

## 2021 MPL Association Conference

### TUESDAY, MAY 18

**11:00 a.m.-11:10 a.m.**

#### **WELCOME/INTRODUCTORY REMARKS/AWARD**

**11:10 a.m.-12:10 p.m.**

#### **KEYNOTE**

#### **Leading in Uncertain Times—How MPL Leaders Can Thrive in a New Market**

*Michael Roberto, Trustee Professor of Management and Director of the Center for Program Innovation at Bryant University*

Companies and leaders around the globe are still adjusting to the changes that came out of a year of pandemic. The medical professional liability (MPL) industry faces the twin challenges of a radically changed healthcare delivery system and a hardening marketplace. Leadership in times of crisis means gathering the best advice and information possible from team members in order to make timely and effective decisions about day-to-day business operations, risk management, and investments. It is critical for MPL professionals to create a climate of candor, in which employees are willing to share bad news, offer dissenting opinions, and talk openly about failures.

Join Michael Roberto to hear about the opportunities for the MPL industry and its leaders. Move past ambiguity and uncertainty to formulate and assess different ideas quickly, and then learn rapidly from your tests, prototypes, and experiments. Learn by doing, not just by thinking.

**12:10 p.m.-12:30 p.m.**

#### **BREAK**

**12:30 p.m.-1:30 p.m.**

#### **COVID-19 Pandemic MPL Issues**

#### **MODERATOR:**

*Kurt Scott, President & CEO, KAMMCO*

#### **PANEL:**

*Suzanne S. Blundi, Esq., Vice President of Claims, MCIC Vermont, Inc., RRG*

*Michelle N. Dibadj, Esq., Director, Claims & Litigation, Ascension Risk Services*

*Timothy Padovese, President & CEO, Ophthalmic Mutual Insurance Company*

What has the industry learned from the COVID-19 pandemic and how can leaders apply those lessons for success? In this

session, a panel of experts will explore leadership in this unique and challenging environment and how the pandemic has affected the MPL industry. Drawing on survey responses gathered from conference attendees, panelists will discuss the issues that are top-of mind for attendees and consider the primary challenges for the MPL community as we move into the second year of the COVID-19 pandemic.

**1:30 p.m.-2:00 p.m.**

#### **BREAK**

**2:00 pm.-2:45 p.m.**

#### **MPL Claims Backlog—Defense Versus Plaintiff's Strategies**

#### **MODERATOR:**

*Sarah E. Scher, JD, RN, Chief Executive Officer, Cooperative of American Physicians, Inc.*

#### **PANEL:**

*R. Lee Livingston, JD, Partner, MichieHamlett*

*Malinda S. Matlock, JD, Partner, Rhodes Hieronymus Jones Tucker & Gable, PLLC*

In 2020, MPL insurers experienced an overall decrease in the number of claims filed and resolved due to the extraordinary conditions brought about by the pandemic; however, this hiatus will not continue in coming months. In this session defense attorney Malinda Matlock and plaintiff attorney Lee Livingston address where we are today and what we have learned over the past year. Livingston and Matlock will describe how attorneys initially managed the national shutdown of the court systems and its impact on existing cases as well as successful strategies for resolving existing and future claims.

**2:45 p.m.-3:15 p.m.**

#### **BREAK**

**3:15 p.m.-4:00 p.m.**

#### **How the Pandemic Will Change U.S. Healthcare**

*Jeffrey Levin-Scherz, MD, FACP, Population Health Leader, Health Management Practice, Co-Leader, Health and Benefits, North America, Willis Towers Watson*

The pandemic has profoundly changed health care delivery. What new approaches for organizing providers, promoting patient safety, and managing risk will be needed as the pandemic recedes?

## WEDNESDAY, MAY 19

**11:00 a.m.-11:05 a.m.**

### **AWARD PRESENTATION**

**11:05 a.m.-12:05 p.m.**

### **The Current Political and Legislative Environment**

*Charlie Cook, Editor and Publisher, Cook Political Report, Columnist, The National Journal*

For more than two decades Charlie Cook has been a trusted, accurate voice on all things political. Once deemed “the Picasso of election analysis” by the *Wall Street Journal*, his expertise and encyclopedic knowledge of American politics has been featured on myriad news outlets. Using poll numbers, economic indicators, and historical data, Cook will discuss today’s political and legislative environments from a balanced, non-partisan perspective.

**12:05 p.m.-12:30 p.m.**

### **BREAK**

**12:30 p.m.-1:15 p.m.**

### **Facing Two Pandemics: The Impact of Physician Well-being on Patient Safety**

#### **MODERATOR:**

*Carolyn A. McClain, MD, Board Member, Constellation/MMIC*

#### **PANEL:**

*J. Corey Feist, JD, MBA, CEO, UVA Physicians Group*

*Jonathan Ripp, MD, MPH, Senior Associate Dean for Well-being and Resilience, Professor of Internal Medicine, Icahn School of Medicine, Mount Sinai Health System*

A recent *New England Journal of Medicine* article referred to the “parallel pandemics” of COVID-19 and physician burnout. Even before the pandemic, physician well-being was a growing concern in the medical community. Burnout has been shown to lead to a host of issues, from substance abuse and mental health problems to patient safety concerns with the pandemic only exacerbating the stress physicians face. Promoting physician well-being requires a multi-pronged approach. In this session, panelists will discuss the impact of wellness on patient safety and outcomes, the added pressures of COVID-19, and how to support physicians during these difficult times. These experts will explore this complex issue drawing on personal perspectives and the latest concepts to address well-being.

**1:15 p.m.-1:45 p.m.**

### **BREAK**

**1:45 p.m.-2:30 p.m.**

### **Improving Quality through Value-based Care**

*Robert Hanscom, JD, Vice President, Risk Management and Analytics, Coverys*

*Dave Terry, CEO & Co-founder, Archway Health*

*Ronald Wyatt, MD, MHA, Vice President and Patient Safety Officer, MCIC Vermont*

Hear industry leaders provide an overview of current value-based care and analytics efforts and what these important efforts mean for the MPL industry. Learn how this work can influence measured improvement in quality outcomes for the healthcare providers.

**2:30 p.m.-3:00 p.m.**

### **BREAK**

**3:00 p.m.- 4:00 p.m.**

### **When Fear Gets in the Way of Change**

#### **MODERATOR:**

*David Kinard, M.Ed., PCM, Senior Vice President Business Development, Physicians Insurance A Mutual Company*

#### **PANEL:**

*Neelam Chand, Founder & CEO, Shift SLC*

*Shannon Collaer, Director of Talent, Inclusion and Diversity, Clearlink*

Lean into conversations around diversity, equity, and inclusion (DEI) in the MPL industry. While these dialogues can feel personal, overwhelming, and uncomfortable, they are increasingly necessary for success. Panelists will explore the role of emotion in DEI efforts, how fear influences decisions and engagement, and share how attendees can navigate past discomfort to create meaningful change in their organizations.

## THURSDAY, MAY 20

**11:00 a.m.-12:00 p.m.**

### **State of the MPL Industry**

*Chad C. Karls, FCAS, MAAA, Principal & Consulting Actuary, Milliman, Inc.*

Join a leading MPL actuary for a discussion of the essential historical and current financial results of the MPL industry, highlighting the primary drivers behind the industry’s current capital position. Karls will explain how MPL companies get more from the data they hold to achieve better results. In addition, Karls will provide commentary on the impact that the COVID-19 pandemic had on the claim adjudication process. With a more comprehensive understanding of the underlying drivers of the industry’s financial condition, MPL

company leaders can be aware of the particular metrics to watch in anticipation of eventual changes to the market.

**12:00 p.m.-12:30 p.m.**

**BREAK**

**12:30 p.m.-1:15 p.m.**

**Crisis Communications: Plan Ahead, Respond Quickly, and Protect Your Reputation**

**MODERATOR:**

*Nick Kalm, Founder and President, Reputation Partners, LLC*

**PANEL:**

*Katherine A. Ehmann, CPA, Senior Vice President & Chief Financial Officer, OMS National Insurance Company, RRG*

*Michele J. Johns, Executive Director Enterprise Risk and Insurance, Cleveland Clinic*

In an environment where news is distributed globally in a matter of seconds, the ability to manage crisis communications is more important than ever. Panelists will draw from recent experiences to talk about their response, from an operational perspective, to the COVID-19 pandemic, and also how a hospital responded to a challenging patient event. Panelists will provide key take-aways for attendees so that they can improve their organization's response to any crisis.

**1:15 p.m.-1:30 p.m.**

**BREAK**

**1:30 p.m.-2:30 p.m.**

**Velocity Leadership: Leadership, People, and Innovation**

*Brian Muirhead, Chief Architect for the Mars Sample Return Campaign; Author, Going to Mars and High Velocity Leadership*

Throughout his career and now in his work with the Mars Sample Return mission campaign, Brian Muirhead has led teams whose work has significantly advanced the body of human knowledge through the exploration of space. He has achieved extraordinary successes, in the face of seemingly impossible challenges, including daunting budget and schedule constraints, while pushing the state-of-the-art in technology. Muirhead shares his success and advocates for creating an environment that takes advantage of and maximizes "the skill, integrity, and personal ownership of literally every member of the team."

**2:30 p.m.**

**CLOSING REMARKS**