



**CALIFORNIA SOCIETY FOR HEALTHCARE RISK MANAGEMENT
39TH ANNUAL CONFERENCE**



CONFERENCE BROCHURE



MARCH 11 - 13, 2020
NAPA VALLEY MARRIOTT AND SPA
3425 SOLANO AVE., NAPA, CALIFORNIA

The 2019 - 2020 Board of Directors of CSHRM proudly welcomes you to the 39th Annual Educational Conference here in beautiful Napa Valley. We hope that you find this to be an interactive Conference that provides you with an exciting and distinctive blend of informative discussions and intellectual presentations along with useful networking and socializing opportunities. This Conference represents the full spectrum of the healthcare risk management industry and provides a unique opportunity for professionals to openly exchange information and ideas that truly allow you to connect with risk management professionals, claims representatives, attorneys and other healthcare related personnel.

The CSHRM Board of Directors and speakers hope and believe that you will find the 2020 Conference to be a rewarding and worthwhile event.

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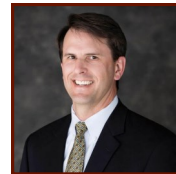
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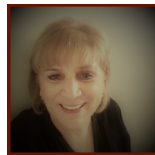
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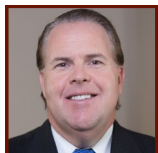
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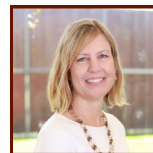
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CONFERENCE SCHEDULE OF SPEAKERS, TOPICS AND EVENTS

DAY ONE - WEDNESDAY, MARCH 11, 2020

1:00 p.m.
Grand Ballroom
Welcome to the Conference – Introductory Remarks

1:00 - 2:00 p.m.
Grand Ballroom
Creating and Sustaining a Patient Safety Program
Stephanie Bailey - John Muir Health
Melissa McRae Clancy - John Muir Health



This program will highlight the Patient Safety Program at John Muir Health's two acute care medical centers. Information shared will include the eight components of the Program, how they meet the California Health & Safety Code requirements and how each component has been developed and strengthened over the years since John Muir began its high reliability journey in 2015.

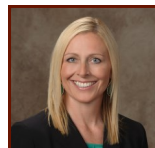
2:00 - 3:00 p.m.
Grand Ballroom
One Hospital's Journey Towards Eliminating Barriers to Emergency Mental Health Care Through Public/Private Collaboration
Clyde Smith - Dignity Health Mercy San Juan Medical Center



Dignity Health Mercy San Juan Medical Center recently opened a crisis stabilization unit (CSU), which offers 24/7 mental health services for ED patients who require psychiatric stabilization. In addition to providing psychiatric assessments and treatment, the CSU provides substance abuse screenings, medication evaluation and management, and linkages to aftercare resources. Our speaker will describe the journey taken by Dignity to collaborate with Sacramento County and others to provide this important care to patients.

3:00 - 3:15 p.m.
Grand Foyer
Afternoon Break
Enjoy an afternoon break and socialize with our Sponsors and Exhibitors

3:15 - 4:15 p.m.
Grand Ballroom
Medical Board Licensing Actions: Dramatic Rise and Wide Impact
Kat Todd, Esq. - Schuering, Zimmerman & Doyle, LLP
Michael Felsen, Esq. - Sutter Health



The past few years have seen a meteoric rise in Medical Board of California (MBC) licensing investigations and accusations concerning opioid therapy as a result of the MBC's so-called "Death Certificate Project." This is not only impacting individual prescribers, but also the facilities at which they practice as well as other providers involved in the patient's care. This session will educate attendees about the current regulatory and disciplinary environment and describe best practices for handling investigational subpoenas, agency inquiries and long term opioid therapy.



DAY ONE SCHEDULE - CONTINUED

4:15 - 5:15 p.m.
Grand Ballroom

Helping the Homeless: A Risk Management Perspective
Linda Garrett, Esq. - Garrett Consulting Group, LLC.



California has an estimated 134,000 homeless individuals — more than any other state in the nation. Health care providers are on the front lines of this crisis, employing comprehensive strategies to address homeless patients' complex needs and safely discharge them. Our speaker will discuss the perception vs. reality in homelessness, its causes and subgroups, how it affects an individual's health, and what health care providers can do individually to connect patients with community partners.

5:30 - 6:30 p.m.
Garden
Courtyard

Welcome Reception

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CSHRM invites all
Conference attendees
to meet and socialize
with each other and
the CSHRM Board.



DAY TWO - THURSDAY, MARCH 12, 2020

7:15 - 8:15 a.m.
Grand Foyer

Continental Breakfast

8:15 - 8:30 a.m.
Grand Ballroom

Day Two: Welcome and Opening Remarks

8:30 - 9:30 a.m.
Grand Ballroom

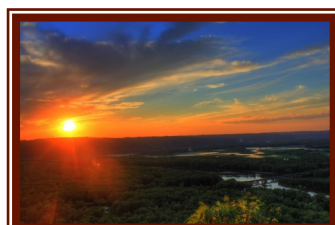
High Reliability: Starting and Continuing the Journey Across Integrated Delivery Networks

Devan Johnson - Mercy General Hospital

Krista Lopes - Sutter Health



Both Dignity Health and Sutter Health are committed to becoming High Reliability Organizations, focused on improving safety and achieving the goal of Zero Harm. This session will review Dignity Health's beginnings of the HRO journey and Sutter Health's strategies and tactics for transforming how they have prioritized safety and engaged clinical and non-clinical workforce.



DAY TWO SCHEDULE - CONTINUED

9:30 - 10:30 a.m.
Grand Ballroom



The Direct Link Between Hospital Employee Safety and Patient Satisfaction

Tammy Cain Kraatz - Safety National

Alleen Wilson - Safety National

In this day and age of website ratings and social media, patients have direct and immediate means to cause reputational harm by publicly airing their bad experiences. Many fail to understand how the lack of a solid risk management program directly correlates to poor patient satisfaction. Failure to provide employee safety programs, equipment and routine training creates an environment primed for error. Both professional liability and organizational and professional reputational risk is at stake. This session will explain how creating a culture of safety helps to mitigate these risks, reduces injury and error, and ultimately increases patient satisfaction.

10:30-10:45 a.m.
Grand Foyer

Morning Break

Enjoy this opportunity to grab a drink, catch-up with colleagues and visit our Sponsors and Exhibitors

10:45-11:45 a.m.
Grand Ballroom

Transparency: Thinking About the Patient and Family Perspective

Carole Hemmelgarn - University of Illinois, at Chicago



Presentation generously
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Dignity Health

Transparency: the past, present and dream for the future - Like other aspects of healthcare, transparency is evolving. We will discuss the ethical and moral imperatives behind transparency, the lost learning when transparency doesn't happen, and the beauty when it does, for all the parties involved.

12:00 - 1:00 p.m.
Pool/Patio Area

Lunch Break

Enjoy a casual buffet lunch and another opportunity to mingle with friends and connect with colleagues



1:15 - 2:15 p.m.
Grand Ballroom

Propelling Ambulatory Care Towards High Reliability

Dana Faber - The Doctors Company



Prior to hospital/ambulatory consolidation, risk management within the ambulatory setting was lacking structure and a culture of patient safety – in many ways, it is still in its infancy today. To move toward high reliability in accordance with the ambulatory care organization's mission and goals, baseline risk assessments are required. To truly engage participants in the high reliability journey, several strategies are needed, including relationship-building with the commercial insurer, deeper analysis of patient satisfaction surveys, and collaboration with allies. Promoting the positive aspects of risk assessments can make the difference in moving the chassis from a rusty old operation to a well-oiled machine all in the name of high-reliability.

DAY TWO SCHEDULE - CONTINUED

2:15 - 3:15 p.m.
Grand Ballroom



Another Mandated Training Requirement??? Complying with New Implicit Bias Training Laws

Elizabeth Stallard, Esq. - Downey Brand, LLP

The California Legislature passed two laws in 2019 requiring implicit bias training for healthcare professionals. Specifically, AB 241 requires all continuing education courses for nurses, physicians, and physician assistants to address implicit bias in health care treatment. In addition, SB 464 requires hospitals to provide an implicit bias program for all perinatal care providers, including initial training and a refresher course every two years. Understanding implicit bias is the first step to managing it. Our speaker will define implicit bias, describe how it can affect the workplace and the delivery of health care services, and explain the requirements of the new laws and how to comply with them to reduce the negative effects of bias.

3:15 - 4:15 p.m.
Grand Ballroom



Making a Case In Support of Sharing Peer Review Information: How Institutions CAN Make it Work

Amy Heneghan, M.D. - Palo Alto Foundation Medical Group
Ed Damrose, M.D. - Stanford University School of Medicine

Peer review information can be highly sensitive, and protection of this confidential information is critical. There are circumstances, however, when sharing agreements between institutions is beneficial, not only for the individual provider in question, but for the institutions as well. Our speakers will describe a Peer Review Sharing Agreement (PRSA) created between a large hospital system and a multispecialty group practice, and their experience of this collaboration in a case-based format, with tips about how to make it work and how to avoid pitfalls and obstacles.

President's Reception

5:00 - 6:30 p.m.
Patio/Pool Area



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Entertainment provided by DJ Marcus T who was the founding member and DJ for the 1980's R&B group: Timex Social Club who in 1986 reached #1 on the Billboard charts with the Mega Hit song "Rumors".



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DAY THREE - FRIDAY, MARCH 13, 2020

7:15 - 8:15 a.m.

Grand Foyer

Continental Breakfast

Enjoy a fun and relaxing breakfast with your CSHRM friends and colleagues

8:15 - 8:30 a.m.

Grand Ballroom

Day Three: Welcome and Opening Remarks

8:30 - 9:30 a.m.

Grand Ballroom

Investigating Patient Complaints of Inappropriate Conduct/Sexual Assault: Key Considerations

Michelle McGrath, Esq. - McGrath Investigations Law Corporation



Our speaker, an attorney who dedicates her practice to investigating allegations of misconduct, will provide an overview of key considerations when investigating patient complaints of inappropriate conduct, including sexual misconduct. These key considerations include the three critical pillars of an investigation, assessing the credibility of witnesses, the importance of trauma-informed training, and documenting the investigation.

9:30 - 10:30 a.m.

Grand Ballroom

AB 5: Independent Contractor or Employee?

Gail Blanchard-Saiger, Esq. - California Hospital Association



Last year, in the wake of concerns about large gig-economy companies classifying workers as independent contractors rather than employees, the California Legislature enacted a new law about employment status classification. As a result, many healthcare workers may need to be reclassified as employees. Our speaker will explain the legal, financial and practical differences between independent contractors and employees, and how to determine which is which. Knowledge of this big-picture issue and the associated risks involved in making these decisions will serve you well for years to come.

10:30-10:45 a.m.

Grand Foyer

Morning Break

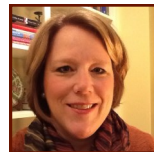
Enjoy a final chance to grab a drink, mingle with colleagues and visit our Sponsors and Exhibitors

10:45-11:45 a.m.

Grand Ballroom

Legislative and Regulatory Update

Susan Penny, J.D. - UCSF Medical Center



This popular annual update summarizes recent new laws and regulations of particular interest or importance for healthcare risk managers. New trends or contemporary issues of interest to healthcare risk managers are also tracked.

11:45 a.m.

Grand Ballroom

Final Remarks, Thanks and Adjournment of Conference



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THE BOARD OF DIRECTORS OF CSHRM WISH TO THANK THOSE WHO HAVE GRACIOUSLY AND GENEROUSLY SPONSORED THE 2020 CONFERENCE. WITHOUT THE SUPPORT OF OUR SPONSORS THIS WONDERFUL CONFERENCE AT THIS AMAZING LOCATION WOULD HAVE NEVER OCCURRED.

AS SUCH, THE BOARD OFFERS ITS UTMOST APPRECIATION FOR THE FINANCIAL BACKING IT HAS RECEIVED FOR THIS YEAR'S CONFERENCE FROM THE FOLLOWING SPONSORS:

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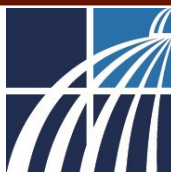
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Berkshire Hathaway Specialty Insurance

Berkshire Hathaway Specialty Insurance provides commercial property, casualty, healthcare professional liability, executive and professional lines, surety, travel, programs, medical stop loss and homeowners insurance. We are part of Berkshire Hathaway's National Indemnity group of insurance companies, consisting of National Indemnity and its affiliates, which hold financial strength ratings of A++ from AM Best and AA+ from Standard & Poor's.

The rating scales can be found at www.ambest.com and www.standardandpoors.com, respectively. Based in Boston, Berkshire Hathaway Specialty Insurance has offices throughout the U.S. and the world.



CONTINUING EDUCATION INFORMATION

The Compliance Certification Board (CCB)® has approved this event for **15.6 CCB CEUs**. Continuing Education Units are awarded based on individual attendance records. Granting of prior approval in no way constitutes endorsement by CCB of this event content or of the event sponsor. Day One = 4.8 hours; Day Two = 7.2 hours; and, Day Three = 3.6. Total of 15.6.

This program has been approved for a total of **13.0** contact hours of continuing education credit toward fulfillment of the requirements of ASHRM designations of Fellow (FASHRM) and Distinguished Fellow (DFASHRM) and towards certified professional in healthcare risk management (CPHRM) renewal. Day One = 4.0 hours; Day Two = 6.0 hours; and, Day Three = 3.0. Total of 13.0.

This program has been approved by the National Association for Healthcare Quality (NAHQ) for **13.0** CPHQ continuing education hours. Day One = 4.0 hours; Day Two = 6.0 hours; and, Day Three = 3.0. Total of 13.0.

CSHRM is also an approved CEU Provider (#4506) with the California Board of Registered Nursing. **13.0** contact hours will be awarded for this program. Day One = 4.0 hours; Day Two = 6.0 hours; and, Day Three = 3.0. Total of 13.0.

REFUND POLICY

If an attendee needs to cancel at any time prior to the conference's cancellation deadline date of **March 2, 2020**, we offer credits towards the following year's conference. If you do not want credits towards the following year's conference, we provide the following cancellation/refund options:

- Cancellation more than 60 days prior to the conference cancellation deadline date: A full refund of registrations fees, less a \$50 cancellation fee.
- Cancellation 30-60 days prior to the conference cancellation deadline date: A 50% refund of registration fees.
- Cancellation less than 30 days prior to conference cancellation deadline date will result in credits to next year's conference or you may transfer your registration to another party.

All cancellation requests must be made in writing prior to **March 2, 2020**, to info@cshrmca.org. Registrants who fail to attend the conference without prior notification of cancellation will be assessed the full conference fee. All refunds will be provided after the conference.

RESORT MAP & EVENT LOCATIONS

- Exterior Entrance
- Elevators
- Ice / Vending

Vineleven – Serving Breakfast, Lunch and Dinner featuring an inspired small and shared plate menu. Craft Cocktails, Local Microbrews and Napa Valley Wines

Starbucks – Espresso, Cappuccino, Frappuccino, Specialty Drinks

Market at Vineleven – Serving Wine Country Picnic Items (sandwiches, salads, cheese trays and more)

The Spa featuring full-service offerings (Massage, Pedicure, Nail Care, Vichy Shower, Couples Rooms and Relaxation Garden)

Welcome Reception featuring a Napa Valley Winery each evening from 5p-8p in the Lobby

Culinary Hairroom Garden on-site featured in acclaimed Vineleven Restaurant and Bar

Complimentary Wireless Internet in the Lobby

Lobby Concierge to help with transportation, reservations, wine tasting appointments, balloon rides and more

Complimentary Heiss Car Service Friday and Saturday evenings (contact front desk for reservations)

Napa Valley Marriott Hotel
 3425 Solano Avenue Napa, Ca. 94558, USA
 For reservations please call 1.707.253.8600
www.napavalleymarriott.com

LET'S PLAN ON MEETING AT CSHRM'S 40TH ANNIVERSARY CONFERENCE (MARCH 10 - 12, 2021 AT THE MARRIOTT)

THE CSHRM BOARD OF DIRECTORS "THANK YOU" FOR ATTENDING OUR 2020 ANNUAL CONFERENCE. PLEASE DRIVE HOME SAFELY AND HAVE A WONDERFUL REMAINDER OF 2020.

