

THE 2012 ANNUAL CALIFORNIA SOCIETY for HEALTHCARE RISK MANAGEMENT CONFERENCE

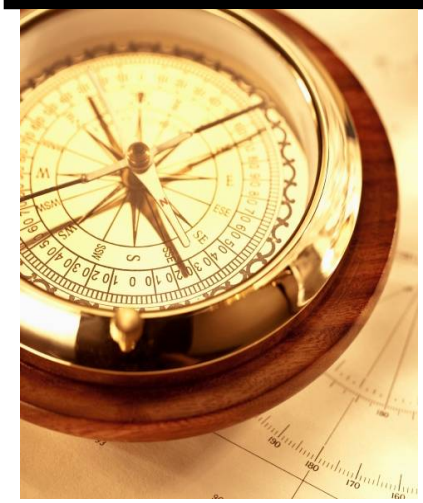
Wednesday - Friday, March 7-9, 2012

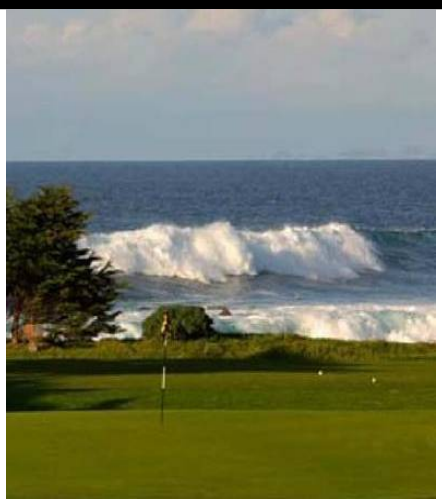
The Hyatt Regency

Monterey, California

CSHRM

CALIFORNIA SOCIETY *for* HEALTHCARE RISK MANAGEMENT









CSHRM CALIFORNIA SOCIETY for HEALTHCARE RISK MANAGEMENT

Wednesday - Friday, March 7-9, 2012
The Hyatt Regency
Monterey, California

The 2012 Annual California Society for Healthcare Risk Management Conference

"CHART YOUR COURSE – SET SAIL WITH CSHRM"

Day One: March 7, 2012

8:00 am – Noon	2nd Annual Golf Tournament – Pacific Grove Golf Links
12:45 – 1:00 pm	Welcome – Introductory Remarks
1:00 – 2:00 pm	"Listen and Explain" – Better Healthcare Interactions Leading to Patient Satisfaction - **David Birdsall, MD**, John Muir Health
2:00 – 3:00 pm	Panel Discussion - Pandora's Box Unleashed: EMR Challenges from Implementation and Beyond - **Laura McComb, RN BSN CPHRM CPHQ**, Community Medical Centers – Fresno; **Katie Theodorakis**, Norcal Mutual Insurance Company; **Sheetal Shah, Esq. CPHRM**, El Camino Hospital
3:00 – 3:30 pm	Break
3:30 – 4:30 pm	Concurrent Sessions

Concurrent Session 1	Risk Management in a Just Culture: A Unique Perspective - **Jonathan Stewart, JD MS RN CPHRM**, John Muir Health
Concurrent Session 2	Wound Care Challenges in Acute Care Settings: Risk Management Implications - **Charleen Deo, RN MSN CWOCN**, Lucile Packard Children's Hospital

6:00 – 8:00 pm	Networking Reception – Spyglass Promenade

Day Two – March 8, 2012

8:30 – 8:45 am	Opening Remarks - **Daniel Wainwright, Esq.**, CSHRM President
8:45 – 10:15 am	**Keynote Presentation** – Respectful Management of Serious Clinical Adverse Events - **Jim Conway**, Principal, Governance and Executive Leadership, Pascal Metrics Adjunct Faculty, HSPH at Harvard University Past Senior Fellow and Senior Vice President at the Institute for Heatlhcare Improvement Distinguished Advisor to the Lucian Leape Institute for the National Patient Safety Foundation
10:15 – 10: 30 am	Break

10:30 – 11:30 am	Minimizing Risk in the Emergency Department - **Suzanne "Susi" Holbach, RN, BSN, MAOM**, Vice President Marsh Global Clinical Consulting
11:45 am – 12:30 pm	Unforced Errors and Self-Inflicted Wounds in LTC Litigation - Plaintiff Counsel Perspective - **Michael Crowley** and **Timothy Needham**, Jensen and Malloy LLP
12:30 – 2:00 pm	Annual CSHRM Business Meeting and Lunch
2:00 – 3:00 pm	Concurrent Sessions
Concurrent Session 1	Safe Injection Practices: Risks and Patient Safety Implications - **Evelyn McKnight**, President, HonoREFORM; and **Emily Rhinehart RN MPH CIC CPHQ**, Global Loss Prevention – Lexington Insurance
This session generously sponsored by Lexington Insurance	LEXINGTON INSURANCE CHARTIS
Concurrent Session 2	Driving Transparency, Accountability, and Patient Safety Through Multidisciplinary Review and Resolution of Patient Care Grievances About Clinical Care - **Renee Bernard JD**, Stanford Univ. Med. Center
3:00 – 4:00 pm	Concurrent Sessions
Concurrent Session 1	Doctors and Midlevels: New Healthcare Providers with New Exposures - **Jayme Vaccaro**, Med America Insurance Company
Concurrent Session 2	Responding to Patient Allegations of Sexual Misconduct - **Julie Ann Hernandez, MSHSA CPHRM** and **Marty Jones, RN BSHSA HACP**, Saint Joseph Hospital, Orange CA
4:00 – 5:00 pm	Concurrent Sessions
Concurrent Session 1	Cutting Edge: A Study of Malpractice Claims in Surgery - **Darrell Ranum, JD CPHRM**, The Doctors Company
Concurrent Session 2	Taking A Look Inside. CT Radiation Safety Reporting Laws for California - **Linda Bjorklund RN, BSN, MHS, CPHQ** and **Edward S. Fabi, Esq.**, Sutter Health – Office of the General Counsel
6:00 – 8:00 pm	President's Reception – Sponsored by NORCAL Mutual Insurance Company

Day 3 – March 9, 2012

8:15 – 8:30 am	Welcome – introductory remarks - **Daniel Wainwright, Esq.**
8:30 – 9:30 am	Managing Employee Social Media Issues in a Healthcare Environment - **Michael W Pott, Esq.**, Porter Scott
9:30 – 10:30 am	Panel Discussion – Medical Malpractice Defense Issues - **Randy Andrada, Esq.**, Andrada & Associates; **Michael Ball, Esq.** McCormick Barstow LLP; and **Jon Corr, Esq.**, Porter Scott
10:30 - 10:45 am	Break

10:45 – 11:45 am	Legislative Update - **Mark Cohen, ARM, RPLU, CPHQ, CPHRM**, Sutter Health – Office of the General Counsel
11:45 – Noon	Final remarks and Adjourn - **Daniel Wainwright, Esq.**

EARLY CONFERENCE SPONSORSHIP PROVIDED BY THE FOLLOWING:

NORCAL Mutual Insurance Company

PRESIDENT'S SPONSOR

PLATINUM CIRCLE SPONSORS

BETA HEALTHCARE GROUP

MARSH

PORTER | SCOTT ATTORNEYS

GOLD CIRCLE SPONSORS

McCORMICK BARSTOW LLP ATTORNEYS AT LAW

ELM EXCHANGE

sedgwick

LEXINGTON INSURANCE

CHARTIS

Stammer, McKnight, Barnum & Bailey LLP ATTORNEYS AT LAW

HUDSON INSURANCE GROUP

Baker Manock & Jensen PC ATTORNEYS AT LAW

SILVER CIRCLE SPONSORS

ZURICH

IRONSHORE your safe harbour

Andrada & Associates

THE DOCTORS COMPANY

CSHRM CALIFORNIA SOCIETY for HEALTHCARE RISK MANAGEMENT

2012 CONFERENCE REGISTRATION FORM (March 7-9, 2012)

Please use the same mailing address for all membership information to avoid duplicate mailings

Name:_____ Title: _____ Company: _____

Mailing Address:_____ City: _____ State: _____ Zip:_____

Phone: _____ Email:_____

2012 CONFERENCE FEES

2012 Membership Fee (January 1, 2012 through December 31, 2012)	$75.00 ☐
Annual Conference Fee (Current CSHRM Member)	$395.00 ☐
Annual Conference Fee (Non-CSHRM Member)	$495.00 ☐

California BRN CE, MCLE, CPHRM and Insurance Agents & Brokers CE Credit Offered

GOLF TOURNAMENT FEES (Wed. 8:00 a.m. to Noon) March 7, 2012)

Name	Average 18 hole score	Or Beginner	$100.00
Two Players Name:	Average 18 hole score	Or Beginner	$190.00
Three Players Name	Average 18 hole score	Or Beginner	$285.00
Four Players Name	Average 18 hole score	Or Beginner	$380.00
		Total	_____

PAYMENT METHOD

☐ Via check, made payable to "CSHRM" and mail to: **5 River Park Place East, Fresno, CA 93720**

☐ Online, with credit card or PayPal, visit http://www.cshrmca.org/annual-conference/ and click on payment button

☐ Please charge my credit card: ☐ Visa/Mastercard ☐ American Express ☐ Discover

Card Number: _____ Exp. Date:_____ Name of Card: _____
3 or 4 Digit Security Code: _____ Billing Address: _____

Mail/Fax completed Registration Form and Payment Information to: **5 River Park Place East, Fresno, CA 93720**
(Attn: Daniel Wainwright) Fax (559) 433-2300

CSHRM CALIFORNIA SOCIETY for HEALTHCARE RISK MANAGEMENT

HOTEL RESERVATIONS PROCEDURE



Hyatt Regency Monterey Hotel & Spa

1 Old Golf Course Road
Monterey, CA 93940-4908
(831) 372-1234

Transcend the ordinary at Hyatt Regency Monterey Hotel & Spa on Del Monte Golf Course. Multi-million dollar renovations elevate Monterey's largest luxury conference hotel to a new plateau of excellence. A spacious new lobby invites relaxation with a soothing fireplace and cozy seating areas - perfect for conversations or listening to live Jazz. Restyled accommodations in our pampering Monterey hotel redefine luxury with patios, flat screen TVs, walk-in rain showers and more.

Rate single/double: **$169 per night**. Rates are per room and subject to 10% state tax and $1.15 local tax.

Hotel reservation Procedure:

To ensure availability, CSHRM is offering discounted block room rates at this hotel. The $20.00 per day Resort Fee has been waived for CSHRM attendees. The "default" online reservation computer system includes this fee but members will not, ultimately, be charged this fee.

Attendees must book by **February 14, 2012** to guarantee availability. Reservations made after this date will be based on availability at the Hotel's prevailing rates.

Reservations can be made at the following link.

https://resweb.passkey.com/go/casochealthcareriskmgmt

Access code for the Monterey suites is **Mont3312**



CSHRM – Annual Conference
120 Village Square PMB #34
Orinda CA 94563