

Two-Day Event!

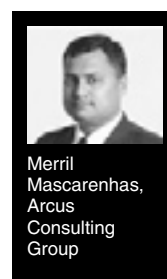
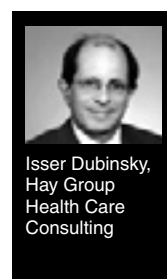
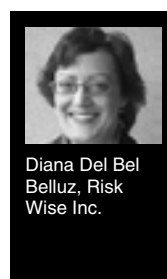
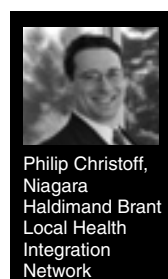
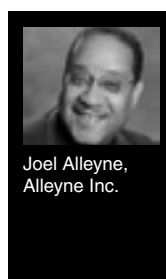
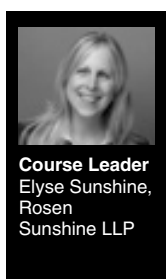
April 29 & 30, 2014, Toronto

Inaugural

# Health Care Risk Management

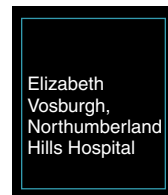
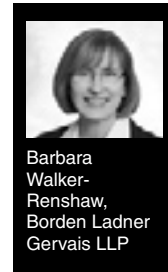
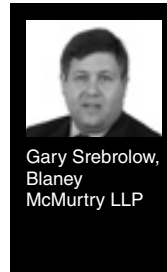
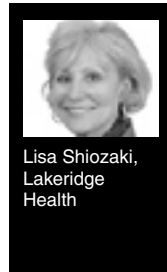
Strategies and solutions for effective risk management in the healthcare sector

*Workshop Included: Privacy Risks and the Protection of Health Information*



## participating organizations

Alleyne Inc.  
Arcus Consulting Group  
Blaney McMurtry LLP  
Borden Ladner Gervais LLP  
Hay Group Health Care Consulting  
Healthcare Insurance Reciprocal of Canada  
Holland Bloorview Kids Rehabilitation Hospital  
Lakeridge Health  
Miller Thomson LLP  
Niagara Haldimand Brant Local Health Integration Network  
Northumberland Hills Hospital  
Risk Wise Inc.  
Rosen Sunshine LLP



## who should attend

Senior Administrators, Directors and Managers in healthcare, risk management, emergency & clinical care operations, information management, strategic planning, reporting & accountability & support services

## course highlights

- Learn how to successfully implement ERM in a health care organization
- Create an effective risk management culture
- Minimize liability with effective compliance and risk management strategies
- Examine legal risk management strategies for the nursing profession
- Benefit from LTC risk management best practices
- Mitigate emergency department risk exposure points
- Manage risks when utilizing mobile technologies
- Effectively deal with the challenges and risks in mental health care
- Learn best practices for investigating claims allegations of professional misconduct



## COURSE LEADERS

### JOSHUA LISWOOD

Joshua Liswood is a Partner at **Miller Thomson LLP**. He advises health industry clients on a broad range of matters with particular emphasis on corporate governance, regulatory issues in the health sector and medical/legal litigation and risk.

### ELYSE SUNSHINE

Elyse Sunshine is a Partner with **Rosen Sunshine LLP**. She assists the health care industry with regulatory, administrative and civil matters, inspections, audits and out-of-hospital premises assessments.

### PHILIP CHRISTOFF

Philip Christoff is the Director, Quality and Risk Management at the **Hamilton Niagara Haldimand Brant Local Health Integration Network**.

### DIANA DEL BEL BELLUZ

Diana Del Bel Belluz is President of **Risk Wise Inc.** Since 1990, Diana has been providing advice and support to executive leadership teams and boards who want to achieve more effective, proactive and strategic management and oversight of their enterprise risks.

### ISSER DUBINSKY

Isser Dubinsky is an Associate Director of **Hay Group Health Care Consulting**.

### JUDY A. MAHEU

Judy A. Maheu is Director, Risk Management with **Holland Bloorview Kids Rehabilitation Hospital**.

### MERRIL MASCARENHAS

Merril Mascarenhas is Managing Partner with **Arcus Consulting Group**.

### JOANNA NOBLE

Joanna Noble is Supervisor, Risk Management with **Healthcare Insurance Reciprocal of Canada**.

### LISA SHIOZAKI

Lisa Shiozaki is the Executive Vice President and Chief Nursing Executive at **Lakeridge Health**, accountable for patient care, professional practice and quality, safety and risk management. She has twelve years of medico-legal expert consulting work for patient care across three provinces.

### GARY SREBROLOW

Gary Srebrolow is a Partner in the firm and he chairs the **Health Law Group**.

### ELIZABETH VOSBURGH

Elizabeth Vosburgh is Vice President Human Resources and Quality at **Northumberland Hills Hospital**.

### BARBARA WALKER-RENSHAW

Barbara Walker-Renshaw is a Partner in the Health Law Group at **Borden Ladner Gervais LLP**.

## CO-LECTURERS

### JOEL ALLEYNE

Joel Alleyne is Chairman & CEO at **Alleyne Inc.**, an IT and management consulting firm. His expertise includes healthcare informatics and social networks.

# COURSE PROGRAM



## KEYS TO AN INTEGRATED RISK MANAGEMENT APPROACH IN HEALTHCARE

More and more healthcare organizations are building corporate ERM programs into traditional risk management programs in order to systematically address the growing risks that threaten the organization as a whole. There are many ways to implement an enterprise approach to risk management. While the specifics and quality of each method may differ, this session will look at the steps in the successful implementation of ERM.

- Key elements of a comprehensive ERM plan for a healthcare organization
- Application of ERM to healthcare organizations: key concepts and terms
- Key steps to transition from traditional risk management programs
- Defining key risks that the organization faces
- Establishing the ERM program infrastructure
- Integrating ERM into the corporate strategy
- Overcoming "silo" department structures

## BUILDING A CULTURE FOR ERM IN HEALTHCARE: EMBEDDING ERM INTO MANAGEMENT PRACTICE

Fostering a risk management culture has become a top priority for healthcare organizations and also a key stumbling block for many. To be successful, ERM must be a top down process beginning with the Board. The implementation of ERM in your organization will often require a change in your culture, to one which strengthens communication, training and awareness. This session examines best practices for building an enterprise risk management friendly culture.

- Identifying risks to the enterprise
- Risk mapping, breaking down silos and establishing tolerance for risk
- Establishing a cooperative, transparent sharing of risk information across your organization
- Risk-adjusted decision-making and generative governance
- Assessing your corporate culture and your organizations readiness for ERM
- Adapting current culture and processes to prepare for ERM
- Strategies for Board and senior leader engagement

## SUPPLEMENTARY COURSE MATERIAL

Federated Press is now providing delegates with access to an innovative new database containing at least 25 interactive multimedia presentations by leading experts including approximately 20 hours of lectures on the topics covered by this course, including all slides and speakers' papers. See the list of presentations on page 4.



## AV Proceedings

Audio/video segments clickable slide by slide  
Papers and overheads also included  
Print any of the material for your own use

## LEGAL RISK MANAGEMENT FOR NURSES

Concerns related to workload, leadership, teamwork and workplace safety are all impacting the quality of care. Extra care must be taken to manage risks and avoid exposure to potential liability. This session will examine legal risk management for the nursing profession and strategies to minimize them.

- Nursing related patient safety risks
- Patient injuries most likely to result in professional liability claims
- Medical negligence claims against nurses
- Added risks for emergency nurses
- Key factors in effectively responding to allegations

## AVOIDING EMERGENCY DEPARTMENT LIABILITY

On the front line of the health system, the emergency department is a risk-filled environment with unpredictable levels of demand for treatment 24 hours a day, a wide range of unknown medical conditions, security perils and highly charged levels of stress and frustration. This session will explore the ED risk exposure points and provide practical guidance on how to manage and mitigate those risks.

- 10 Strategies or policies you can introduce at no cost to enhance the quality of care
- Effectively managing physician performance
- Developing and monitoring standards of care to reduce risk
- Policies to avoid increased risk in high risk situations: shift changes, patients returning to the ER, discharge and referral issues-
- Liability risks of failure to follow up on tests ordered in the emergency department

## RISK MANAGEMENT STRATEGIES FOR LONG TERM CARE AND AGING SERVICE PROVIDERS

This session will examine how to develop and implement effective risk management, claim management, and defense counsel strategies for the Long Term Care (LTC) and Aging Service providers.

- Key legal risks and challenges facing long-term care homes
- Incorporating risk management into policies and procedures
- Risks in transferring patients from hospital to LTC home
- Pitfalls in consent and capacity issues

## IMPACT OF SOCIAL AND MOBILE TECHNOLOGIES ON HEALTHCARE RISK MANAGEMENT PRACTICES

With the proliferation of mobile devices, healthcare professionals need to understand the potential patient safety and litigation risks of providing access and health services. This session will explore the impact that mobile technology has had on health care practice, patient interactions and risk management.

- Best practices for limiting mobile technology litigation exposure
- Risks involved in telemedicine, texting and remote patient monitoring
- Integrating patient safety precautions
- Potential litigation discovery risks

## CHALLENGES AND RISKS ASSOCIATED WITH MENTAL HEALTH CARE

This session will examine the challenges and risks of dealing with psychiatric patients and best practices for mitigating them.

- Conducting risk assessments of psychiatric patients
- Issues of consent, capacity and substitute decision making
- Legal responsibilities of institutions and health care professionals
- Risk management strategies for staff and patient safety

## ROLE OF LEADERSHIP IN RISK MANAGEMENT

Healthcare leaders need to set the right tone from the top through effective communication. This session will explore the crucial role that leadership plays in enterprise risk management.

- Communicating on the importance of risk management practices
- Focusing on quality and safety to manage risk
- Governance reinforcement techniques
- Leadership's role in assessing ERM's ability to deliver value

## ENGAGING YOUR PEOPLE IN THE ERM INTEGRATION PROCESS

The success of an ERM program is not measured by how 'perfect' the framework and tools are. An ERM approach only works if people across the organization, from the board table to front line care and everyone in between (including support functions such as finance, IT, HR, physical plant, etc.) continually engage in conversations that produce a shared understanding of current and looming risks.

- Creating a shared understanding of the current and looming risks to the organization's mission and strategic objectives
- Clarifying priorities for what needs to be done to align the organization's risk exposures with its appetite and tolerance for risks
- Effectively collaborating to nurture the relationships necessary for the ongoing monitoring and management of risks, particularly those risks that cross organizational silos

## CONDUCTING COMPLAINT INVESTIGATIONS OF ALLEGED PROVIDER MISCONDUCT

This session will examine best practices for responding to allegations of professional misconduct and how to investigate claims while maintaining fairness and impartiality.

- Key stages of the complaints and discipline process
- Determining the scope of investigation
- Investigation planning and techniques
- Understanding your disclosure obligations
- Complaint case management: practices and pitfalls
- Ethical considerations in complaint processing

## WORKSHOP

### PRIVACY RISKS AND THE PROTECTION OF HEALTH INFORMATION

The implementation of computer-based patient record systems has forced healthcare institutions of all types to confront new issues related to health information security and confidentiality. Combined with evolving government regulations, these technologies have created a need for healthcare organizations to look at consent, compliance, confidentiality and security as a systematic, ongoing program. This session will provide a detailed overview of privacy compliance principles and risk management strategies to minimize liability.

- Reinforcing personal health information privacy policies and compliance
- Establishing mechanisms for e-health oversight, monitoring and control
- Special consent scenarios and implied consent
- Identifying risks related to improper privacy management
- Monitoring, auditing and reporting privacy practices
- Accountability for access, use and misuse of confidential patient information
- Legal issues surrounding third-party disclosures
- Best practices to reduce liability exposure

# MULTIMEDIA

Your registration includes an interactive multimedia CD-ROM comprising the following presentations from recent Federated Press courses and conferences. They are presented in their entirety with complete audio and accompanying slides.

For an additional \$175 to the registration fee, you can receive the multimedia proceedings of this course on CD-ROM, containing all presentations given at this event. If not registered for the event, the cost of this CD, is \$599.

To receive the presentations described below as well as the presentations given at the event, the cost is \$799.

## Developing a Governance and Risk Reporting Initiative

Pauline C. Port  
Canadian Blood Services

## Best Risk Identification Methods

Peter Yien  
Deloitte & Touche LLP

## Operational Risk Self-Assessment

Yonni Fushman  
Aecon Infrastructure Group

## Evaluating & Adjusting Risk Responses to Keep Your Risk Profile Current

Richard Dale  
Deposit Insurance Corporation of Ontario

## Case study: The practical ERM experience

Allen Logue  
AGF Management Ltd.

## Operationalizing Risk Management

Elaine Stanley  
Independent Management Consultant

## Linking ERM to Business Strategies, Processes & Objectives

Peter Heimler  
KPMG LLP

## Integrating IT Risk Management into ERM

John Wunderlich  
John Wunderlich & Associates

## Risk Oversight Monitoring & Reporting

Clifford Dickman  
Oracle Management Group (OMG)

## Risk Appetite, Risk Tolerance, Risk Criteria, Critical Underpinnings to Effective ERM

John Lark, M. Sc, CCSA, CPRM  
Coherent Advice Inc.

## Building a Culture or Risk Management

Yaping Jiang  
TD Bank Financial Group

## Choosing the Best Risk Identification Methods

Genefer Behamdouni  
St. Joseph's Health Centre

## Measuring the Performance of Your ERM Strategy

Barry Rowland  
Independent Consultant

## ERM Implementation

Tyson Johnson  
ATS Automation

## Integrating Risk Management in Patient Care

Maureen Condon  
Peterborough Regional Health Centre

## Waivers, Accountability, and Beyond

Gila Pyke  
Ontario Smart Systems for Health Agency (SSHA)

## Incorporating Risk Management in the Strategy Formation Process

Jerry Chien  
Davis + Henderson

## The Board's Role in Crisis Risk Management

David T. Weyant, QC  
Alberta Health Services - Calgary and Area

## Enhancing patient safety best practices

Patricia (Pat) Fryer, R.N., C.O.H.N. (S), C.O.H.N.  
Centre for Addiction and Mental Health

## Assessing health provider emerging risks in e-health information systems

Ayanna D.E. Ferdinand  
Trillium Health Centre

## Critical incident review: Pulling the process apart

Anne Macdonald, R.N., B.S., LL.B.  
The Ottawa Hospital

## Mitigating risk through a team approach

Deborah Mercer Dennie  
Humber River Regional Hospital

## Enterprise risk management – A Strategy for Culture Change

Jutta Schafner Argao  
Trillium Health Centre

## Measuring Risk Management Systems

Nancy Smokler, BA, CPHQ  
York Central Hospital

## Preventing Medication Errors

John McBride, RPh, MSc.  
Kingston General Hospital

**Registration:** To reserve your place, call Federated Press toll-free at 1-800-363-0722. In Toronto, call (416) 665-6868 or fax to (416) 665-7733. Then mail your payment along with the registration form. Places are limited. Your reservation will be confirmed before the course.

**Location:** Courtyard by Marriott Downtown Toronto, 475 Yonge Street, Toronto, ON, M4Y 1X7

**Conditions:** Registration covers attendance for one person, the supplementary course material as described in this document, lunch on both days, morning coffee on both days and refreshments during all breaks. The proceedings of the course will be captured on audio or video. Multimedia proceedings with all slides and handouts can be purchased separately on a CD-ROM which will also include the course material.

**Time:** This course is a two-day event. Registration begins at 8:00 a.m. The morning sessions start promptly at 9:00. The second day ends at 5:00 p.m.

**Cancellation:** Please note that non-attendance at the course does not entitle the registrant to a refund. In the event that a registrant becomes unable to attend following the deadline for cancellation, a substitute attendee may be delegated. Please notify Federated Press of any changes as soon as possible. Federated Press assumes no liability for changes in program content or speakers. A full refund of the attendance fee will be provided upon cancellation in writing received prior to April 15, 2014. No refunds will be issued after this date.

**Discounts:** Federated Press has special team discounts. Groups of 3 or more from the same organization receive 15%. For larger groups please call.

Payment must be received prior to April 22, 2014

Phone: 1-800-363-0722 Toronto: (416) 665-6868 Fax: (416) 665-7733

### TO REGISTER FOR HEALTH CARE RISK MANAGEMENT

Name \_\_\_\_\_

Title \_\_\_\_\_ Department \_\_\_\_\_

Approving Manager Name \_\_\_\_\_

Approving Manager Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ e-mail \_\_\_\_\_

Please bill my credit card:  AMEX  VISA  Mastercard

# \_\_\_\_\_ Expiration date: \_\_\_\_ / \_\_\_\_

Signature: \_\_\_\_\_

Payment enclosed:  Please invoice. PO Number: \_\_\_\_\_

WHEN CALLING, PLEASE MENTION PRIORITY CODE: MAIL COMPLETED FORM WITH PAYMENT TO:  
Federated Press P.O. Box 4005, Station "A"  
Toronto, Ontario M5W 2Z8

HCRM1404/E

### REGISTRATION COSTS

NUMBER OF PARTICIPANTS:

COURSE: \$1975

COURSE + PROCEEDINGS CD-ROM:  
\$1975 + \$175 = \$2150

PROCEEDINGS CD-ROM: \$599

PROCEEDINGS plus multimedia presentations:  
\$799

NOTE: Please add 13% HST to all prices.

Proceedings CD-ROM will be available 30 days  
after the course takes place

Enclose your cheque payable to  
Federated Press in the amount of:

GST Reg.# R101755163

PBN#101755163PG0001

For additional delegates please duplicate this form  
and follow the normal registration process