



Strengthening the Bridge
Between Patient Advocacy
and Risk Management

2010 WSHRM Fall Conference

Thursday, September 23 and
Friday September 24, 2010

Marriott - Milwaukee West

Wednesday, September 22, 2010

4:00 p.m. - 6:30 p.m. WSHRM Board Meeting

Thursday, September 23, 2010

7:30 a.m. - 8:30 a.m. Registration / Welcome Breakfast
Sponsor: Hinshaw & Culbertson, LLP

8:25 a.m. - 8:30 a.m. Welcoming Remarks

8:30 a.m. - 9:45 a.m. Complaint Intake Process from a Regulatory Perspective - Cremeear Mims, RN, BSN

9:45 a.m. - 10:00 a.m. Break/Networking/Exhibits
Sponsor: Johnson Insurance

10:00 a.m. - 11:15 a.m. Investigating Credential Holder Complaints - Pamela Stach, Esq.

11:15 a.m. - 12:15 p.m. Annual Meeting Lunch
Sponsors: Hall, Render, Killian, Heath & Lyman

12:15 p.m. - 1:30 p.m. Conflict Resolution: The Role of the Patient Advocate - Kitty Switlick RN, BSN

1:30 p.m. - 2:45 p.m. Listening and Understanding: Touching Lives in Risk Management - Paul Frigoli RN, PhD(c)

2:45 p.m. - 3:00 p.m. Break/Networking/Exhibits
Sponsor: Medical Protective

3:00 p.m. - 4:15 p.m. MMSEA - Section III: Write-Offs and Waivers - When to Report - Angela Rust, Esq.

5:00 p.m. - 6:00 p.m. Networking/Exhibit/Vendor Reception
Sponsor: Arthur J. Gallagher & Co.

6:00 p.m. - 8:00 p.m. Networking Dinner
Sponsor: Marsh USA

Friday, September 24, 2010

7:30 a.m. - 8:30 a.m. Breakfast/Networking
Sponsor: FinCor Solutions & The RM&PSI

8:30 a.m. - 10:00 a.m. What's Happening at the Capitol? - Laura Leitch, Esq.

10:00 a.m. - 10:15 a.m. Break/Networking
Sponsor: Sentry Insurance

10:15 a.m. - 11:45 a.m. Medical Identity Theft: Creating Life Threatening and Financial Exposures - Geri Amori, PhD, ARM, CPHRM, DFASHRM

11:45 a.m. - 12:00 p.m. Wrap-up, Evaluations, Questions

Sponsors

In addition to the above mentioned sponsors, WSHRM would like to also thank the following sponsors who have supported our speakers and program materials: Otjen, Van Ert & Weir, S.C.; Gutglass, Erickson, Bonville & Larson, S.C.; Quantros; Gonzalez Saggio Harlan, LLP; Peminic, Inc.; MMIC Group; RL Solutions; and CNA Insurance. Without the continued support of our sponsors, WSHRM would not be as strong of an organization as it is today.

Faculty

Cremeear Mims - Department of Health Services/Division of Quality Assurance - Ms. Mims is a Quality Assurance Manager for the State of Wisconsin. She is a registered nurse with ten years experience as a state surveyor. She is currently the director of the Bureau of Health Services responsible for the oversight of non-long term care providers in the State of Wisconsin.

Pamela M. Stach - Department of Regulation & Licensing - Ms. Stach is an attorney for the State of Wisconsin, Department of Regulation and Licensing which is the state agency responsible for credentialing and regulating various professions in Wisconsin. Ms. Stach works within the Division of Enforcement which is the prosecutorial arm for the agency's boards and direct-licensed professions.

Kathleen (Kitty) Switlick - Aspirus Wausau Hospital - Ms. Switlick is the Patient Relations Coordinator for Aspirus Wausau Hospital. She is a registered nurse and works collaboratively with the risk manager and the clinical care team to resolve patient/family complaints and grievances. She has been in this role since 2001.

Paul Frigoli - Grant Regional Health Center - Dr. Frigoli is the Quality Director and Risk Manager for Grant Regional Health Center. He has worked as a registered nurse in the United States and Latin America in the areas of critical care, emergency services and staff development. He is currently involved in research in Ayacucho, Peru.

Angela Rust - Hinshaw & Culbertson, LLP - Ms. Rust is an attorney with Hinshaw & Culbertson and an active member of the firm's health care law and medical litigation practice groups. She represents hospitals, clinics, physicians, and other health care providers in malpractice claims and other litigation.

Laura Leitch - Hall, Render, Killian, Heath & Lyman - Ms. Leitch is the Senior Vice President and general counsel for the Wisconsin Hospital Association. Ms. Leitch has extensive experience working on health care issues both in and outside of Wisconsin government.

Geri Amori - The Risk Management and Patient Safety Institute (RM&PSI) - Dr. Amori is the Vice President of professional development and the education center for The RM&PSI. In this role, she cultivates and coordinates professional development and education programs for insurers, brokers, and health care and consumer organizations nationally.

Objectives

- Increase understanding of regulatory agency expectations and responses to healthcare related complaints and grievances
- Enhance communication skills in mitigating risk and enhancing patient safety
- Develop and identify strategies for compliance with CMS MMSEA Section III standards
- Learn to identify, and mitigate common methods of identity theft in health care
- Enhance awareness of Wisconsin State and Legislative activity in the healthcare environment

Accommodations

The WSHRM 2010 Fall Conference is being held at the Marriott - Milwaukee West, Waukesha, Wisconsin. They have reserved a block of rooms at a special rate for WSHRM. Hotel reservations must be made by September 10, 2010 in order to receive this special rate. Room rates begin at \$95.00 per night for a single or double, plus applicable tax.

Marriott - Milwaukee West
W231N1600 Corporate Court
Waukesha, WI 53186
(262) 574-1520

If you need more information about this conference, please call or e-mail Kim Hoppe at 262-644-5566 or khoppe@rmpsi.com,

Conference Fee & Information

Name	_____
Title	_____
Employer	_____
Address	_____
E-mail (for registration confirmation)	_____
Phone	_____
<input type="checkbox"/> Members \$135	<input type="checkbox"/> Non-member \$225

Make check(s) payable to WSHRM. No refunds will be issued unless written cancellation notice is received by September 17, 2010.

If you wish to join WSHRM now to get the 2010 member rate for this conference, see the WSHRM Website at www.wshrm.org for membership information or e-mail Deb Schmidt, WSHRM membership coordinator, at DeSchmid@affinityhealth.org

Please specify any diet or comfort measures you may require while attending this conference.

Send registration forms and registration fees to:

Kim Hoppe
2010 WSHRM President-elect/Conference Planning Chair
The RM&PSI
5419 Woodstone Drive
Slinger, WI 53086
262-644-5566
khoppe@rmpsi.com