Professional & General Liability

Guide to Training Programs & Available Services
A MESSAGE TO THE MEMBERS OF THE PHLIP LIABILITY PROGRAM

As the administrator of the PHLIP Liability Program, we at The Risk Authority (TRA) strive to provide resources that are valuable to you. To this end, we are proud to present the latest version of our Guide to Training Programs and Available Services, which contains information on many new programs, as well as updates on perennial favorites.

You will notice that many of the programs in this Guide are not hospital-specific, nor are they all clinically focused. Programs can be tailored for many settings, such as physician office practices or long-term care facilities, and are suitable for a variety of positions, from security personnel to administrators. By working with you to develop and conduct training customized to your needs, we can continue our focus on risk and liability mitigation.

The programs in this Guide use a variety of teaching methods, including multimedia presentations, interactive discussions, and question and answer sessions. Additionally, all of the programs can provide Continuing Nursing Education (CNE) credits, and materials are supplied so participants can apply for continuing education credits from other credentialing organizations.

We hope you will find this Guide helpful, and that together we can improve patient safety in South Carolina. Remember, there is never a charge for the presentation of any of the programs described in this Guide (a small charge may apply for the purchase of copyrighted materials required for some courses). We encourage you to take advantage of this valuable resource.

Please let us know how we can help you, by contacting us directly to request training programs.

We look forward to working with you,
INFORMATION

Registration
Palmetto Healthcare Liability Insurance Program (PHLIP) liability program members are encouraged to schedule as many on-site programs as they wish.

Accessibility
If you have special needs we can address to facilitate your participation, please let us know and we will be happy to accommodate you.

Materials
Comprehensive hand-out materials are available for each educational program. Pre- and post-tests may be offered. Evaluations must be completed for continuing education credit.

Continuing Nursing Education (CNE) Credits
TRA 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.

Certified Medical Assistant (CMA) Recertification Points
TRA provides all necessary documentation to utilize program participation to earn CMA recertification points. Programs are considered non-American Association of Medical Assistants (AAMA) approved.

Other Continuing Education Units (CEUs)
Any program may qualify to provide CEUs to participants; the number of available credits depends on the credentialing organization.

Continuing Education Disclaimer
Unless otherwise stated, program faculty and planning committee members have no relevant financial relationships. Also these activities are not commercially supported, and TRA does not endorse any specific products or providers.
# Summary of Available Training Programs

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<td><strong>Clinical Situational Awareness</strong></td>
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<td><strong>Falls</strong></td>
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<td><strong>Physician Practice Risk Management</strong></td>
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<td>What to Report and Why</td>
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*Program length & content can be modified to meet member needs.*
# Summary of Available Training Programs

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<td>Part A: The Why; RCA: A Process</td>
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<td>Part B: RCA Tools; Action Items: Development, Assignment, and Auditing</td>
<td>1.5 hours</td>
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<tr>
<td>Part C: Communicating Desired Changes; Reviewable and Reportable Events; How RCAs Help Claim Investigations</td>
<td>1.5 hours</td>
<td>14</td>
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<td>(Parts A, B, and C may be completed as a whole, or separately.)</td>
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<tr>
<td><strong>Situational Awareness in Healthcare</strong></td>
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<td>Perception in Space &amp; Time</td>
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<td><strong>Violence Awareness and Verbal De-Escalation</strong></td>
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<td>Recognizing and Responding</td>
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<td><strong>Disclosure: Identification and Communication Strategies</strong></td>
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<td>Recognizing and Communicating</td>
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<td><strong>Prioritizing Risk Mitigation through HVA</strong></td>
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<td>Identification and mitigation</td>
<td>1 hour</td>
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<tr>
<td><strong>How The Risk Manager Touches The 8 Domains of Risk</strong></td>
<td></td>
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<tr>
<td>This program describes the role of the traditional risk manager in leading risk based thinking throughout the enterprise.</td>
<td>1.5 hours</td>
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<tr>
<td><strong>Member-Requested Training</strong></td>
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<tr>
<td>Requested Program</td>
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*Program length & content can be modified to meet member needs.*
ON-SITE PROGRAMS

Understanding and Utilizing Communication Techniques
Description: Lack of communication related to changes in a patient’s condition is a common issue that leads to malpractice cases. A chain-of-command policy can help alleviate provider communication conflicts in patient care situations; its purpose, when to invoke its use, and associated factors will be discussed using case studies. Licensure requirements will also be reviewed, to illustrate the responsibility of utilizing the chain-of-command.

Topics: Need for a chain-of-command policy and its use in difficult situations; licensure codes of ethics; communication tools to help invoke the chain-of-command

Audience: Front-line Providers, Managers and Directors, Chief Risk Officers, Quality/PI Managers, Risk Managers, Directors of Nursing

Length/CEUs Available: 2 hours

Awareness Level Training for Mental Health Risks
Description: Through discussion, examples, multimedia, and case studies participants will learn how to quickly visually assess the patient care environment for potential hazards. Mitigation strategies for the identified risks will be reviewed and discussed.

Topics: Assess the patient care setting, mitigation strategies

Audience: Frontline Providers, Clinical Staff, Non-Clinical Staff, Management, Risk Managers, Directors of Safety and Security

Length/CEUs Available: 30 minute or 1 hour sessions to choose from

ASSESSING THE ENVIRONMENT
This program describes methods to evaluate environmental safety. Program lengths can vary based on member preference.

CHAIN-OF-COMMAND
This program focuses on the importance of having an appropriate policy, when to invoke the chain-of-command, and potential consequences when it is not utilized properly.
CLINICAL DOCUMENTATION

These workshops will provide clinicians the knowledge needed to develop efficient and effective documentation that improves communication, ensures patient safety, and avoids allegations of medical malpractice. Additionally, a 30- to 40-minute mock deposition can be added to the programs.

Description: Attendees will discuss roles of the medical record in the courtroom, and impacts of improper documentation on a provider’s credibility. Various functions of the medical record will be reviewed, and the importance of complete clinical documentation and links between deficient documentation and allegations of medical malpractice will be described. “Red flags” in clinical documentation will be highlighted, and it will be stressed why such documentation makes defending cases difficult. Finally, various documentation methods will be reviewed to ensure efficient and concise communication and recording of vital information.

The Perils of Clinical Documentation in Hospitals

Topics: Hospital-specific documentation situations will be addressed, including verbal orders; ensuring that complete information accompanies patients during transfers to other care areas

Audience: Front-line Providers, all Clinical Staff, Managers, Administrators, Risk Managers, Quality/PI Managers, Employee Health, Claims Coordinators, Directors of Nursing

Length/CEUs Available: 2 hours

The Perils of Clinical Documentation in Nursing Homes

Topics: Regulations will be reviewed; the importance of documenting communication between providers will be stressed using examples; nursing home-specific issues will be addressed

Audience: Front-line Providers, Managers, Administrators, Claims Coordinators

Length/CEUs Available: 2 hours

The Perils of Clinical Documentation for Practices

Topics: The need to document patient interactions, such as telephone encounters, will be discussed; tracking referrals and diagnostic tests/results; obtaining consents; terminating a patient

Audience: Practice Managers, Administrators, and Providers; Chief Risk Officers; Quality/PI Managers; Risk Managers

Length/CEUs Available: 2 hours
CULTURAL DIVERSITY
This program will give an overview of how cultural differences affect perceptions of care.

Taking Differences into Account
Description: Because all people are different, healthcare providers must be aware of varying cultural norms, and how they affect perceptions of both patients and providers. Cultural competence ideas will be applied to healthcare settings, and strategies for improving patient care will be shared.

Topics: Applying cultural competencies to healthcare settings; considerations for using interpreters

Audience: Front-line Providers, Clinical Staff, Management, Chief Risk Officers, Risk Managers, Employee Health, Claims Coordinators, Directors of Nursing, Safety and Security Personnel

Length/CEUs Available: 1 hour

DE-ESCALATION
Hospitals have many areas where workplace violence-related injuries could occur. These will be discussed, as well as reasons for and signs of potential violence. Communication techniques to help defuse a potentially aggressive person, and components of policies and procedures will be reviewed.

Recognizing and Responding
Description: Through discussion, an overview of workplace violence in healthcare settings will be provided, to include associated risk reduction techniques. Foundations needed to develop workplace violence prevention policies and procedures will also be reviewed.

Topics: Definition of de-escalation; identifying various personalities and how to engage with them; recognizing potentially aggressive behaviors and how to respond to them

Audience: Front-line Providers, Clinical Staff, Management and Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Directors of Nursing, Directors of Safety and Security Personnel

Length/CEUs Available: 1.5 hours
END OF LIFE ISSUES
This program will give an overview of terms and regulations associated with end of life issues, and will provide ways to minimize organizational liability while respecting patients’ wishes.

Respecting Wishes
Description: All persons have the right to choose if/when certain interventions are done, and providers need to be ready to handle associated situations when those interventions are spelled out, and when they are not. Strategies that can help reduce organizational liability while still respecting patients’ wishes will be discussed.

Topics: Definitions of various related terms; SC Death with Dignity Act; roles of staff

Audience: Front-line Providers, all Clinical Staff, all levels of Management, Facility Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Employee Health, Directors of Nursing

Length/CEUs Available: 1 hour

FALLS
This program provides an overview of fall risk identification, mitigation, and reduction strategies. Program lengths can vary based on member preference.

Identification, Response, and Reduction
Description: This program provides methods for identification of patients at high risk for falls. An overview of regulations related to falls and the impact falls have on patients, caregivers, hospitals, and finances will be provided. Fall interventions and prevention strategies will be presented as part of a 3 step process. Interactive group exercises involving environmental hazard recognition, fall risk scoring, and safe patient handling techniques will be covered. The importance of continuous assessment, tailored prevention approaches, and documentation practices will be reviewed as well. Lastly, participants will discuss the importance of collaborative care between the care team and family.

Topics: Definitions of falls, Sample Assessment Tools, The Problem of Falls, Intervention Strategies, Documentation of Falls, Fall Response, and Patient/Family Engagement, Hospital Specific Policies and Procedures

Audience: Frontline Providers, Clinical Staff, Non-Clinical Staff, Management, Risk Managers, Quality/PI Managers, Directors of Nursing, Administration, Chief Risk Officers, PROs

Length/CEUs Available: 1 hour, 2 hour, or 4 hour sessions to choose from
HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)
This program will give an overview of protected health information and associated guidelines.

Keeping it Confidential
Description: Protected health information (PHI) must be kept confidential, with some exceptions. An overview of who has (and who does not have) access to PHI will be given, as well as associated guidelines. What to do when a breach of protection has occurred will also be discussed.

Topics: Definitions and regulations of health information terms; exceptions to restrictions; breaches

Audience: Front-line Providers, all Clinical Staff, all levels of Management, Facility Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Employee Health, Claims Coordinators, Directors of Nursing, Directors of Safety and Security

Length/CEUs Available: 1 hour

LEGAL 101
This program will provide general legal knowledge related to various healthcare areas, including liability.

It’s Not All Lawsuits
Description: Knowledge of legal concepts in healthcare is not restricted to lawsuits—there are many areas and applications in which knowing basic healthcare ideas can be helpful. Specifically, the relationship between an insured organization and PHILIP will be described, to include involvement in general and professional liability malpractice claims and suits.

Topics: Healthcare-related legal concepts; relationships between organizations and their responsibilities to each other

Audience: Front-line Providers, Clinical Staff, Management, Administration

Length/CEUs Available: 1 hour
ON-SITE PROGRAMS

MEDICARE COMPLIANCE
This program provides an overview of how to comply with various aspects of Medicare.

What Does It Mean, and How Do We Comply?
Description: Legislation establishes Medicare as a secondary payer to certain primary plans – including liability insurance and self-insurance. Since Medicare is a federal program, laws relating to Medicare take precedence over both state laws and private contracts. Because there are penalties associated with failing to comply with the Medicare statute and regulations, it is vital to be up-to-date with the requirements.

Topics: Conditional Payments and Recovery by Medicare (Liens); Medicare Set-Asides for Future Care; Section 111 Mandatory Reporting Requirements

Audience: Chief Risk Officers, Quality/PI Managers, Risk Managers, Compliance Officers

Length/CEUs Available: 1 hour

PATIENT RIGHTS AND RESPONSIBILITIES
This program will give an overview of patient rights, as well as responsibilities they have for their own care.

Respect for Patients and Providers
Description: Patients and providers must cooperate with each other to ensure that high quality care is given. Patients have many rights, but they also have responsibilities to their providers; these will be discussed, and ways to improve patient safety will be shared.

Topics: Rights and responsibilities of patients for their care; tools for improving patient safety

Audience: Front-line Providers, all Clinical Staff, Management, Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Employee Health, Claims Coordinators, Directors of Nursing, Directors of Safety and Security

Length/CEUs Available: 1 hour
PHYSICIAN PRACTICE RISK MANAGEMENT
Practice-specific risk issues and appropriate mitigation strategies will be discussed.

What Can Happen in the Office?
Description: Practices have similar, but different, patient safety risks to hospitals. Top case allegations will be presented, and specific mitigation strategies will be discussed.

Topics: Practice-based patient safety risks; associated mitigation strategies

Audience: Practice Managers, Practice Administrators, Practice Providers, Chief Risk Officers, Quality/PI Managers, Risk Managers

Length/CEUs Available: 1 hour

RISK MANAGEMENT AND INCIDENT REPORTING
This program is designed to inform front-line providers about the importance of early reporting of events, and to describe how timely reporting can lead to favorable investigations and increased patient safety.

What to Report & Why
Description: Proper and timely reporting of an event benefits both staff and the organization. Risk managers who are provided timely information can better identify risks and provide education and training to avoid similar issues. Timely reporting also results in prompt investigations and identification of potential claims. Early identification of claims allows for possible early resolution, resulting in saving expenses as well as other liability payments.

Topics: Relationships between employer and PHLIP_sp; the need for reporting events, and how reporting relates to patient safety; mechanisms for appropriately reporting within one’s organization

Audience: Front-line Providers, Management and Administration, Chief Risk Officers, Quality/Pl Managers, Risk Managers, Directors of Nursing

Length/CEUs Available: 1 hour
ON-SITE PROGRAMS

ROOT CAUSE ANALYSIS: FINDING OUT WHY IT REALLY HAPPENED

These programs will provide a variety of tools and methods to determine an event’s cause(s) by conducting a root cause analysis (RCA). Parts A, B, and C may be completed as a whole, or separately.

**Description:** Through discussion and demonstration of examples, participants will learn how to determine the root cause of an incident or sentinel event, and how to apply a systematic approach to get to the actual causation of an event.

**Part A: The Why; RCA: A Process**
**Topics:** How RCAs increase safety; steps to conduct an RCA

**Audience:** Front-line Providers, Clinical Staff, Management and Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Directors of Nursing, Directors of Safety and Security

**Length/CEUs Available:** 1.5 hours

**Part B: RCA Tools; Action Items: Development, Assignment, and Auditing**
**Topics:** Tools used in RCAs; the importance of measurable action items and how to evaluate them

**Audience:** Front-line Providers, Clinical Staff, Management and Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Directors of Nursing, Directors of Safety and Security

**Length/CEUs Available:** 1.5 hours

**Part C: Communicating Desired Changes; Reviewable and Reportable Events; How RCAs Help Claim Investigations**
**Topics:** How learning theories can help guide the creation of action item deliverables; RCA reporting requirements; how claim investigations can benefit from RCAs

**Audience:** Front-line Providers, Clinical Staff, Management and Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Directors of Nursing, Directors of Safety and Security

**Length/CEUs Available:** 1.5 hours
SITUATIONAL AWARENESS IN HEALTHCARE

Hospitals have many situations where injuries could occur for patients, visitors, and employees. Using ideas taken from aviation, the importance of situational awareness will be applied to healthcare settings to increase patient and worker safety.

Perception in Space & Time

Description: A variety of methods - lecture, multimedia, and discussion - will equip participants with the knowledge and skills needed to improve worker and patient safety within their organizations. Participants will learn concepts related to being aware of their surroundings and how to recognize potentially unsafe conditions.

Topics: Definition of situational awareness; converting aviation ideas to healthcare; relevance of situational awareness to healthcare and one’s job; increasing patient and worker safety; applying situational awareness concepts

Audience: Front-line Providers, all Clinical Staff, all levels of Management, Facility Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Employee Health, Claims Coordinators, Directors of Nursing, Directors of Safety and Security

Length/CEUs Available: 2 hours

STAFF LITIGATION MANAGEMENT

Using research to illustrate how involvement in a malpractice case can have many potentially negative effects on providers, this program will describe those effects and ways to appropriately address them.

Medical Malpractice Claims

Description: Participants will learn how malpractice cases can be traumatic for involved providers, and they will discuss methods to address and cope with related negative effects. Also, discussion will focus on legal processes, case resolution techniques, and the relationships between the providers, organizations, and PHLIPSP.

Topics: Malpractice cases; effects of being involved in cases; legal processes; case resolution

Audience: Front-line Providers, all Clinical Staff, all levels of Management, Facility Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers

Length/CEUs Available: 1.5 hours
ON-SITE PROGRAMS

VIOLENCE AWARENESS AND VERBAL DE-ESCALATION

This program teaches staff to recognize potentially violent situations and provides guidance on how to verbally de-escalate the situation.

Recognizing and Responding

Description: Participants will learn to recognize situations in which the risk for violence may escalate. Situational awareness will be reviewed as well as interpersonal factors. The importance of maintaining staff and patient safety will be stressed while providing learners with skills to successfully de-escalate the situation.

Topics: Workplace Violence, Situational Awareness, Interpersonal Factors Related to Communication, Verbal De-escalation

Audience: Frontline Providers, Clinical Staff, Non-Clinical Staff, Management, Risk Managers, Directors of Safety and Security

Length/CEUs Available: 30 minute or 1 hour sessions to choose from

DISCLOSURE: IDENTIFICATION AND COMMUNICATION STRATEGIES

This program teaches staff to identify and report unanticipated events allowing for timely communication and disclosure. It will also provide appropriate communication techniques.

Recognizing and Communicating

Description: Unanticipated events occurring in the healthcare setting effect patients, families, and caregivers. Identifying those affected and communicating with them is not an easy task. Through discussion, role play, and case study reviews participants will learn how to identify unanticipated events within their organizations and health systems. The process for reviewing, initiating, and conducting disclosure of unanticipated events will be reviewed and discussed. Common pitfalls and effective communication skills will be demonstrated.

Topics: Unanticipated event recognition, Disclosure of unanticipated events, Communication, Healthcare relationships

Audience: Managers, Administrators, Risk Managers, PI/Quality Managers, Directors, Patient Liaison, Chief Risk Officers, Practice Managers, PROs, Clinical Staff

Length/CEUs Available: 1 or 2 hours
PRIORITIZING RISK MITIGATION THROUGH HVA

This program provides staff with the tools to proactively identify and prioritize organizational risks and associated risk mitigation activities.

Identification and Mitigation

**Description:** Proactive risk management begins with identification and triage of your organization’s top risks and leads to a plan for prevention. Through discussion, interactive media, and case study, participants will learn how to prioritize their risk mitigation based on risk scoring using hazardous vulnerability assessment (HVA).

**Topics:** Risk mitigation, HVA, Patient Safety

**Audience:** Managers, Administrators, Risk Managers, PI/Quality Managers, Directors, Chief Risk Officers, Practice Managers, PROs

**Length/CEUs Available:** 1 hour

**HOW THE RISK MANAGER TOUCHES THE 8 DOMAINS OF RISK**

This program describes the role of the traditional risk manager in leading risk based thinking throughout the enterprise.

Active Participation in ERM

**Description:** As the risk manager, how can you be an active part of ERM through participation in risk evaluation using the 8 ERM Risk Domains (operational, clinical/safety, strategic, finance, human capital, legal/regulatory, technology, and hazard)? This program will describe the risk manager’s role in each area, methods for identifying risks within each domain, and how to use the ERM decision making process to guide analysis and risk mitigation. The discussion will stress the role of the risk manager in leading proactive risk-based thinking in the ERM organization. A case study will be used to demonstrate how events reach each of the 8 domains.

**Topics:** ERM, Risk management, Risk analysis

**Audience:** Management and Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Directors of Nursing, Directors of Safety and Security, Risk management, Practice Administrators, Practice Managers, Patient Safety, Infection control

**Length/CEUs Available:** 1.5 hours
MEMBER-REQUESTED TRAINING
This program will address a member-requested topic, and will be based on member needs.

Requested Program
Description: Through discussion and examples, participants will learn about a specific topic.

Topics: Requested program material

Audience: Determined by program

Length/CEUs Available: Various
ON-SITE PROGRAMS

CLINICAL SITUATIONAL AWARENESS
This program provides methods for recognizing clinical changes and strategies for timely intervention. Program lengths can vary based on member preference.

Identifying and Reacting to Changes in our Patients
Description: Recognizing and reacting to changes in patient conditions is difficult in the best circumstances. This program provides participants with techniques to become situationally aware and apply this awareness to their daily clinical care. Awareness levels and mitigation opportunities as well as care team collaboration will be reviewed and discussed. Case studies will illustrate the 3 levels of awareness, action, and outcomes.

Topics: Clinical Situational Awareness, Clinical Interventions (RRT, Notification, COC), Care Team Collaboration

Audience: Frontline Providers, Clinical Staff, Non-Clinical Staff, Management, Risk Managers, Quality/PI Managers, Directors of Nursing, Administration, Chief Risk Officers, PROs

Length/CEUs Available: 1 hour, 2 hour, or 4 hour sessions to choose from

COMMUNICATION AND PERCEPTION
This program discusses how communication is linked to patient satisfaction and provider interactions.

Keeping Interactions from Being Toxic
Description: Through discussion and examples, participants will learn how patient satisfaction impacts their facility’s bottom line, the importance of perceptions, and communication strategies for successful verbal and non-verbal interactions between healthcare providers and patients. Interactions between customer service-tied reimbursements, communication methods, and healthcare relationships will all be reviewed using examples and scenarios.

Topics: Healthcare relationships; customer service-tied reimbursements; communication methods

Audience: Front-line Providers, Clinical Staff, Management and Administration, Chief Risk Officers, Quality/PI Managers, Risk Managers, Directors of Nursing, Directors of Safety and Security

Length/CEUs Available: 2 hours
**Additional Services Offered**

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<th>TEAM MEETINGS &amp; REPORTS</th>
<th>ASSESSMENTS</th>
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<td>• Claim File Reviews</td>
<td>Staff and other consultants can come on-site to perform a variety of specific risk assessments to help improve overall patient safety. The quality of provided clinical care can be reviewed, with a focus placed on issues related to environments of care. A few areas that can be assessed are:</td>
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<tr>
<td>• Risk Reduction Objectives</td>
<td>• Behavioral Health</td>
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<td>• Liability Reduction Committee</td>
<td>• Emergency Department</td>
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<td>• Renewal &amp; Stewardship Meetings</td>
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<td>• National ASHRM Conference</td>
<td>• Infant Abduction</td>
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<td>• Annual PHLIP sp Reports</td>
<td>• General Patient Safety</td>
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<td>• Annual Benchmark Reports</td>
<td>• Physician Practice Office</td>
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<td>• Annual CRICO Strategies &amp; CNA Reports</td>
<td>• Security</td>
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<td>• Focused Data Analyses</td>
<td>• Womens’ &amp; Childrens’ Services</td>
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<td>• National Comparative Data Analyses</td>
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**CASE STUDIES**

Using cases from PHLIP liability program members, a library of case studies covers topics ranging from missed diagnoses in physician offices to successful defense of hospital-based nursing care. All case studies are available electronically, as well as in laminated hardcopy.

**LISTSERVE QUESTIONS, RESEARCH, & TECHNICAL ASSISTANCE**

Staff are available to poll members anonymously to gather information from captive members. Topical literature reviews, expert opinion, data analyses, and other technical assistance can all be obtained upon request. Both internal and external (such as CNA HealthPro) expertise & advice is available.

**AVAILABLE ONLINE RESOURCES**

A variety of event data reports and other resources are available on the members-only website at theriskauthority.com. Click on “Members” at the top of the page, then the “Login” button.

ECRI Institute’s Healthcare Risk Control is also available to members.

If you have a specific request or need additional information, please contact us at 803.731.5300.
Palmetto Healthcare Liability Insurance Program (PHLIP) was founded in 2001 in response to the growing need for a stable source for professional and general liability insurance for South Carolina hospitals and health systems. Operating as a risk purchasing group pursuant to the Liability Risk Retention Act of 1986, PHLIP serves its members by providing access to group self-insurance options as an alternative to commercial insurance. PHLIP currently offers its members group self-insurance alternatives for healthcare professional & general liability and medical stop-loss coverage.

PHLIP’s liability program was established in 2001 and is offered through its wholly-owned subsidiary, PHLIP Segregated Portfolio (PHLIP SP). PHLIP’s stop-loss program was established in 2011 and is offered through its wholly-owned subsidiary, Palmetto Healthcare Stop-Loss Program Segregated Portfolio (PHSLP SP). Both PHLIP SP and PHSLP SP operate as segregated portfolios within Preferred Healthcare Liability Insurance Program SPC (PHLIP SPC), a Cayman Islands-domiciled class B insurer. PHLIP SPC is also a wholly-owned subsidiary of PHLIP.

PHLIP is governed and controlled by a board comprised of healthcare executives representing participating members and outside directors with expertise in insurance and business. Liability and stop-loss claims administration, underwriting, and risk management services are provided to members of PHLIP SP and PHSLP SP under a contract with The Risk Authority and through business alliances with other best practices companies.