

A Special Session for PHLIP Liability Program Member Physician Risk Officers & Risk Managers

*Held the Afternoon Prior to the
15th Annual PHTS Medical Staff Leadership Advance*

February 25, 2016

Francis Marion Hotel
Charleston, South Carolina



Overview

This year's *Special Session for PHLIP Physician Risk Officers & Risk Managers* will begin with a discussion of the top-three practice assessment takeaways, along with mitigation strategies derived from members' best practices. Amy Uldrick, MSN, RN, CPHRM, CEN will share overall scores for the members as well as a side-by-side comparison of reassessment scores and findings.

Also presented will be a case study illustrating common issues among physician practices. We will look ahead at the plan for completion of physician practice assessments, reassessment strategies, and focused educational efforts.

Strides in technology such as smart phone medical applications, social media, and telemedicine are changing the landscape of medicine, opening up significant privacy concerns and liability issues that most healthcare providers have not anticipated. Tad Eckenrode, Esq. will highlight numerous discovery issues that can devastate an unprepared hospital or provider.

A discussion of diagnostic misadventure through cognitive bias, preconception, and failure to assess both the patient and situation will be led by Laurie Drill-Mellum, MD, MPH. She will share mitigation strategies for diagnostic and cognitive bias as ways to improve the diagnostic process and resulting patient outcomes.

Target Audience

- Physician Risk Officers
- Risk Managers
- Medical Staff Leaders

Learning Objectives

- List three areas of risk specific to PHLIP liability member practices.
- Explain two mitigation strategies for practice-specific risks.
- Identify three areas of technology that have the potential to create privacy and/or liability concerns for your facility.
- Formulate a plan to address technology related privacy and/or liability concerns with your medical staff.
- Identify types of diagnostic errors and how they occur.
- Discuss diagnostic errors' impact on patient safety and quality outcomes.
- Identify three mitigation strategies to combat diagnostic errors.

Agenda

12:30 p.m. Registration

1:00 p.m. Welcome and Opening Remarks

Brian Teusink, CPA, CCM, AIAF
President & CEO
PHT Services, Ltd.

1:05 p.m. PHLIP Member Physician Practices: Where We've Been, and Where We're Going

Amy Uldrick, MSN, RN, CPHRM, CEN
Risk Management Consultant
PHT Services, Ltd.

1:30 p.m. Modern Technology and Healthcare Liability Issues

J. Thaddeus Eckenrode, Esq.
Managing Officer & Senior Trial Attorney
Eckenrode Maupin, Attorneys at Law

2:45 p.m. Break

3:00 p.m. Diagnostic Error: A Grand Opportunity to Make an Impact in Patient Outcomes

Laurie Drill-Mellum, MD, MPH
Chief Medical Officer & Vice President of Patient Safety
MMIC Group

4:15 p.m. Evaluation and Closing Remarks

Brian Teusink, CPA, CCM, AIAF

Continuing Education

Continuing Medical Education

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the South Carolina Medical Association (SCMA) through the joint sponsorship of Self Regional Healthcare and PHTS. Self Regional Healthcare is accredited by the South Carolina Medical Association to provide continuing medical education for physicians.

The number of **AMA PRA Category 1 Credits™** that will be offered is pending final approval.

Continuing Nursing Education

This program is eligible for **2.9 CNEs**. PHTS is an approved provider of continuing nursing education by the South Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Please call Sarah Roberts at 803.461.8427 for more information about contact hours.

Conflict of Interest

A Conflict of Interest occurs when an individual has an opportunity to affect educational content about healthcare products or services of a commercial interest with which she/he has a financial relationship. The planners and presenters of this CNE activity have disclosed relevant financial relationships with any commercial interests pertaining to this activity. PHTS has conflict of interest disclosures on file for all presenters and planners.

Non-Endorsement of Products

Provision of this education activity by PHTS does not imply endorsement by SCNA or ANCC of any commercial products displayed in conjunction with this activity. SCNA gratefully acknowledges the support of companies to support the presentations of speakers. Commercial support does not influence the design and scientific objectivity of any SCNA educational activity.

American College of Healthcare Executives

PHTS is authorized to award pre-approved ACHE Qualified Education credit for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

Faculty



Laurie Drill-Mellum, MD, MPH is chief medical officer and vice president of patient safety at MMIC Group. She is a Board-certified emergency medicine physician and practiced emergency medicine full-time at Ridgeview Medical Center in Waconia, Minnesota from 1991 to 2012. Dr. Drill-Mellum is a graduate of the Emergency Medicine Residency Program at HCMC and completed a Bush Medical Fellowship in integrative medicine at the University of Arizona.



J. Thaddeus Eckenrode, Esq. is the managing partner of Eckenrode-Maupin, Attorneys-at-Law, a boutique St. Louis-based insurance defense firm practicing in Missouri, Illinois and Kansas. He focuses on the defense of high-stakes and complex tort litigation in both state and federal courts, with an emphasis in the areas of medical malpractice, civil rights (correctional medicine), wrongful death, nursing home and product liability litigation. Mr. Eckenrode has completed over 80 jury trials to verdict and is listed in both *Best Lawyers in America* and *SuperLawyers* in the areas of Medical Malpractice Defense and Personal Injury Defense. He is a graduate of Siena College in Albany, New York, and Washington University School of Law in St. Louis.

All registrations must be received by January 22, 2016

Register Online at:

phts.com

Register by Phone:

Janine Wall, ARM, AIS, GBA
Director of Marketing
803.461.8372

Registration Fees:

There is no registration fee for this PHLIP member-only session.

Hotel Accommodations:

PHTS has arranged a special room rate of \$209/night with the Francis Marion Hotel. Please make reservations by **January 22, 2016** by calling 877.756.2121 and requesting the PHTS group rate. Rooms are available on a first-come, first-served basis.

Participation by all individuals is encouraged. Advance notification of any special needs will help us provide better service. Please notify us of your needs at least two weeks in advance of the program.

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