

## Children's Hospital Colorado: Pediatric Call Center Fall Education- 2025

November 4, 2025 • 9:00 am-1:00 pm | Virtual Zoom Conference

Zoom URL: <https://us06web.zoom.us/j/84416406545> Meeting ID: 844 1640 6545

### Overview and Target Audience

This educational event is designed to enhance the skills of healthcare professionals involved in telephone triage, with a special focus on the pediatric population. Participants will learn how to sensitively and discreetly assess triage calls for potential signs of child abuse, neglect, and other safety concerns, while understanding their responsibilities in mandatory reporting. In addition, the event will provide guidance on the management of common and complex pediatric conditions encountered during triage, including diabetes management, the clinical effects of cannabis use in children, Kawasaki disease, and complications related to ventriculoperitoneal (VP) shunts.

### Learning Outcomes

At the conclusion of this event, participants will be able to confidently use telephone triage guidelines to provide safe and effective care advice, understand mandatory reporting responsibilities, and recognize key clinical considerations in pediatric diabetes, cannabis use in children, VP shunt management, and Kawasaki disease.

### Nursing Continuing Professional Development Credit

Attendance, sign-in and submission of the evaluation, including a written response to questions related to any change in practice that you may make as a result of learning that took place at this activity, are required for successful completion and receipt of the certificate of attendance.

Children's Hospital Colorado is approved with distinction as a provider of nursing continuing professional development by Colorado Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This offering for 3.75 nursing contact hour is provided by Children's Hospital Colorado.

### Registration Information

Please register for this event via [ce.childrencolorado.org](https://ce.childrencolorado.org) by searching "PCC Fall Updates" into search bar by November 3, 2025. There is no registration fee required. Registration, attendance, and course evaluation are required for CE credit. Complete the evaluation after the event by November 18, 2025.

**Disclosures:** Planners and faculty in control of content have no relevant financial relationships with ineligible companies.

### Agenda and Faculty

<b>9:00 AM</b>	<b>Welcome</b>
<b>9:05-10:00</b>	<b>Mandatory Reporting for Suspected Abuse</b> Megan Cook, LCSW and Antonia Chiesa, MD
<b>10:00-10:45</b>	<b>Diabetes Education</b> Megan Jay, MSN, RN
<b>10:45- 11:00</b>	<b>Break</b>
<b>11:00 -12:00</b>	<b>Cannabis Use and Children</b> Sam Wang, MD
<b>12:00- 12:25</b>	<b>Kawasaki Disease Overview</b> Dan Nicklas, MD
<b>12:25-12:55</b>	<b>Ventriculoperitoneal Shunts Considerations: Pediatric Telephone Triage</b> Kourtney Santucci, MD, FAAP
<b>12:55-1:00</b>	<b>Course Evaluations</b>