR ACCOUNT MANAGER

Office: 610-701-7002 + ext. below

Region	Strategic Account Manager	Ext	Region Description
Northeast/EC	Calandra Parsons	#256	Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont. Eastern Canada: New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec
Midwest/SE	Mike Brookhouser	#247	Alabama, Florida, Georgia, Louisiana, Michigan, North Carolina, Ohio, South Carolina, Tennessee, Virginia, West Virginia
West/WC	Duane Kaiser	#204	Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming. Western Canada: Alberta, British Columbia, Manitoba, Saskatchewan
Central	Tammy Jo Ignagni	#321	Arkansas, Illinois, Indiana, Iowa, Kansas, Kentucky, Minnesota, Mississippi, Missouri, Oklahoma, Wisconsin
Central - Tx	Connor Somers	#320	Texas
Gov Fed Existing	Reggie Dye	#375	Domestic Federal (State & Local are assigned to the Regional Rep)
International	M. Falah	#319	