

The Greater Nashville Area SoCRA Chapter will offer the following programs:

The following process will be followed:

1. *The meetings will be conducted remotely.*
2. *In order to register for the meeting please complete the following REDCap survey <https://redcap.vumc.org/surveys/?s=4FWLH7KFL7MXL7J7> . Upon registration completion a meeting password and the link to the meeting will be sent to the email entered into the survey.*
3. *Actual attendance will be documented via emailing kate.vonwahlde@vumc.org during or immediately following the meeting. Following the meeting:*
 - a. *SoCRA members will be emailed a copy of the SoCRA attendance certificate*
 - b. *Non SoCRA members can track attendance via VUMC CME website and/or their own CE tracking method.*
 - c. *A unique VUMC CME code will be provided during the meetings, the code is valid for 24 hours.*

Think Deeper, Solve Smarter: The Art of Issue Resolution

Speaker:

Laura Dugger, BA, PMP, CCRP
Senior Manager of Delivery Enablement
Fortrea

June 18, 2026 | 12 – 1 pm Central

After the session, attendees should be able to

1. Describe the key elements which should be included in a quality issue investigation by clearly articulating what happened, why it matters, and the key facts needed to assess impact and criticality.
2. Apply root cause analysis techniques (e.g., 5 Whys) to move beyond symptoms and identify true root causes and contributing factors without bias or assumption.
3. Develop and evaluate effective CAPA plans by creating SMART actions and determining appropriate effectiveness checks to confirm issues are resolved and prevented from recurring



Accreditation: Vanderbilt University Medical Center is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. Vanderbilt University Medical Center designates this live activity for a maximum 1.00 AMA PRA Category 1 Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Commercial Support: This activity received no commercial support.

Financial Disclosures: Faculty and planners for this event have the following disclosures:

Name of individual Individual's role in activity Name of commercial interest/Nature of relationship

Annette Oeser, MA Bioethics, MLAS, BS, CIM, CCRP Faculty: Nothing to disclose – 07/03/2025

Laura Dugger, BA, PMP, CCRP; Faculty: Nothing to disclose – 05/27/2026

Attendance: Members and non-members welcome. Please bring your lunch. For directions, please contact wendy.lloyd@vumc.org .

CE: SoCRA has approved this program for 1.0 continuing education contact hour for members. Please share this announcement with your colleagues.

Future Correspondence: SoCRA has sent this email for educational purposes only. If you no longer wish to receive emails from SoCRA, please contact the SoCRA office at office@socra.org .