FAHQ Florida Association for Healthcare Quality

SUPPORTING HEALTHCARE QUALITY PROFESSIONALS

FAHQ Live Webinar:

Thursday, October 15, 2026

2:00 - 3:00 PM EDT

From Expert to Learner: Building Better Solutions Through Curiosity

Successful quality improvement begins with understanding the problem before designing the solution. Too often, improvement initiatives are built on assumptions rather than a deep understanding of the challenges faced by those providing care. This presentation explores how adopting a learner mindset and engaging those closest to the work can lead to more accurate problem definition and, ultimately, better patient outcomes.

Participants will examine how the context in which care is delivered has a profound impact on clinical practice, decision-making and patient outcomes and how this context helps to identify root causes and system level issues. Participants will recognize how shifting from the mindset of expert to learner allows them to engage the people closest to the work to uncover the realities that data alone cannot expose.

Through practical examples, attendees will learn strategies to develop clear, context-informed problem statements that address the underlying causes of performance gaps rather than their symptoms. By grounding improvement efforts in the experiences of those closest to the work, organizations can design more effective, sustainable initiatives that improve quality, enhance patient safety, and achieve better outcomes.

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Program Fee:

- FREE for FAHQ
- Also FREE for AzAHQ, MAHQ, NEAHQ, NCAHQ, OAHQ, OrAHQ, TGCAHQ and UAHQ Members
- $30.00 for Non-Members

CE Credit:

- 1.0 hour – FAHQ is a Florida Board of Nursing approved provider (Provider #50-17380)
- This program has been approved by NAHQ® for 1.0 hour of CPHQ recertification CE credit.

Speaker:

Megan Flynn, DNP, RN, CNL, CPHQ, NE-BC, RNC-NIC, C-ELBW
Harm Prevention Program Manager, Nemours Children's Health, Orlando, Florida

Megan is a dedicated leader, educator and speaker who passionate about creating an environment where interdisciplinary teams are able to provide outstanding care. She holds a doctorate in nursing practice from the University of Connecticut and is a certified Clinical Nurse Leader. Megan is also a Certified Professional in Health Care (CPHQ), Certified Nurse Executive (NE-BC) and holds two certifications for both high risk and extremely low birth weight neonatal patients (RNC-NIC, C-ELBW). Megan joined the Quality and Safety Team at Nemours Florida in early 2025 where she serves as the Harm Prevention Program Manager for the state of Florida. Megan is committed to enhancing patient safety, standardizing best practices and fostering a culture of professional growth.

Healthcare Quality Collective

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