Your time is valuable—so make the most of it by attending the preeminent program for medical and hospital liability claims, patient safety, and risk management professionals!

Claims and Patient Safety/Risk Management Workshop

November 5–7, 2014
Baltimore Marriott Waterfront Hotel
Baltimore, Maryland

Note: Workshop is open to PIAA members only.
Claim, patient safety, and risk management—each is a singularly important component in the medical and hospital liability arena. That’s why PIAA has developed an event especially tailored for professionals who have critical roles and responsibilities in these areas of practice. The location for this year’s PIAA Claims and Patient Safety/Risk Management Workshop is the Baltimore Marriott Waterfront Hotel in Baltimore, Maryland. The Workshop, held November 5-7, will provide attendees with the critical knowledge they need to perform as thought leaders in the areas of claims and patient safety/risk management.

There is something for everyone at this event. Some of the topics to be covered include managing at-risk insureds, understanding nurse practitioner liability, key elements in witness preparation, interpreting fetal monitoring strips, and facilitating and sustaining a culture of safety.

Now, more than ever, this unique and comprehensive program offers a host of presentations on the issues that matter most in claims, patient safety, and risk management. Open discussion among attendees is encouraged, and ample time is allocated for informal conversation and networking.

If you can attend only one educational meeting this year, make it the PIAA Claims and Patient Safety/Risk Management Workshop. Your investment of time will be well spent!

Baltimore Is Charm City

Situated on a spectacular stretch of waterfront just east of Baltimore’s Inner Harbor, Harbor East is the spot where the locals, retailers, business professionals, and visitors all meet up. It’s a vibrant and bustling epicenter. There are restaurants with cuisines that range from the exotic to the simpler pleasures of local seafood. There are world-class hotels with stunning views of the harbor, entertainment options that include blues and jazz musicians, as well as the beloved local buskers. You may never want (or need) to leave.

Continuing Education

The delivery method for all sessions is group live. Credit certification for individual sessions may vary dependent upon the terms of compliance and conflict of interest issues and resolution. Continuing education credits issued for participation in the CE activity may not apply toward license renewal in all states. It is the responsibility of each participant to verify the requirements of his/her state licensing board(s). Claims and Patient Safety/Risk Management Workshop program content is designed for intermediate and advanced levels. Advance preparation is not necessary for any attendee. For all inquiries regarding continuing education, including complaints and administrative policy, please contact Bill Burgess at 301.947.9000, ext. 236 or bburgess@piaa.us. PIAA is an accredited provider of the following CE programs. Please review this information to be aware of all terms and conditions.
PIAA Claims and Patient Safety/Risk Management Workshop Agenda

Learning Objectives:

Based on the content of this workshop, insurance industry, physician, and other healthcare provider learners will be able to:

- Use their MPL providers and PIAA as resources for best business practices.
- Assess exposures so as to maintain insurability and reduce losses.
- Develop practical, effective strategies to improve healthcare delivery and ensure patient safety.
- Perform a gap analysis to improve business processes and risk management initiatives.
- Understand best-practice trends in healthcare delivery and MPL-related business services to address challenges and make improvements.
- Develop relevant, effective ethics and compliance programs to fulfill fiduciary responsibilities.

Wednesday, November 5, 2014

Noon–6:30 p.m.
Registration Open

1:30–1:45 p.m.
Welcome and Introductory Remarks
Alan Lembitz, MD, MMM, Chair, PIAA Risk Management Section
David O'Neal, JD, Chair, PIAA Claims Section

1:45–3:00 p.m.
General Session
Blurred Lines: Managing Borderline At-Risk Insureds
Moderator: Paul Nagle, CPCU, CLU, ARM, CPHRM, Director of Physician Patient Safety, The Doctors Company

Ann L. Burke, RN, CPHRM, Director, Risk Management, Coverys
Carole A. Lambert, MPA, RN, Assistant VP, Membership Review and Education, Cooperative of American Physicians, Inc.
Mark O'Brien, MBBS, DRACOG, FRACGP, FACRRM, AFACHSM, International Medical Education Consultant, Medical Protection Society; Medical Director, Cognitive Institute
Victoria H. Rollins, MHA, RN, CPHRM, CPPS, Director, Patient Safety Programs, The Doctors Company
Dustin Allen Shaver, Vice President, Risk Management, NORCAL Mutual Insurance Company

Can you pick out the at-risk physician from among your insureds? Every company has its cadre of borderline physicians who hit them with new claims fairly regularly. But there may also be a point when it is simply time to part company with a particularly risk-prone professional. This determination can feel like a blurred line, since you have to consider competing market factors, particularly when MPL coverage is in a soft market. This presentation will help you to define the truly at-risk physicians and tell you how some PIAA members have responded to assist their at-risk physicians, both now and in the past.

3:00–3:15 p.m.
Refreshment Break
Sponsored by Trial Exhibits, Inc.

Continuing Medical Education
PIAA is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. PIAA designates this live activity for a maximum of 10.75 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Continuing Education for Dentists
PIAA is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. PIAA designates this activity for 10.75 continuing education credits. Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at www.ada.org/cerp.

Continuing Professional Education
PIAA is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE sponsors through its website: www.learningmarket.org. PIAA designates this activity for up to 12.5 hours of CPE credit. For CPE credits through NASBA, the Claims and Patient Safety/Risk Management Workshop has a prerequisite of two years of industry knowledge or comparable training and/or education. The recommended field of study is business management and organization.
Workshop Agenda

Thursday, November 6, 2014

3:15–5:00 p.m.
General Session
Insights on Federal Regulatory Issues that Impact PIAA Companies

Moderator: Jeffrey Stoner, JD, Senior Vice President, Claims & Risk Management Services, Cooperative of American Physicians, Inc.

John Albert, Senior Technical Advisor, Centers for Medicare & Medicaid Services

Jodi G. Daniel, JD, MPH, Director, Office of Policy, Office of the National Coordinator for Health Information Technology, U.S. Department of Health and Human Services

Denesecia Green, Acting Director, Administrative Simplification Group, Centers for Medicare and Medicaid Services

Ernia P. Hughes, Director, Division of Practitioner Data Banks, Bureau of Health Workforce, Health Resources and Services Administration, U.S. Department of Health and Human Services

Suzanne Mattes, Team Lead, Medicare Secondary Payer Policy & Performance, Centers for Medicare & Medicaid Services

Harnam Singh, PhD, Research Chief, Division of Practitioner Data Bank

PIAA companies regularly deal with Federal Agencies and numerous Federal regulations. This session features a distinguished panel of representatives from several federal agencies who will discuss how the agencies function, and explain the reasoning behind the regulations they draft. A significant portion of this presentation will be allocated to a question-and-answer period, where attendees can speak directly to the panelists and get answers to the questions of greatest concern to their companies.

8:15–9:00 a.m.
Continental Breakfast
Sponsored by Pinnacle Actuarial Resources, Inc.

9:00–10:15 a.m.
Concurrent Session I
Patient Safety/Risk Management Supporting Health Professionals After Adverse Events

Albert Wu, MD, Professor and Director of the Center for Health Services & Outcomes Research, Johns Hopkins Bloomberg School of Public Health

Health professionals have an obligation to disclose harmful events to patients and their families. But, as Dr. Wu will explain, health professionals are also affected when adverse events occur. This is why they are sometimes considered “second victims.” The impact of this problem can be substantial, on the overall well-being of the individual professionals, and on their subsequent capacity to provide care. He will also examine the prevalence of this problem, discuss programs for coping after an adverse event, and how to support one’s colleagues.

10:30–11:45 a.m.
Concurrent Session II
Patient Safety/Risk Management Understanding Nurse Practitioner Liability

Lauran Cutter, BSN, RN, CPHRM, Risk Control Consulting Director, CNA Healthcare Segment

In collaboration with the Nurses Services Organization, CNA works to educate the healthcare industry about the risks typically encountered by nurse practitioners. This presentation will be based on a CNA report that compiles nurse practitioner claims, and will identify the key liability patterns and trends. Using the information in this report, MPL companies can better understand the risks and challenges facing nurse practitioners, evaluate their practices as compared with the claims and losses experienced by their peers, and recommend modifications in insureds’ clinical practice, so as to enhance patient safety while at the same time minimizing liability exposures.

11:45 a.m.–1:00 p.m.
Networking Luncheon

1:00–2:15 p.m.
Concurrent Session III
Patient Safety/Risk Management mHealth: Claims, Patient Safety, and Risk Management Ramifications

Linda S. Crawford, JD, Principal, Linda Crawford and Associates

This session will focus on the application of a research-based approach to the why, when, and what of witness preparation. Research shows that juries decide first about the person (usually the defendant) and then decide which side’s experts they will rely on for understanding the medicine involved in the case. How the witness handles the plaintiff’s attorney on cross-examination is crucial to whether the jury will give the defendant the benefit of the doubt about what transpired with the medical care provided in the case. And this is the point when the witness needs to be at his best—because the way he presents himself is crucial to the success of the trial.

10:15–10:30 a.m.
Refreshment Break
Sponsored by Trial Exhibits, Inc.


Among the many drivers of potential lawsuits against physicians, mobile/smart phones and electronic medical records (EMRs) have assumed a new importance recently. This session will demonstrate how some adverse outcomes may occur because of basic errors in treatment and/or dysfunctional office systems. In addition, with the advent of mobile healthcare technology and its integration with EMRs, there are new issues for patient safety and MPL claims.

**Claims Breakout One**
**Medicare Issues and Obstacles to Settlement**

*Moderator: Beth Rominger, Vice President, Claims, The Doctors Company*

**Cristy Anderson, JD**, Claims Manager, Kansas Medical Mutual Insurance Company

**Kathaleen Phillips, RN**, Vice President, Claims, Podiatry Insurance Company of America

**Tamara S. Wolfson, Esq., Partner, Anderson & Kreiger**

This presentation will consider the Medicare-related issues that plague settlements. Ms. Wolfson will focus on questions related to the Medicare Secondary Payer Recovery portal, use of consent-to-release documents, and issues related to future medical expenses. Ms. Ferguson and Ms. Phillips will share their experiences with these issues and tell how their companies have successfully dealt with them.

**Claims Breakout Two**
**Interpreting Fetal Monitor Strips 101**

**Alice Cootauco, MD**, Perinatologist, The Perinatal Center at St. Joseph Medical Center

Have you found yourself stumped, at times, by how to respond to allegations that one of your insureds failed to interpret fetal monitoring strips properly? In this session, attendees will learn which questions they should be asking of experts for a more effective defense in cases alleging failure to properly interpret fetal monitoring strips. Also, they will learn the specific indicators that tell a physician when delivery is critical to the health of a fetus from a practicing board-certified obstetrician and perinatologist.

2:15-2:30 p.m.
**Refreshment Break**
Sponsored by Trial Exhibits, Inc.

2:30-3:45 p.m.
**General Session**
**Common Complaints/Catastrophic Outcomes**

**Michael J. Gerardi, MD, FAAP, FACEP**, President, American College of Emergency Physicians

This presentation features a discussion of the common patient complaints that are frequently encountered in the emergency room: abdominal pain, back pain, vomiting, headache, rash, and syncope. All of these can be signs of high-risk situations. Dr. Gerardi will discuss how to set up a systematic approach to identify and evaluate these red flags before more serious conditions develop.

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Hotel accommodations are available for 2014 Claims and Patient Safety/Risk Management Workshop participants at The Baltimore Marriott Waterfront Hotel. The PIAA special discounted hotel room rate is $214 per night (plus a 15.5% state and local tax per room per night). Early reservations are strongly advised. The PIAA discounted hotel room rate is available on a first-come, first-served basis. Hotel rooms are offered on a space-available basis only and may sell out at any time. Please note that the discounted hotel room rate may not be eligible for nights before or after the Claims and Patient Safety/Risk Management Workshop dates. Arrangements for accommodations must be made directly through the hotel no later than Friday, October 10, 2014 by calling 410.385.3000. Please reference the PIAA Workshop. Reservations may also be made online using https://resweb.passkey.com/go/PIAAClaim-riskManagementNOV14. To reserve hotel rooms pre- or post-conference dates, please contact the hotel directly.

Registration Deadline for Discounted Rate—Friday, October 10, 2014

The registration fee for the Claims and Patient Safety/Risk Management Workshop is $895 for Regular and Industry Associate members and Premium-Level Affiliate Partners. The fee is $1,095 for Advantage-Level Affiliate Partners and Defense Law Firm Partners. All registrations must be submitted or postmarked on or before Friday, October 10, 2014. For all registrations submitted or postmarked after that date, the registration fee increases by $100.

Online Registration

PIAA offers online registration for meetings and workshops. To register online for the 2014 Claims and Patient Safety/Risk Management Workshop, go to www.piaa.us and click on the “Events” tab on the homepage. Note: You must complete the one-time website registration process in order to login as a PIAA member and use the online meeting registration function. You may also register for the PIAA Claims and Patient Safety/Risk Management Workshop by faxing, e-mailing, or mailing your registration form as specified below.

By Fax

Please fax completed registration forms to 301.527.0410

By E-mail

E-mail completed registration forms to PIAAMeetings@piaa.us

By Mail

Mail completed registration forms to:
2014 Claims and Patient Safety/Risk Management Workshop
2275 Research Blvd., Suite 250
Rockville, MD 20850

An e-mail confirmation will be sent to you within three business days of receipt. Registration for the Claims and Patient Safety/Risk Management Workshop is restricted to Board members and employees of PIAA member companies and their subsidiaries.

Workshop Materials

For your convenience, session presentation materials and faculty profiles will be available on the Claims and Patient Safety/Risk Management Workshop Presentation Website at least one week prior to the Workshop. Printed copies of the presentations will not be available at the Workshop. All paid registrants will receive login and password information via e-mail to access these materials.

Refund and Cancellation Policy

All requests for refunds must be made in writing and sent via fax, e-mail, or mail to PIAA. Those who request a refund on or before Friday, October 10, 2014, will receive a refund of 75% of the registration fee. Due to contractual commitments, all registrations and cancellations received after Friday, October 10, 2014, including all no-shows, are not eligible for a refund. Substitutions are permitted with notification. For additional information regarding the refund or cancellation policy, please contact the PIAA Meetings Department at 301.947.9000.

Workshop Attire

The dress code for all PIAA workshops is business casual. November weather in Baltimore averages a daytime high in the upper 50s and lows in the lower 40s.

Travel Information

The Baltimore Waterfront Hotel is located approximately 12 miles from the Baltimore/Washington International Thurgood Marshall Airport (BWI). Taxi service is approximately $45.00 one way between the airport and hotel.

Americans with Disabilities Act (ADA)

If you have special needs, as identified in the ADA, that require specific aids or services, submit your request on the registration form. You may also notify the PIAA Meetings Department, by phone, at 301.947.9000 or via e-mail at PIAAMeetings@piaa.us prior to event.
PIAA Affiliate Partners

PIAA thanks all Affiliate Partners for their continuing support of our educational programs:

**Premium Affiliate Partners:**

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- BMS Group
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- Ernst & Young, LLP
- Freeman Enterprises
- General Reinsurance Corporation
- The Jacobson Group
- JLT Towers Reinsurance Brokers Ltd
- Johnson Lambert LLP
- Linda Crawford & Associates
- Medical Risk Management, Inc.
- Mesa Medical Insurance Agency
- Michael Maglaras & Company
- Milliman, Inc.
- Oliver Wyman Actuarial Consulting, Inc.
- Pinnacle Actuarial Resources, Inc.
- Platinum Underwriters Reinsurance, Inc.
- Prime Advisors, Inc.
- Professional Risk Associates, Inc.
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- TPC International LLC
- Transatlantic Reinsurance Company
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**Advantage Affiliate Partners:**

- Center for Quality Improvement in Radiology Interpretations
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- Constellation
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- The OPTIMAL SERVICE GROUP
- Delphi Technology
- Huggins Actuarial Services, Inc.
- Stonehill Reinsurance Partners
- Imperial PFS

SAVE THE DATE!

PIAA 2015 Medical Liability Conference
Caesars Palace
Las Vegas, Nevada
May 13-15
2014 PIAA Claims and Patient Safety/Risk Management Workshop Registration Form

To register, complete all information requested below. For multiple registrations, you may photocopy this form. A separate form must be completed for each workshop registrant.

Full Name  _______________________________________________________________________________________________________
First Name for Badge __________________________________________________________________________________________________
Professional Designation (i.e. MD, JD, CPA, etc.) ___________________________________________________________________________
Company _______________________________________________________________________________________________________
Title ___________________________________________________________________________________________________________

My relationship with the member company listed above is the following:  □ Employee  □ Board Member  □ Consultant  □ Other

*Registration for the Workshop is restricted to Board members and employees of PIAA member companies and their subsidiaries and Affiliate Partners.

Mailing Address ______________________________________________________________________________________________________
City, State, Zip ______________________________________________________________________________________________________
Country ________________________ Telephone ______________________________________________________

E-mail Address ______________________________________________________________________________________________________
Additional e-mail address for registration confirmation _______________________________________________________________________

Note: Confirmation will be provided by e-mail within three business days of receipt of registration.

Registration Fee (please check one)  

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<th>Regular or Industry Associate</th>
<th>Affiliate Partner Premium</th>
<th>Affiliate Partner Advantage/ Defense Law Firm Partners</th>
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Registrants who register after October 10, 2014 may not appear on the attendee list.

Intended Track (please check one)  

- Claims  - Patient Safety/Risk Management
- Vegetarian  - Food Allergies

Emergency Contact ________________________ Telephone ________________________

- Check this box if you wish to have your phone/e-mail withheld from the workshop attendee list.

Payment Information:

Total Amount Due $ ________________________
- Check (make payable to PIAA, and reference the 2014 Claims and Patient Safety/Risk Management Workshop)
- Visa  - MasterCard  - American Express
Name on Card ________________________ Credit Card Number ________________________ Expiration Date ________________________
Signature ________________________

Cancellation Policy:

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Reservations: 410.385.3000

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Comments: ________________________

Four Easy Ways to Register:

1. Online  2. E-mail  3. Fax  4. Mail
   www.piaa.us  PIAAMeetings@piaa.us  301.527.0410  2014 PIAA Claims and Patient Safety/Risk Management Workshop
   2275 Research Blvd., Suite 250  Rockville, MD 20850