

## ILLINOIS RISK MANAGEMENT SERVICES

# 33<sup>rd</sup> Annual Risk Managers' Meeting

## Risk Management: Making a Difference

October 5 & 6, 2017

### Marriott Hotel

888.236.2427

201 Broadway Ave, Normal

#### Reservations

Special Rate Code: IRMS

Block Release: 9/13/17

#### Description:

This meeting offers both didactic and interactive presentations for healthcare professionals, risk managers, hospital leaders, and attorneys. Nationally recognized speakers will share successful strategies and tools to minimize legal liability and risk, and improve patient safety in the hospital and ambulatory setting.

#### Objectives:

Participants will be able to:

- Describe how reducing burnout in healthcare providers results in improved quality of care, patient safety and lower turnover rates.
- List best risk management practices to protect peer review documents from discovery.
- Describe risk management issues involving transgender persons, and identify risk based interventions that reduce health disparities and increase quality of services to the transgender community.
- Discuss how sharing clinical notes with patients can empower patients, families, and caregivers to feel more in control of health care decisions, and improve the quality and safety of care.

### AGENDA

#### THURSDAY, OCTOBER 5<sup>TH</sup>

- 7:30 Registration & Continental Breakfast**
- 8:00 From Burnout to Joy in Work – Impact on Safety and Risk**  
Barbara Balik, EdD, MS, RN  
Co-Founder  
Aefina Partners, Albuquerque NM
- 9:30 Break**
- 9:45 Maximizing Your State and Federal Peer Review Protections in a Clinically Integrated Provider Network**  
Michael R. Callahan, JD  
Partner  
Katten Muchin Rosenman LLP, Chicago IL
- 11:00 Transgender Health Issues in Risk Management**  
Josh Hyatt, DHSc, MHL, CPHRM, FASHRM  
Executive Director  
Office of Integrated Risk Management, Keck Medicine of USC,  
University of Southern California, Los Angeles CA
- Noon Lunch**
- 1:00 Open Notes: The Power of Knowing. Benefits and Risks of Easy Access to Clinician Notes**  
John Santa, MD, MPH  
Director of Dissemination, Open Notes  
Beth Israel Deaconess Medical Center & Harvard Medical School,  
Boston MA
- 2:15 Emerging Trends in EHR Liability**  
Chad P. Brouillard, Esq.  
Foster & Eldridge LLP, Cambridge MA
- 3:30 Break**
- 3:45 Claim Studies: What Risk Managers and Legal Counsel Can Learn from Resolved Malpractice Cases**  
Joseph Fahey, JD  
Claims Supervisor  
Tammy Gamrat, RN, CPHRM  
Senior Risk and Claims Consultant  
Illinois Risk Management Services, Naperville IL
- 4:45 Adjournment**
- 6:30 Cocktails and Hors D'oeuvres**
- 7:00 Dinner**

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**Objectives:**

- Outline trends in liability arising out of electronic health records and methods to reduce that liability.
- Discuss case specific claim resolution approaches, and devise strategies that may impact risk and liability at their organizations.
- Devise strategies to manage disruptive behaviors in healthcare providers.
- Recognize how effective communication can help avoid litigation.
- Explain the intent of juror questions during deliberations and what is learned from post-trial interviews.

**Nursing CEUs:**

*Have been applied for.*

**CPHRM Credits:**

*Have been applied for.*

**CLEs:**

*Application is pending approval for 11 hours of minimum continuing legal education.*

**MAIC-INSURED PHYSICIANS**

MAIC-insured physicians who attend this program may be eligible for premium discounts of up to a maximum of 4%. A certificate of completion will be provided at the

**FRIDAY, OCTOBER 6<sup>TH</sup>****7:30 Continental Breakfast****8:00 Addressing Behaviors That Undermine a Culture of Safety and Respect**

Lynn E. Webb, PhD  
Assistant Dean  
School of Medicine, Center for Patient and Professional Advocacy,  
Vanderbilt, Nashville TN

**9:15 Patient Today: Plaintiff Tomorrow**

James Ruffin, MA, PhD  
James Ruffin Consulting, Trial and Litigation Services, Mineola TX

**10:30 Break****10:45 Juror Insights: Questions During Deliberations and Post-Trial Interviews**

Kevin Vedrine, JD  
Equity Partner  
Cunningham, Meyer & Vedrine PC, Warrenville IL  
Plaintiff Attorney TBD

**Noon Closing Remarks**

Cheryl Hellyer, RN, MPH  
Assistant Vice President, Risk Management  
Illinois Risk Management Services, Naperville IL

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