

Wisconsin Society for Healthcare Risk Management
Fall Conference 2021

Resilient We Stand!



September 10, 2021

The Delafield Hotel
415 Genesee Street, Delafield, WI 53018
[The Delafield Hotel](#)

Virtual attendance option available



Resilient We Stand!

Friday, September 10, 2021

Agenda

- 7:50 – 8:00 a.m. **Welcome & Opening Remarks**
- 8:00 – 9:00 a.m. **Getting Serious About the Safe Management of Behavioral Health Patients**
Monica Cooke, RN, PMH-BC, BSN, MA, CPHQ, CPHRM, DFASHRM
CEO/Consultant
Quality Plus Solutions LLC
- 9:00 – 9:15 a.m. **BREAK**
- 9:15 – 10:15 a.m. **Harassment in Healthcare: How to Mitigate and Investigate**
Saveon D. Grenell, JD
Buelow Vetter
Claire Hartley, JD
Buelow Vetter
- 10:15 – 11:15 a.m. **Understanding Second Victim Syndrome**
Alicia Pilarski, D.O.
Associate Chief Medical Officer, Froedtert Hospital
Associate Professor, Department of Emergency Medicine Medical College of Wisconsin
- 11:15 – 12:30 p.m. **Annual Meeting and Lunch**

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Agenda

- 12:30 – 1:30 p.m. **What the Healthcare is Going on in Employment Law? Developments and Guidance for COVID-19 Related Employment Issues**
Tom O’Day, JD
Husch Blackwell
Beth Zewdie, JD
Husch Blackwell
- 1:30 – 2:30 p.m. **HEAL – A Better Way Forward**
Shelly Davis, JD BSN, CPRM
Director, Early Intervention
Constellation -MMIC
- 2:30 – 2:45 p.m. **BREAK**
- 2:45 – 3:45 p.m. **Managing Your Patient Compensation Fund Account Effectively and Fund Updates**
Ana Lopera
Claims Manager
Injured Patients and Families Compensation Fund
Brynn Hansen
Fund Manager
Injured Patients and Families Compensation Fund
- 3:45 – 4:15 p.m. **Closing Remarks and Raffle Drawings**
Must be present at the Delafield Hotel or via Zoom to win.

ASHRM and WI CLE credits applied for.

Objectives

Getting Serious About the Safe Management of Behavioral Health Patients

Learning Objectives:

- ✓ Identify the degree to which behavioral health patients present in health care organizations.
- ✓ Describe the major risks associated with behavioral health patients in non-behavioral health settings.
- ✓ Discuss strategies that can assist in mitigating the risk of harm to patients and staff.

Harassment in Healthcare: How to Mitigate and Investigate

Learning Objectives:

- ✓ Learn the varying types of harassment and how to identify/mitigate it.
- ✓ Learn how to conduct a proper investigation, including when to involve legal counsel.
- ✓ Learn what measures to take once an investigation has been completed in order to remediate the situation and prevent ongoing harassment.

Understanding Second Victim Syndrome

Learning Objectives:

- ✓ Define and identify second victim syndrome.
- ✓ Understand the recovery process and high-risk scenarios.
- ✓ Describe peer support and some initial steps for providing emotional first aid.

What the Healthcare is Going on in Employment Law? Developments and Guidance for COVID-19 Related Employment Issues

Learning Objectives:

- ✓ Analyze recent regulatory changes affecting healthcare.
- ✓ Examine implementation of mandatory vaccination policies.
- ✓ Evaluate compliance and risk management for COVID related employment policies.

Objectives

HEAL – A Better Way Forward

Learning Objectives:

- ✓ Understand how timely, transparent communication with patients after harm events can preserve trust and enable healing for everyone involved.
- ✓ Identify strategies to equip health care teams to act promptly and effectively after a patient harm event to achieve meaningful resolution.
- ✓ Identify the core services of HEAL^{RM} and how its elements benefit your patients, your clinicians and care teams, and your business.

Managing Your Patient Compensation Fund Account Effectively and Fund Updates

Learning Objectives:

- ✓ Discuss the most recent and impactful claims.
- ✓ Provide an overview of reimplementation of the Risk Management Committee
- ✓ Update attendees on other Fund matters that risk managers need to know about (e.g., Fund Management system, extended premium holiday, groups requesting to be in the Fund).

Speakers



Monica Cooke, RN, PMH-BC, BSN, MA, CPHQ, CPHRM, DFASHRM
CEO/Consultant
Quality Plus Solutions

Monica Cooke has more than 40 years of experience in the field of behavioral health & substance abuse in clinical, administrative, and executive risk and quality positions. As a seasoned professional, she founded Quality Plus Solutions LLC in 2006. Her company provides organizational behavioral health and workplace violence risk assessments as well as risk and quality support for behavioral health facilities, emergency rooms, and acute care settings. She provides legal nurse expert services, and as a Certified Psychiatric/Mental Health Nurse, Monica works part time in substance use and mental health inpatient settings. Monica has served in several leadership positions with both risk and quality societies and provides educational presentations at both the national and state levels. She is recognized as an expert in the field of behavioral health risk and healthcare workplace violence.

Saveon Grenell, JD
Buelow Vetter



When complex and sensitive matters arise, clients deserve assurance that their concerns will be heard and attended to in a timely fashion. Saveon provides a personal and attentive level of support to the clients he represents. His practice focuses on representing municipalities, public and private schools, and private employers in all aspects of labor and employment law. Saveon frequently advises clients on preventative measures to common legal issues. However, when problems do arise, he is heavily involved in representing public and private employers in state and federal courts, and before state and federal administrative agencies for matters that require litigation services. Saveon often assists clients in drafting policies and procedures, severance and settlement agreements, and advises them on issues such as harassment, discrimination, employee discipline and termination, and other human resources matters. He also helps clients by conducting investigations on matters pertaining to discrimination or harassment based on status in a protected class. Prior to joining Buelow Vetter, Saveon was an Assistant City Attorney for the City of Milwaukee. While there he advised and represented several governmental departments throughout the city, including in matters that required litigation. He also worked for Milwaukee Public Schools where he engaged in labor negotiations, administered the employee handbook, heard and decided complaints and grievances, and advised directors and administrators on all labor and employment legal issues.

Claire Hartley, JD
Buelow Vetter



Claire focuses her practice on representing school districts, municipalities and private employers in all aspects of labor and employment law, general school law and litigation. She regularly assists and counsels clients with student or employee harassment, discrimination and misconduct investigations, employee discipline, student discipline, public records/open meetings, employee and student handbooks, school board and employer policies, labor negotiations, grievance arbitration, prohibited practice complaints, discrimination complaints, restrictive covenants and dismissal and severance agreements. Additionally, she regularly defends employers in state and federal agencies and courts against claims of wage and hour law violations and claims of harassment or discrimination based on age, sex, sexual identity or orientation, race, disability, and pregnancy-related conditions.

Speakers



Alicia Pilarski, D.O.
Associate Chief Medical Officer
Froedtert Hospital

Dr. Pilarski received her medical training at the Touro University College of Osteopathic Medicine in California. She completed her Emergency Medicine residency at the UNLV School of Medicine and a Teaching Fellowship through the American College of Emergency Physicians. She joined the Medical College of Wisconsin (MCW) faculty in 2010 where she is currently an Associate Professor of Emergency Medicine. During her tenure at MCW she has served as the Associate Program Director of the Emergency Medicine Residency Program, and the Patient Safety and Quality Officer for the Medical College of Wisconsin Affiliated Hospital's 98 ACGME Accredited Graduate Medical Education (GME) training programs. She is currently the Director of the Graduate Medical Education Pillar at the Robert E. and Patricia D. Kern Institute for the Transformation of Medical Education. In January 2021 Dr. Pilarski was appointed as the Associate Chief Medical Officer of Froedtert Hospital. Dr. Pilarski is passionate about caregiver well-being. She developed and currently co-leads the Froedtert & MCW Supporting our Staff Peer Support Program, she co-chairs the Emergency Medicine Resident Wellness Committee and founded the Department of Emergency Medicine's Women's Faculty Council. She co-authored the book, *"Resident Well-Being: A Guide for Residency Programs"* and has presented extensively at the local, regional and national level on topics related to resilience, second victim syndrome and institutional peer support program development.

Tom O'Day, JD
Husch Blackwell



Tom advises and represents employers through sophisticated labor and employment matters, with a particular focus on the healthcare sector. Tom provides measured counsel to hospitals, physician groups, health systems and individual providers regarding complex employment and medical staff matters. Clients value Tom's experience and practical guidance on day-to-day operations, growing business and navigating what can feel like the volatility of litigation.

Tom assists employers with a full range of human resource issues, including: Employment and severance agreements, Independent practitioner contracting, Peer review matters, Noncompete agreements, Proactive compliance, Policy handbooks, Medical reporting obligations, Healthcare Quality Improvement Act (HCQIA), Discrimination, harassment and wage claims. Tom understands that proactive compliance is often the best and most cost-efficient defense, and works closely with clients to write policy, provide training, and meet or exceed regulatory benchmarks. He monitors legal trends in the healthcare industry and strategizes with clients on how best to grow a business in tandem with changing regulations. When investigation or litigation occurs, he's a fierce advocate for clients, helping them to resolve issues with minimum interruptions to daily operations while implementing best practices to avoid future litigation.

Beth Zewdie, JD
Husch Blackwell



Beth is known for taking on complex challenges. Whether helping clients research and draft proactive policies that mitigate risk, serving as an advocate during litigation, or navigating pro bono asylum and immigration cases, Beth's Labor & Employment legal practice is performance focused and multifaceted. In collaboration with attorney teams, she assists clients with: Prevention and counseling, Litigation, Employment related immigration sponsorship. Beth prides herself on being detail-oriented, resourceful and hands-on when working closely with clients to solve sensitive workforce-based claims and hurdles. She has experience in preparing and drafting memorandums, motions, briefs, discovery, legal research and writing, and trial.

Speakers



Shelly Davis, JD, BSN, CPRM
Director, Early Intervention
Constellation - MMIC

In 2013, Constellation welcomed Shelly Davis to the claim team as a Senior Claim Consultant. In this role, Shelly reviewed and managed claims. When litigation was brought against our insureds, she oversaw litigation: she negotiated settlements and participated in high-stakes mediations and settlement conferences. More proactively, Shelly has come to play a key role in avoiding litigation in the first place.

In 2019, Shelly became Director of Early Intervention. In this role, Shelly works with insureds when unexpected outcomes occur. Early intervention facilitates trust and good will between providers and their patients. It is part of a broader process of health care and healing. Before obtaining her law degree from William Mitchell College of Law in 1992, Shelly worked as a registered nurse throughout Chicago and within the Mayo Clinic system. Her past practice as a medical malpractice lawyer and nurse gives her a unique perspective when handling claims and lawsuits. She appreciates the risks inherent in providing health care.

Shelly has represented health care providers and facilities in medical negligence claims, during pre-litigation claims and during investigations of unexpected outcomes in health care. She is a frequent lecturer on the topics of medical malpractice, medical negligence claims and risks associated with being a health care provider.

Ana Lopera, ARM
Fund Manager
Injured Patients and Families Compensation Fund

Ana joined IPFCF in 2015. She first started as a Regulatory Specialist and since April 2019, as Claims Manager. She has 15 years of experience working with insurance and risk management. Ana is primarily responsible for providing oversight of claims administration for IPFCF.

Brynn Hansen
Fund Manager
Injured Patients and Families Compensation Fund

Brynn Hansen joined the Fund in November of 2018. She has over 25 years in insurance experience at both the agency and company level. Prior to managing the IPFCF she managed the Local Government Property Insurance Fund for OCI.

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General Conference Questions:

Contact Laura Kinart at laura.kinart@wismedassure.org

Virtual versus In-Person Attendance Questions or Changes:

Contact Josi Wergin at jwergin@ECRI.org

*No refunds will be issued unless written cancellation notice is received by **September 2, 2021**.*