

Agenda

RISK MANAGEMENT NOW & INTO THE FUTURE

Friday September 13, 2019

- 7:00 – 7:50 a.m. Registration & Breakfast
- 7:50 – 8:00 a.m. Welcome & Opening Remarks
- 8:00 – 9:30 a.m. Accident Investigation Best Practices - Plan for the Unthinkable
Scott R. Lucas, PhD, PE
Director Accident & Forensic Investigation - ECRI Institute
- 9:30 - 9:45 a.m. Break
- 9:45 – 10:30 a.m. Hot Topics in Federal & State Healthcare Policy
Michelle Mettner, JD
Corporate VP of Government & Legal Affairs - Children's Hospital & Health System

Lindsay Punzenberger BS, MPP
Director Federal Government Relations - Children's Hospital & Health System
- 10:30 – 11:30 a.m. Telemonitoring: What are the Risks?
Amy Driscoll, DNP
Manager of Education & Clinical Programs -Advocate Aurora Home Care
- 11:30 – 12:45 p.m. Annual Meeting - 30th Anniversary Celebration & Lunch
- 12:45 – 2:15 p.m. Idea Generation - The Gallery Walk Activity
Monica Marton, RN MBA, CPHQ, CPHRM, FACHE
Director, Ambulatory Operations -Aurora St. Luke's Medical Center
- 2:15 – 2:30 p.m. Break
- 2:30 – 4:00 p.m. Liability & the Medical Record
Sean Gaynor, Esq
Lieb Knott Gaynor, LLC
- 4:00 p.m. Closing Remarks & Raffle Drawings *
**Must be present to win*



Objectives

Accident Investigation Best Practices – Plan for the Unthinkable

- Implement immediate plan in response to an incident
- Sequester appropriate devices and disposables in preparation for full investigation
- Develop investigation plan for future device-related events

Hot Topics in Federal & State Healthcare Policy

- Develop an understanding of the current state-of-play of policymaking at the State Capitol and in Washington DC that may impact the healthcare industry
- Describe policy issues featured in today's headlines, including the state and federal budgets, surprise billing and cost transparency, and other emerging issues
- Define legislative and regulatory issues facing the industry and key processes and political factors that could impact their implementation

Telemonitoring: What are the Risks?

- Describe high-touch remote patient monitoring strategies implemented with Telehealth and the benefits on the healthcare system
- Describe the purpose and scope of the program as well as adjunct clinical programs and their impact on vulnerable patient populations
- Demonstrate current program outcomes, risks, and lessons learned
- Describe the future of home monitoring within the program and its impact on high-risk patient populations

Idea Generation – The Gallery Walk Activity

- Define and apply the steps of a gallery walk idea generation activity
- Describe the role of an impartial facilitator
- Differentiate types of brainstorming
- Create a prioritization tool
- Explore incorporating risk-based-thinking into improvement activities

Liability & the Medical Record

- Define electronic discovery and the courtroom view
- Describe Cyber security issues
- How can the medical record be a liability
- What is the legal medical record and what isn't it
- Discuss potential future liability risks



Speakers

Scott R. Lucas, PhD, PE

Director of Accident and Forensic Investigation at ECRI Institute

His career has involved consulting in catastrophic events in the automotive, aerospace, maritime, and healthcare industries. He responds to critical healthcare incidents to help leadership determine causation and prevent recurrence. Dr. Lucas publishes, lectures, and provides training on medical device accident investigation in domestic and international venues. He has degrees in Mechanical, Biomedical, and Biomechanical Engineering and is a licensed Professional Engineer.

Michelle Mettner, JD

Corporate Vice President of Government & Legal Affairs for Children's Hospital & Health System

Children's Hospital of Wisconsin, the state's only health system dedicated 100% to kids and teens. In her role, Michelle directs Children's government relations and advocacy efforts for all Children's entities at the federal, state and local levels, and leads the Legal Services and Risk & Corporate Compliance departments.

Lindsay Punzenberger, BS, MPP

Director of Federal Government Relations for Children's Hospital & Health System

She advocates for Children's priority issues before Congress and the Administration, including the Centers for Medicare and Medicaid Services, National Institutes of Health, and Administration for Children and Families. She works closely with Children's senior leaders and national pediatric and hospital representatives to develop and advance federal legislation and policies that impact the health and well-being of children and families.

Amy Driscoll, DNP

Manager of Education and Clinical Programs for Advocate Aurora Home Care

She is a Geriatric Clinical Nurse Specialist and the Manager of Education and Clinical Programs for Home Health and Hospice at Advocate Aurora Health Care. Advocate at Home and Aurora at Home have a shared purpose to provide skilled care and support to clients and caregivers in the home setting. The home health and hospice service lines are designed to meet complex patient care needs through the utilization of care coordination and promotion of improved health awareness and self-management in the community. She has over 10 years of home health and hospice experience including implementing the use of technology to foster and bridge communication gaps between those with healthcare needs and their health care system. These technologies can be an effective technique of delivering health interventions designed to enhance access to resources and support. Amy also manages the Telehealth program which collaborates with the healthcare community, including Wisconsin hospitals, physicians, transitional care coordinators, and insurers utilizing technology and innovation to enhance safe transitions from acute care back to the community.

Speakers

Monica Marton, RN MBA, CPHQ, CPHRM, FACHE

Director, Ambulatory Operations Aurora St. Luke's Medical Center

Served in varied clinical and leadership positions and achieved CPHQ, CPHRM, and FACHE. She is results oriented, data driven, systems thinker who has excelled in execution of operational business objectives and led exploration, planning and implementation of strategic programs in both acute and long-term-care healthcare organizations. Monica has a Bachelor of Science in Nursing from Alverno College and a Master of Business Administration with a Risk Management concentration from Concordia University.

Sean Gaynor, Esq

Lieb Knott Gaynor, LLC

Sean Gaynor is a shareholder in the Milwaukee law firm of Leib Knott Gaynor, LLC. where he specializes the entirety of his practice on the representation of healthcare providers in matters related to malpractice, licensing board cases, policy and business issues. Additionally, Sean is the current President of WSHRM. Attorney Gaynor is frequently called upon to give lectures and classes related to the intersection between healthcare and the law. His clients include physicians in virtually all specialties, hospitals, medical clinics and nursing homes. Attorney Gaynor has published articles pertaining to informed consent, Wisconsin's peer review and quality assurance privilege and the physician-patient relationship.



Accommodations

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Questions? Contact Sharon Graves at sgraves@chw.org

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