EVERYONE IS A RISK MANAGER
Year after year, the American Society for Healthcare Risk Management’s Annual Conference & Exhibition continues to be the optimal learning, career-building and networking experience. You will not find any other healthcare conference dedicated solely to risk. That’s why ASHRM’s Annual Conference & Exhibition draws nearly 2,000 engaged, informed and invigorated healthcare professionals every year.

ASHRM is dedicated to promoting awareness about the critical role that healthcare risk managers and patient safety professionals hold as thought leaders and change agents in the industry. As such, ASHRM’s 2012 theme, “Getting to Zero™ Through the Power of One,” focused on driving down the incidence of preventable serious safety events in healthcare organizations.

In conjunction with last year’s focus, the 2013 theme “Everyone is a Risk Manager” emphasizes the vital role that all healthcare workers hold as guardians of patient safety. All healthcare workers are responsible for managing risk—from nurses to physicians to pharmacists, and paramedics to social workers to administrators. ASHRM believes that together, we can help keep patients safe.

Attend ASHRM 2013 and experience this theme firsthand. Healthcare professionals holding various roles in the industry will discuss hot topics related to claims and litigation, enterprise risk management, legal and regulatory, patient safety, risk financing and leadership development. In addition to over 70 educational sessions, you’ll enjoy unmatched networking events, and opportunities to collaborate with the most engaged professionals in the industry.

Plus, opening keynote speaker Ian Morrison will comment on “The Future of the Healthcare Marketplace,” while closing keynote speaker, Captain Mark Kelly, will present “Endeavour to Succeed” – how we can accomplish any mission successfully, even in the face of adversity.

We invite you to join nearly 2,000 of your peers at ASHRM 2013, October 27-30, in beautiful Austin, Texas. Register today and help spread the word that “Everyone is a Risk Manager.”

REGISTRATION NOW OPEN!
Register by September 15 and Save!
This guide provides a preview of the learning opportunities available at the 2013 ASHRM Annual Conference & Exhibition and is designed as a companion piece to the conference website.

For a full listing of sessions and descriptions, including up-to-the-minute conference details, bookmark www.ashrm.org/annual.

Not a member yet?
Join our community of nearly 6,000 healthcare professionals. Advance your career and save on conference registration fees.

A Special Thanks to the Annual Conference Planning Committee:

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Farmington, CT

Bookmark www.ashrm.org/annual
and check your e-mail for new and exciting program additions in the months leading up to the conference.
LEARN. EARN. COLLABORATE.

ASHRM 2013 is not just any healthcare conference – it’s YOUR conference, structured specifically for healthcare risk management, patient safety, legal, insurance and other healthcare-related professionals. You can tailor education, networking events and speaker sessions to meet your needs and maximize the value of your attendance.

ASHRM 2013 is the ONLY conference of its kind – dedicated solely to risk in the healthcare industry. Whether you’re a veteran healthcare risk manager or new to the field, this year’s conference will help you learn what the future holds for the healthcare risk management profession, earn valuable continuing education credits, and collaborate with informed and engaged peers, just like you!

ASHRM 2013 will empower you to:

LEARN – Being prepared for what lies ahead in the healthcare industry is essential for risk managers. Over 70 exceptional educational sessions will help you prepare for managing risk in the changing healthcare environment. Programs in six specialized tracks – claims and litigation, enterprise risk management, legal and regulatory, patient safety, risk financing and leadership development – ensure a well-rounded, first-rate learning experience.

EARN – Learning at ASHRM 2013 carries real value. This year’s conference offers a multitude of continuing education credit opportunities, helping you prepare for CPHRM certification and attain the association’s prestigious FASHRM and DFASHRM designations.

CONNECT – Join nearly 2,000 fellow healthcare professionals at ASHRM 2013. The conference is your opportunity to connect face-to-face with engaged, informed and invigorated peers. Networking meals and receptions are the perfect time to meet old and new friends, and celebrate with your HRM family.

PARTICIPATE – Take advantage of everything ASHRM 2013 has to offer. In addition to outstanding education, be sure to attend the exciting speaker sessions, with headliners like Ian Morrison and Captain Mark Kelly. And don’t forget to visit the action-packed Exhibit Hall, where over 100 exhibitors are expected. You’ll discover new products and services, meet potential new partners and collaborators, and observe product demonstrations.

COLLABORATE – Share in the collective wisdom of your peers. There’s no better way to learn about successful HRM tools and strategies than from healthcare professionals who implemented them firsthand. Exchange HRM success stories with colleagues in the Innovation Center and learn how to apply new techniques at your organization.

ENJOY – Time to relax! You attend ASHRM 2013 to learn and connect with peers, but it’s also a great time to take a breather from your day-to-day responsibilities and rejuvenate before heading back home. Extend your stay and enjoy the sights and sounds of Austin, the Live Music Capital of the World. See page 20 for ideas on planning your trip.

IMPLEMENT – Put your new knowledge to work. Perhaps the most valuable takeaway from ASHRM 2013 is the cutting-edge HRM tools and strategies that you will be able to immediately apply throughout your organization in support of this year’s theme, “Everyone is a Risk Manager.”

Don’t miss the most-attended ASHRM event of the year!

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Download the ASHRM 2013 Mobile App!

★ Create your own custom conference schedule.
★ Read event highlights and program details.
★ View and navigate maps of the convention center.
★ Get up-to-the-minute updates about conference activities.
★ Message other attendees.

★ www.ashrm.org/annual ★
The 2013 ASHRM Annual Conference & Exhibition will inspire creative thinking, provide innovative approaches and cultivate partnerships—all to help eliminate preventable harm and mitigate risk across the continuum of care!

For concurrent session highlights by track, see pages 12-17. Remember to visit the official conference website at www.ashrm.org/annual for full session descriptions and a complete schedule. You can choose from six tracks and more than 70 concurrent sessions to coordinate four days of learning that will resonate with your organization’s objectives.

**Pre-Conference Programs**

**HRM Certificate Program: Barton Modules**
The HRM Certificate Program: Barton Modules, a cornerstone of ASHRM’s risk management professional development opportunities, covers key aspects of risk management while providing continuing education credits. The program provides interactive, learner-centered content, allowing participants to work through healthcare risk management scenarios, make critical decisions, and receive expert mentoring and coaching from a panel of distinguished faculty members and healthcare risk management experts. Each of the modules—Essentials, Applications and Advanced—are offered at ASHRM 2013 during a three-day pre-conference program. Participants may enroll in only ONE of the modules during the pre-conference line-up.

- **Friday, Oct. 25**: 1–5 p.m.
- **Saturday, Oct. 26**: 8 a.m.–5 p.m.
- **Sunday, Oct. 27**: 8 a.m.–12 p.m.

**Patient Safety Curriculum Certificate Program**
ASHRM’s Patient Safety Curriculum Certificate Program is a unique, interactive workshop designed to help healthcare risk management and patient safety professionals understand and apply key patient safety concepts to support improved patient care and outcomes. This dynamic program consists of two sessions: Patient Safety I: Set the Framework and Patient Safety II: Take the Lead. Participants may register for only ONE of the patient safety programs.

- **Friday, Oct. 25**: 1–5 p.m.
- **Saturday, Oct. 26**: 8 a.m.–5 p.m.
- **Sunday, Oct. 27**: 8 a.m.–12 p.m.

**CPHRM Exam Prep Course**
Helping You Prepare for the Premier Credential in Healthcare Risk Management and Patient Safety
The Certified Professional in Healthcare Risk Management (CPHRM) designation can set you apart. Prepare for the CPHRM exam by participating in this helpful two-day course.

- **Saturday, Oct. 26**: 8 a.m.–5 p.m.
- **Sunday, Oct. 27**: 8 a.m.–12 p.m.

Take full advantage of your time at the ASHRM Annual Conference by registering for these incredible pre-conference programs. For eligibility requirements, continuing education information and to register, please visit www.ashrm.org/annual.

**On-Site Conference Registration Hours**

- **Saturday, Oct. 26**: 2–5 p.m.
- **Sunday, Oct. 27**: 7:30 a.m.–7 p.m.
- **Monday, Oct. 28**: 7:30 a.m.–5:30 p.m.
- **Tuesday, Oct. 29**: 7:30 a.m.–2 p.m.
DAY 1:

12–2 p.m.
Chapter Leadership Development Workshop—Invitation only
Visit the Chapters page at www.ashrm.org for more details.

1–2 p.m.
First-Time Attendees’ Orientation
If you are attending the conference for the first time, don’t miss the chance to connect with your peers and gain helpful insights from ASHRM veterans on making the most of the Annual Conference & Exhibition.

3–5 p.m.
Annual Business Meeting & Opening Keynote: Ian Morrison
See page 10 for more details.

5–7 p.m.
Welcome Reception & Exhibition Hall Opening
Come together with nearly 2,000 HRM professionals to kickoff the 2013 Annual Conference!

DAY 2:

7:30–9 a.m.
ASHRM Café in the Exhibit Hall featuring Bite-size Learning and the Industry Spotlight Theater
Enjoy early morning networking while fueling your body with continental breakfast offerings and powering your mind with Bite-Sized Learning opportunities.
See page 11 for more details.

9–11:15 a.m.
Masters Series I—Invitation only; FASHRM status required

9–10 a.m.
Concurrent Sessions

10:15–11:15 a.m.
Concurrent Sessions

11:30 a.m.–1:30 p.m.
Lunch in the Exhibit Hall featuring Bite-sized Learning and the Industry Spotlight Theater
Return to the center of the conference action for afternoon learning and informal networking with your peers.

1:45–4 p.m.
Master Series II—Invitation only; DFASHRM status required

1:45–2:45 p.m.
Concurrent Sessions

3–4 p.m.
Concurrent Sessions

4–6 p.m.
ASHRM Afternoon Reception in the Exhibit Hall
Introduce yourself to the leaders of the HRM world as you relax with hors d’oeuvres and cocktails.

Masters Series I and II
The Masters Series returns to the annual conference. An advanced level educational platform, the Masters Series is presented as an interactive forum. The Masters Series examines risk and patient safety processes, concepts, solutions and outcomes analyses in a collaborative environment. It is intended for our members who are engaged in advancing the healthcare risk management profession and in optimizing patient outcomes through evidence-based research, consultation and superior practice.
## TUESDAY
### DAY 3:
**29 OCT**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30–9 a.m.</td>
<td>ASHRM Café in the Exhibit Hall Featuring Bite-Sized Learning and the Industry Spotlight Theater</td>
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<tr>
<td>8–9 a.m.</td>
<td>Volunteer Breakfast — Invitation only</td>
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<tr>
<td>9:15–10:45 a.m.</td>
<td>Keynote Panel – Everyone is a Risk Manager</td>
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<td>Gain insights into the most pressing industry issues</td>
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<td>at this roundtable discussion with perspectives</td>
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<td></td>
<td>from professionals managing risk throughout their organizations.</td>
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<tr>
<td>11 a.m.–12 p.m.</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>12–2 p.m.</td>
<td>ASHRM Networking Idea Exchange Luncheon in the Exhibit Hall Featuring Bite-Sized Learning and the Industry Spotlight Theater</td>
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<tr>
<td>2–3 p.m.</td>
<td>Concurrent Sessions</td>
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<tr>
<td>3–3:30 p.m.</td>
<td>Take-Five Coffee Break</td>
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<tr>
<td>3:30–4:30 p.m.</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>6–9 p.m.</td>
<td>Chapter Event: GHSHRM, NTSHRM &amp; STSHRM Chapters are Proud to Host the ASHRM 2013 Local Chapter Dinner and Dance!</td>
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<tr>
<td></td>
<td>Please join the GHSHRM, NTSHRM &amp; STSHRM chapters for an evening of Texas cuisine, country music, line dancing and bull riding!</td>
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<tr>
<td></td>
<td>Cost: $20 (Includes dinner, two drink tickets...and lots of fun!)</td>
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<tr>
<td></td>
<td>Location: Bangers Sausage House &amp; Beer Garden</td>
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<tr>
<td></td>
<td>79 Rainey Street, Austin, Texas</td>
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<td>(across from the Convention Center)</td>
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To register for the event go to www.ghshrm.com and click the link “ASHRM Chapter Event.” For additional information on the event or sponsorship opportunities, please contact Amanda J. Mount at 713-594-3384.

## WEDNESDAY
### DAY 4:
**30 OCT**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30–8:30 a.m.</td>
<td>ASHRM Café</td>
</tr>
<tr>
<td></td>
<td>Take advantage of your last chance to network with attendees from around the country on the final morning of the conference.</td>
</tr>
<tr>
<td>8:45–9:45 a.m.</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>10–11 a.m.</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>11:15 a.m.–12:30 p.m.</td>
<td>Closing Keynote: Captain Mark Kelly</td>
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<td></td>
<td>&quot;Endeavour to Succeed&quot;</td>
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<td></td>
<td>See page 10 for more details.</td>
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ASHRM/CPHRM Renewal
Conference participants can earn continuing education credit toward the fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow), and toward CPHRM renewal.

Continuing Nursing Education
American Society for Healthcare Risk Management is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

The Doctors Company (CME)
Continuing Medical Education (CME) credits will be issued by the Doctors Company for designated sessions of the Annual Conference. The Doctors Company is accredited by ACCME to provide continuing medical education for physicians.

Contact hours will be awarded for this educational activity.

CE credits applied for:
☆ American Society for Healthcare Risk Management (ASHRM)
☆ American College of Healthcare Executives (ACHE)
☆ National Association for Healthcare Quality (NAHQ)
☆ American Health Information Management Association (AHIMA)
☆ Health Care Compliance Association (HCCA)
☆ Supreme Court of Illinois (CLE)

Verification of Participation/Successful Completion
Criteria for successful completion includes attendance at the entire session, submission of a self-reporting certificate/verification form and completed evaluation form.

For updated information, visit www.ashrm.org/annual.
Annual Business Meeting

President Andrew Oppenberg and the ASHRM Board of Directors invite you to ASHRM’s Annual Business Meeting & Recognition Event.

Join the entire ASHRM audience as we honor individuals and organizations whose accomplishments embody, “Everyone is a Risk Manager.” Also, we will welcome President-elect Jacque Mitchell and incoming board members as ASHRM prepares for a successful 2014.

The business meeting segues into our dynamic opening keynote …

Opening Keynote: Ian Morrison, PhD


All healthcare stakeholders must prepare to play a new game in a reformed health system in 2014 and beyond. Organizations and individuals need to be flexible to adjust to additional modifications in the reform agenda, including the push for more widespread reimbursement reform, the growth in transparency and accountability, and the relentless quest for value in healthcare driven by patients and purchasers.

Author, Consultant and Futurist, Ian Morrison, will focus on the political, economic and strategic context of change in healthcare; describe the possible scenarios we face; and examine how the various actors are preparing for the future. The presentation will identify the leadership challenges and opportunities that lie ahead, and provide strategic insights on how organizations and individuals can flourish in the future.

Keynote Panel: “Everyone is a Risk Manager”

“Everyone is a Risk Manager,” or ERM, acknowledges the responsibilities that all healthcare workers have in the critical area of risk management. A comprehensive, organization-wide framework for risk management includes all healthcare employees—from operations, to clinical, to financial and beyond.

Panel members will discuss their role in regards to patient safety and risk management. They will offer their insight into managing risks in their area of expertise, as well as tips to take back to your work area. Don’t miss this opportunity to learn how we can all work together to help mitigate risk in healthcare.

Closing Keynote: Captain Mark Kelly

“Endeavour to Succeed”

On January 8, 2011, Captain Mark Kelly faced the toughest challenge of his life when an assassination attempt was made on his wife, former Congresswoman Gabrielle Giffords. His dedication to family and Giffords’ road to recovery captivated the nation. For Mark Kelly, focus equals success—even in the face of adversity. Personifying the best of the American spirit, Kelly is a homegrown hero who was a combat pilot in Iraq, an astronaut on four space shuttle missions, and commander of the final flight of Space Shuttle Endeavour. He has combined teamwork, leadership, communication and family in an unwavering commitment to succeed. Kelly shows audiences how to accomplish their mission, while maintaining the love and devotion to family that is the foundation of true success.
Get Ready for the Best ASHRM Annual Conference & Exhibition Yet!
ASHRM understands the importance of staying abreast of changes in our evolving industry. To meet this need, we’re rolling out new, enhanced programs at ASHRM 2013 that will arm you with the tools you need to develop your method of managing risk in the ever-changing healthcare environment.

Here’s a sneak peek at what you’ll discover during your four days at ASHRM 2013:

**New In 2013!**

**ANNOUNCING CONCURRENT SESSION EDUCATIONAL LEVELS** – ASHRM constantly strives to serve healthcare risk managers and patient safety professionals the most efficient, effective educational programs possible. As a result of recent efforts, the 2013 Concurrent Sessions will be offered according to the following levels:

★ **Foundation Level Sessions** – Material covered is foundational for effective healthcare risk management – processes, concepts, or idea(s) covered are at a level for participants new to the profession. The material is appropriate for participants with three years or less experience in the domain of practice covered in the session.

★ **Practitioner Level Sessions** – Material is designed for participants who have a working knowledge of the topic with a minimum of 3 years of experience in this domain of practice.

★ **Advanced Level Sessions** – Material is designed for participants who have a detailed knowledge of the topic and specific experience applying or using this knowledge in a professional capacity over a period of at least 10 years.

Go to the Concurrent Sessions chart on pages 18-19 for a glance at session offerings. Visit www.ashrm.org/annual for the complete session schedule!

**RESEARCH SESSIONS** – Grant winners from ASHRM’s newly launched Research Program will share results from their research.

★ **M-14** – Rebalancing Risk Management by Focusing on Solutions: Demonstrating the Potential of the Active Risk Control (ARC) Toolkit
   Alan J. Card

★ **M-19** – A Red-Flag Based Approach to Risk Management of EHR-Related Safety Concerns
   Dean Sittig

★ **M-31** – An Evidenced-Based Toolkit for the Development of Effective and Sustainable Root Cause Analysis
   Aaron Zachary Hettinger & Terry Fairbanks

★ **T-07** – The UPSIDE Project
   Jill Chmielewski

**WORKSHOPS** – Enjoy new breakout sessions formatted from several Concurrent Sessions including a Practitioner ERM session, Managing the Risks of ACOs, and a workshop on coverage issues.

★ **T-03** – New Risks in the Enterprise: Managing the Risks of ACOs
   Barbara Youngberg

★ **T-16** – So You Think You’re Covered: Analyzing and Understanding Different Coverage Options
   Amanda Mount, Ellen Quinn, James Brent & Gwen Stokes

★ **T-19** – Practitioner ERM Workshop
   Sheila Hagg-Rickert & Barb McCarthy

**Back By Popular Demand**

**BITE-SIZED LEARNING & MEET THE EXPERTS** – Education in an easy-to-digest format. Arranged in 20-minute segments, Bite-Sized Learning and Meet the Experts provide quick glimpses into timely topics such as Obstetrics & HRM, Medication Safety Tips, and ERM 101.

**NETWORKING IDEA EXCHANGE LUNCH** – Take a seat at a specialized learning table, each covering different issues that impact your on-the-job decision-making. The Networking Idea Exchange Lunch facilitates more insight-sharing, as well as enhanced and informal connections with your peers.

**MASTERS SERIES** – Enhance your career with advanced-level learning. If you’re a long-time ASHRM attendee, this year’s conference delivers exactly what you asked for: elevated education. By invitation-only, these hands-on workshops will examine risk in other industries and connect you with other HRM veterans.

**INNOVATION CENTER: ELECTRONIC POSTER SESSIONS** – ASHRM will spotlight organizations that are innovators in healthcare risk management through posters detailing these organization’s projects and accomplishments. The posters will be displayed on large touch screens in the Innovation Center. This presentation will shine a light on hospitals and organizations that have decreased preventable serious safety events, lowered their rate of hospital-acquired conditions and patient readmissions, and improved care quality and patient safety.
Education for Safe and Trusted Healthcare

Whether your institution is large or small, and whether you are starting out in your healthcare risk management career or have decades of experience under your belt, ASHRM 2013 educational sessions are designed to help you and your colleagues deliver safe and trusted healthcare. ASHRM continuously assesses its educational offerings to ensure that programs not only meet, but exceed the needs of today’s healthcare risk managers and patient safety professionals. The depth and breadth of ASHRM 2013 educational sessions is simply unmatched.

Be sure to visit the official conference website at www.ashrm.org/annual for full session descriptions and the complete conference schedule.

CLAIMS & LITIGATION

OBJECTIVE: The Claims & Litigation track brings forth strategies of prevention and lessons learned, in the journey to mitigate loss and establish a leading edge for healthcare systems.

M-01
Nurse Practitioner Liability Update with Case Studies
Robin Burroughs

M-09
Driving Down Claims: Tackling the Top Ten
Ann Gaffey & Jayme Vaccaro

M-17
A Picture: Is it Worth a Thousand Words, or Millions of Dollars?  
Roseann Brenner

M-25
Early Offer Gone Good, Early Offer Gone Bad
William McDonough & Patricia Hughes

T-01
2013 Aon/ASHRM Hospital and Physician Professional Liability Benchmark Study
Erik Johnson & Kristin Monopolis

T-09
Case Law Update 2013
John West

T-17
The Patient Grievance Process and Preserving Confidentiality in Litigation
Patrick Brennan & Suzanne Blundi

W-01
The Balancing Act: Strategies in Managing Claims with Physician Office Practices in Your Hospital Network
Brian LaSalle & Rosemary Cerimele

W-09
Emergency Department Liability
Andrew Kaufman, Tina Weinstein & Robert Meyer

For a full list of concurrent sessions and their descriptions, please visit www.ashrm.org/annual. Be sure to check back often for new additions!
CONCURRENT SESSION HIGHLIGHTS

Enterprise Risk Management

**OBJECTIVE:** These sessions will examine the utility and implementation of an Enterprise Risk Management program in your organization, understand the multifaceted application of risk management in a healthcare organization, and learn how to apply concepts within your organization.

**M-02**
Threat Management: What if it Were You?
Lee Ann Jones

**M-03**
Enterprise Risk Management – The Foundation – A Panel Discussion
Roberta Carroll, Faye Sheppard, Terri Kielhorn & David Sine

**M-10**
The Impact on Defense of Long-Term Care and Aging Service Providers: Risk Management Strategies on Effectively Writing Policies and Procedures
Jose Guzman & Steve Weiner

**M-11**
Minimizing Liability Risks of Robotic Surgery: A Proactive Approach
Francine Miranda & Carolyn Coleman

**M-18**
Understanding e-Patients: The Impact of Web Evolution on Healthcare Risk Management
Dann Brown

**M-19**
Research Session: A Red-Flag Based Approach to Risk Management of EHR-Related Safety Concerns
Dean Sittig

**M-26**
Diving into Enterprise Health IT Risks
Karen Zimmer & Carrie Tuskey

**M-27**
Reciprocal Session: Same Destination, Different Roles: Risk and Quality Partnering for Patient Safety
Sherry Mazer & Ellen Venditti

**T-02**
Surviving M&A: Due Diligence, Risk Management and Lessons Learned
Hala Helm, Libby Gardner & Linda Larkin

**T-03**
Workshop: New Risks in the Enterprise: Managing the Risks of ACOs
Barbara Youngberg

**T-10**
Another Hat, Imagine That!
Laurel Grisbach & Deanna Tarnow

**T-11**
Pediatric Abduction: An ERM Approach in Managing a High-Profile Event
John Ingrassia & Julie Jines

**T-18**
Industry Partner Panel: Data Analytics

**T-19**
Workshop: Practitioner ERM
Sheila Hagg-Rickert & Barb McCarthy

**W-02**
Conducting Investigations of Alleged Provider Misconduct: Getting to the Root of the Issues Without Collateral Damage
Douglas Mitchell

**W-03**
Bright-Side Horizon: The Hope and Promise of Next Generation Advanced Enterprise Risk Management
Jeff Driver & Grace Crickette

**W-10**
Enterprise Risk Management: Psychiatric Patients and General Medical Settings
Theresa Fawvor & Charlotte Koenig
LEADERSHIP DEVELOPMENT

OBJECTIVE: This track will help identify the enterprise risk and safety professional, as a leader, within the leadership structure of an organization, and recognize that preparation, management, ethics and mentoring are tools used to facilitate enterprise risk management.

M-04
The Perfect Storm: Will You Be Prepared?
Victor Klein & Marianne Ambookan

M-12
The Effect of Catastrophic Medical Events on Family, Healthcare Providers and Hospital
Marliee Clausing & Robert Tarver

M-20
Ethics in Risk Management: When “Legal” and “Compliance” Are Not Enough
Nancy Lamo, Jean Turvey & Erica Bush

M-28
A Data-Driven Hospital Risk Management Program
Theresa Vander Vannet

T-04
The Physician Factor: Unconventional and Highly Effective Approaches to Significantly Reduce Provider Liability
Stephen Friedrich & Cynthia Smith

T-12
Violence in Hospitals: A Growing Workplace Epidemic
Diane Doherty & Caroline Clouser

T-20
Invest in the Future: Mentoring and Developing the Next Generation of Risk Managers
Dana Orquiza & Elaine Ziemba

W-04
Root Cause Analyses—Fail!
Lisa Ramthun

W-11
Ethical Leadership Café: Promoting Compassion Satisfaction in Healthcare Organizations
Sarah Winch & Michael Sinnot

For a full list of concurrent sessions and their descriptions, please visit www.ashrm.org/annual. Be sure to check back often for new additions!
OBJECTIVE: Attendance in these sessions will help you gain an understanding of current major legal and regulatory initiatives facing healthcare providers today. Participating in this track will assist you with analyzing, developing and implementing compliance and risk management programs for your organization.

**M-05**  
Legislative & Regulatory Update 2013  
Daniel Groszkruger & Paul Smith

**M-13**  
Lessons Learned: Hep C Exposure to Potentially 5,000 Patients  
Katarina Kemper-Kelly

**M-21**  
MMSEA Section 111: One Year Later with Lower Reporting Limits  
Marla Ashford

**M-29**  
Patient Safety Organizations: Legal Developments and Compliance Guidance  
Michael Callahan

**T-05**  
Protection of Privileged Information Versus Compliance's Duty to Disclose  
Gary Harrell & Mary Nester

**T-13**  
Telemedicine and International Telemedicine, and the Risks That May Ensue  
Karen Mathura & Lauren Bicknese

**T-21**  
The Weakest Link: Managing Risk from Business Associates  
Michael Sacopulos & Valita Fredland

**W-05**  
Compliance, Credentialing and Quality in an Integrated World: Three Perspectives  
Mark Mattioli, D. Scott Jones & Richard Moses

**W-12**  
Affordable Care Act Readmission Penalty: Legal Ramifications to Hospitals  
Linnea Schram & James Holert
**OBJECTIVE:** The Patient Safety sessions will allow attendees to identify individual and organizational behaviors that undermine a culture of patient safety, and will provide interventions and tools to mitigate those risks.

**M-06**
Patient Safety: Developing Clinical Judgment in Transition to Practice RNs
Irene Kawashima & Aida Bucago

**M-07**
The Risk Case for Laborists in a Community Hospital
Lynn Kolokowsky

**M-14**
Research Session: Solutions-focused Risk Management with the Active Risk Control (ARC) Toolkit
Alan Card

**M-15**
Reciprocal Session: Safer Sign Out: Establishing a Higher Standard for Physician Handoffs and Team Communication
Drew Fuller & AnnMarie Papa

**M-22**
Rapid Risk Assessment: Office Practice Patient Safety
Kathleen Shostek & Brenda Wehrle

**M-23**
Industry Partner Panel: Risk Information Management and Its Impact on Patient Safety
Georgene Saliba

**M-30**
Favorable Outcomes Resulting from Patient Safety and Claims Management Initiatives
Julie Skarbinski & Kim Bixenstine

**M-31**
Research Session: An Evidenced-Based Toolkit for the Development of Effective and Sustainable Root Cause Analysis
Aaron Zachary Hettinger & Terry Fairbanks

**T-07**
Research Session: The UPSIDE Project
Jill Chmielewski

**T-07**
Integrating mHealth and Patient Safety: Where’s the App for That?
Julie Song & Rich Cahill

**T-14**
Simulation: Incorporating Team Training & Assessments to Promote Quality & Patient Safety in a Hospital Setting
Lisa Havens & Jose Pliego

**T-22**
Preventing Surgical Fires: Important Advances in Operating Room Safety
Soham Roy

**T-23**
Reciprocal Session: Institute for Healthcare Improvement

**W-06**
Case Study: Communication Breakdowns that Drive Diagnostic Failure in the ED
Dana Siegal & Gretchen Ruoff

**W-13**
Team IQ: Shifting the Paradigm from Individual Error Prevention to Teamwork
Martha White & Tim Connelly

**W-14**
Is Your Culture a Vulture? A Study of Methods to Identify Causative Factors and Design Solutions to Promote Awareness and Reliability
Mary Ott, Michael Leonard & Heather Gocke
OBJECTIVE: Sessions in this track will discuss the key risk financing issues in a particular practice setting.

M-08
Toxic Tail
Mary Anne Hilliard, Larry Smith & Dominic Colaizzo

M-16
ACOs: Coverage Design to Protect Your Bottom Line!
Michelle Hoppes, Cindy Oard & Rebecca Havlisch

M-24
The 411 On Your Actuarial Report: From The Loss Run to Meaningful Results
Richard Frese & Mindy Steichen

T-08
Interpreting Your Risk Exposures and Claims Data: What Every Risk Manager Needs to Know
Pamela Popp, Robert Blasio & Vincent Yezzi

T-16
Workshop: So You Think You’re Covered: Analyzing and Understanding Different Coverage Options
Amanda Mount, Ellen Quinn, James Brent & Gwen Stokes

T-24
Capitation Arrangements: The Risk That Dare Not Speak Its Name
Gregory Jackson & Brandy Boone

W-07
Industry Partner Panel: The CEO Wants to Do What? Managing New and Emerging Risks
Doug Borg

W-08
Reciprocal Session: IMAC

W-15
Impact of State and Federal Legislation on Medical Malpractice
Gregory Larcher

For a full list of concurrent sessions and their descriptions, please visit www.ashrm.org/annual. Be sure to check back often for new additions!
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<td>M-04 The Perfect Storm: Will You Be Prepared?</td>
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<td>M-12 The Effect of Catastrophic Medical Events on Family, Healthcare Providers and Hospital</td>
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<td>T-11 Pediatric Abduction: An ERM Approach in Managing a High-Profile Event</td>
<td>T-20 Invest in the Future: Mentoring and Developing the Next Generation of Risk Managers</td>
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<tr>
<td>T-17 The Patient Grievance Process and Preserving Confidentiality in Litigation</td>
<td>T-18 Industry Partner Panel: Data Analytics</td>
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<td>W-03 Bright-Side Horizon: The Hope and Promise of Next Generation Advanced Enterprise Risk Management</td>
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<tr>
<td>W-09 Emergency Department Liability</td>
<td>W-10 Enterprise Risk Management: Psychiatric Patients and General Medical Settings</td>
<td>W-11 Ethical Leadership Café: Promoting Compassion Satisfaction in Healthcare Organizations</td>
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**Monday**
- 9-10 a.m.: M-01
- 10:15-11:15 a.m.: T-01
- 11 a.m.-12 p.m.: T-09
- 1:45-2:45 p.m.: T-17
- 2-3 p.m.: T-07

**Tuesday**
- 8:45-9:45 a.m.: W-01
- 10-11 a.m.: W-09
- 10:15-11:15 a.m.: W-02
- 11 a.m.-12 p.m.: T-02
- 12:15-1:15 p.m.: T-01
- 1:45-2:45 p.m.: T-09

**Wednesday**
- 8:45-9:45 a.m.: W-03
- 10-11 a.m.: W-10
- 10:15-11:15 a.m.: W-04
- 11 a.m.-12 p.m.: T-07
- 12:15-1:15 p.m.: T-09
- 1:45-2:45 p.m.: T-17
- 2-3 p.m.: T-07
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<td>Favorable Outcomes Resulting from Patient Safety and Claims Management Initiatives</td>
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<td>Patient Safety Organizations: Legal Developments and Compliance Guidance</td>
<td>Research Session: An Evidence-Based Toolkit for the Development of Effective and Sustainable Root Cause Analysis</td>
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<td>The Great Discovery: The Patient Safety Culture Tipping Point</td>
<td>Interpreting Your Risk Exposures and Claims Data: What Every Risk Manager Needs to Know</td>
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<td>Simulation: Incorporating Team Training &amp; Assessments to Promote Quality &amp; Patient Safety in a Hospital Setting</td>
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<td>Tipping Point</td>
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<td>The Weakest Link: Managing Risk from Business Associates</td>
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Stop and Listen to the Music in Historic Austin!

We are excited about all the incredible educational and networking opportunities you will experience at this year’s ASHRM Annual Conference. We also hope you find some time, before or after the conference, to relax and unwind—and take advantage of the wonderful location.

The Annual Conference is being held at the Austin Convention Center, located in the heart of the Texas capital. It has a convenient downtown location, between the shores of Lady Bird Lake and historic Sixth Street.

Austin is a unique and beautiful city, offering music venues, recreation, arts, entertainment and great food. Surrounded by hills, valleys and Lady Bird Lake running right through the city, Austin is perfect for outdoor enthusiasts. You can enjoy a scenic stroll along the Lady Bird Lake Hike & Bike Trail, which covers more than 10 miles, or try a variety of water activities on the lake. Spend a memorable day at 358-acre Zilker Park and Barton Springs Pool, which includes a three-acre pool that is fed from underground springs and has an average year-round temperature of 68 degrees. The city also boasts memorable golf courses on the Austin Golf Trail.

Be sure to visit Sixth Street, Austin’s best known street, which is lined with historical buildings dating from the late 1800s and early 1900s. The famous street offers numerous art galleries, bars, casual cafes and upscale restaurants.

Austin’s Sixth Street is also host to what is known as “The Live Music Capital of the World,” where you will hear every genre of music—including jazz, blues, country, rock, hip-hop, beat, progressive, metal, punk and more.

Getting around the city is easy and affordable. Guests can take one of the public buses that make 3,000 stops around the city, or opt for the direct airport bus.

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<th>Must See Attractions</th>
<th>Distance from Convention Center</th>
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<tr>
<td>Sixth Street Music &amp; Entertainment District</td>
<td>1 block</td>
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<tr>
<td>Jogging Trails around Town Lake</td>
<td>4 blocks</td>
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<td>LBJ Presidential Library</td>
<td>5 blocks</td>
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<tr>
<td>Second Street Shopping District</td>
<td>6 blocks</td>
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<tr>
<td>Congress Avenue Bridge &amp; Bats</td>
<td>6 blocks</td>
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<tr>
<td>Warehouse Entertainment District</td>
<td>6 blocks</td>
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<tr>
<td>Texas State Capital</td>
<td>7 blocks</td>
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<tr>
<td>South Congress (SoCo) Shopping</td>
<td>1 mile</td>
</tr>
</tbody>
</table>
Enjoy Convenient and Luxurious Accommodations With Your Exclusive ASHRM Discount

**Hilton Austin**
500 East 4th Street  
Austin, Texas 78701  
$235 single/double

**Hyatt Regency Austin**
200 Barton Springs Road  
Austin, Texas 78701  
$198 single/double

**Courtyard Marriott/Residence Inn Austin**
Downtown Convention Center  
300 East 4th Street  
Austin, Texas 78701  
$229 single/double (Courtyard Marriott)  
$239 Studio Suite (Residence Inn)

**Four Seasons Austin**
98 San Jacinto Blvd.  
Austin, Texas 78701  
$265 single/double [city view]

**Hampton Inn & Suites Austin**
200 San Jacinto Blvd.  
Austin, Texas 78701  
$219 single  
$239 double

**Radisson Austin**
111 East Cesar Chavez Street  
Austin, Texas 78701  
$215 single/double

Rates are per room and subject to a 15 percent occupancy tax (subject to change).

**Hotel Reservations Procedure**
ASHRM is offering group rates at the ASHRM conference hotels only to conference attendees who register between Monday, June 3 and Wednesday, October 2.

To qualify for these group rates, hotel reservations can be made through the ASHRM Housing Bureau (online only) after registering for the conference. Details will be included with your conference registration confirmation. Requested room types are based upon availability at check in and not a guarantee.

**Confirmation Acknowledgements**
All acknowledgements are automatically sent to the primary guest’s e-mail address after each new reservation booking, modification or cancellation, within a few minutes of submission online. Review it carefully for accuracy. If you do not receive an acknowledgement via e-mail 24 hours after any transaction, please first check your spam folders.

If you have any questions concerning your room reservation, or do not receive an e-mail acknowledgement, please e-mail the ASHRM Housing Bureau at rcurrnan@austintexas.org or (866) 645-0605.

**Room Guarantees**
The ASHRM Housing Bureau will remain open through midnight (ET) Wednesday, October 2 and reservations must be booked by that date to take advantage of group rates. ASHRM cannot guarantee rates after October 2, when ASHRM room blocks may be released and the hotel may charge a significantly higher rate. Housing reservations must be completed online through October 2.

A credit card guarantee of one night’s room charge and tax is required with each online reservation. Credit cards must be valid through October 2013 to be considered a guarantee; you risk losing the reservation with an expired credit card. No cash or check deposits accepted.

**Room Cancellations/Changes**
The ASHRM room cancellation deadline is 48 hours prior to your arrival date. If you make a cancellation within the 48 hours, you will forfeit your one night deposit. Cancellations may be done online or directly with your confirmed hotel. Cancellations can be made online through Friday, October 18, 2013. After October 18 all changes must be made directly with your confirmed hotel.

**Exclusive Discounts**
ASHRM is offering special meeting discounts for all attendees of the ASHRM Annual Conference. Simply call (or have your travel agent call) one of our preferred airlines directly to receive these special fares.

To receive special fares on American Airlines, contact the AA Meeting Services Desk at (800) 433-1790 for assistance with reservations and ticket purchases, and mention promotion code 12H3AA. You may also go to www.aa.com and input the promo code to obtain the discounted fare.

For Delta Airlines reservations and ticketing, please call Delta Meeting Network reservations at (800) 328-1111, Monday through Friday, 7 a.m.-7:30 p.m. CT. Refer to File Meeting Code NMLXP.

For United Airlines ticketing, please call United’s Special Meeting Desk at (800) 521-4041 and refer to Meeting ID Number ZNN 2237398 to receive up to a 15 percent discount off applicable fares, including First Class.

**Car rental discounts:** Special meeting rates negotiated with Hertz are available by calling (800) 654-2240 from within the United States, or (405) 749-4434 from outside the United States, and giving the reservationist the meeting number CV#03AB0009.
Just listen to what some of your peers have to say about their ASHRM conference experiences:

“This was one of the best conferences I have attended.”

“The Bite-Sized Learning presentations during the Exhibit Hall open hours were a valuable addition to the Annual Conference.”

“The closing speaker was excellent! I appreciated the sessions on the impact of healthcare reform—very timely!”

“The conference exceeded my expectations. Networking opportunities were great, and I met a number of knowledgeable individuals who increased my knowledge of patient safety and risk management.”
The Annual Conference & Exhibition is the most-attended ASHRM event of the year. Join nearly 2,000 engaged, informed and invigorated peers at ASHRM 2013, October 27-30, in Austin, Texas!

ASHRM 2013 will empower you to:

★ **PREPARE** for the changing healthcare environment with a choice of 70-plus educational sessions.

★ **EARN** valuable continuing education credits.

★ **LEARN** from industry experts including futurist Ian Morrison and Captain Mark Kelly!

★ **SHARE** HRM success stories with colleagues in the Innovation Center.

★ **CONNECT** face-to-face with peers during networking meals and receptions.

Here’s just a sampling of what ASHRM 2012 attendees had to say:

“Using information from the education sessions, I was able to set five goals for next year. The conference inspired me, and I hope to make a positive impact with what I learned.”

“Glad to see the addition of all the Patient Safety courses! The ASHRM App for my phone was also awesome; I loved the things I could do with it.”

“This conference exceeded my expectations!”

“As a new Risk Manager, I learned a lot!”

**READY TO REGISTER?**

Sign up online and:

★ Rest assured that your payment information is secure.

★ Enjoy a quick and easy registration process.

★ Receive instantaneous registration confirmation.

Register before the September 15 Early Bird deadline and SAVE $100!

Visit [www.ashrm.org/annual](http://www.ashrm.org/annual) to register now.

See You In Austin, Texas!
At ASHRM, we’d like to extend a special thanks to the organizations whose support provides an even stronger foundation for this year’s conference. Be sure to connect with these companies to learn more about their role within the HRM community and how their services can enhance your risk management and patient safety efforts.

**GOLD SPONSOR**

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**SILVER SPONSORS**

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**BRONZE SPONSORS**

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![CNA logo](image)  
![Dialog Medical logo](image)  
![Willis logo](image)

**SUPPORTER**

![RISolutions logo](image)
ASHRM 2013 provides a venue for you to connect and network with more than 100 exhibitors. You can learn about new products and services in the field, view product demonstrations, explore new partnerships and meet vendors you work with on a regular basis. Insurance professionals, consultants and providers of other products and services will be on hand to share information to enhance the work that you do.

If you are interested in becoming a sponsor or exhibitor and helping your fellow attendees take advantage of ASHRM’s stimulating and rewarding Annual Conference, contact Mary Michalik at (312) 541-0567. Exciting opportunities are still available to be part of the profession’s largest trade show.
A full 2013 ASHRM Annual Conference & Exhibition registration includes:

- Welcome Reception and Exhibit Hall Opening
- Admission to all education sessions and the Exhibit Hall
- Three networking breakfasts
- Two networking luncheons
- One coffee break and one cocktail networking reception
- Opportunities to earn continuing education credit
- Postconference, free access to the recorded sessions, with all concurrent sessions audio synced to PowerPoint slides

No one under age 21 may enter social functions or the Exhibit Hall.

Group Discount
ASHRM offers a 10 percent discount off the member or nonmember rate for groups of 20 or more registrants from the same organization. All group registrations must be submitted together with one payment—one credit card or check—to qualify for the discount.

Substitutions
Registrants unable to attend may send an alternate. If the alternate is not a member of ASHRM and the original registrant is a member, the nonmember differential must be paid.

Confirmation and Accommodations Link
If the registrant provides a fax number or e-mail address, confirmation of registration will be e-mailed or faxed within 48 hours of receipt of registration. For questions about confirmations, call ASHRM at (312) 422-3980.

Note: Your confirmation will include a link to make your hotel reservation.

Cancellation Policy
Registration fees, less a $100 cancellation fee, are refundable if written notice is postmarked no later than 10 business days before the meeting date—before Sunday, October 13. **No refunds after October 13.** All cancellation and refund requests must be made in writing to: ASHRM, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606; fax (312) 422-4580. **All refunds will be provided after the conference.**

ASHRM cannot be held liable for nonrefundable airline tickets or hotel room deposits.

ASHRM reserves the right to reschedule or cancel a program because of an insufficient number of registrations, or to close registration when programs are full. ASHRM may cancel a program when circumstances beyond ASHRM’s control—including, but not limited to, acts of nature, governmental authority or war in the United States—make it impractical or impossible to host the program or may put participants in harm’s way. In such cases, ASHRM will refund the registration fee paid by the registrant.
**REGISTRATION FORM**

2013 ASHRM Annual Conference & Exhibition

October 27-30, 2013 • Austin, Texas

**You may also register online at www.ashrm.org/annual**

Check appropriate boxes:
- ASHRM Member No. __________
- Nonmember
- First-time attendee

Exhibitors: Use the form included in your service manual kit.

Payment must accompany registration. Please print. Fields marked with an * are required.

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<th>First name</th>
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Designations (Check no more than three boxes)
- RN
- JD
- CPHRM
- FASHRM
- DFASHRM
- ARM
- Other

* Title

* Firm/organization

* Street address

* City * State * ZIP

* Country * E-mail address

* Phone    Fax

Care Setting
- Hospital
- Long-Term Care
- Physician Practice
- Ambulatory
- Consultant
- Industry
- Other

Job Scope
- Patient Safety
- Clinical Risk Management
- Claims Management
- Risk Financing
- Enterprise Risk Management
- Other

**Concurrent Session Selection**

Circle the sessions you are likely to attend. Indicating preferences helps determine the appropriate size room for each session. This does not guarantee a reservation; admission is offered on a first-come, first-served basis. ASHRM may deny entrance to any session to ensure fire code compliance.

For the complete list of sessions, visit www.ashrm.org/annual.

**Monday** (Please circle)

9-10 a.m.
- M-01
- M-02
- M-03
- M-04
- M-05
- M-06
- M-07
- M-08

10:15-11:15 a.m.
- M-09
- M-10
- M-11
- M-12
- M-13
- M-14
- M-15
- M-16

1:45-2:45 p.m.
- M-17
- M-18
- M-19
- M-20
- M-21
- M-22
- M-23
- M-24

3-4 p.m.
- M-25
- M-26
- M-27
- M-28
- M-29
- M-30
- M-31

**Tuesday** (Please circle)

11 a.m.-12 p.m.
- T-01
- T-02
- T-03
- T-04
- T-05
- T-06
- T-07
- T-08

2-3 p.m.
- T-09
- T-10
- T-11
- T-12
- T-13
- T-14
- T-15
- T-16

3:30-4:30 p.m.
- T-17
- T-18
- T-19
- T-20
- T-21
- T-22
- T-23
- T-24

**Wednesday** (Please circle)

8:45-9:45 a.m.
- W-01
- W-02
- W-03
- W-04
- W-05
- W-06
- W-07
- W-08

10-11 a.m.
- W-09
- W-10
- W-11
- W-12
- W-13
- W-14
- W-15

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**Registration Fees**

<table>
<thead>
<tr>
<th></th>
<th>By 9/15</th>
<th>After 9/15</th>
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<tbody>
<tr>
<td><strong>Annual Conference</strong></td>
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<tr>
<td>ASHRM member</td>
<td>$675</td>
<td>$775</td>
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<tr>
<td>Nonmember</td>
<td>$825</td>
<td>$925</td>
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<tr>
<td>Full-time Student</td>
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| **Guest Fees**         |         |            |
| Welcome Reception &    |         |            |
| Exhibit Hall opening   | $85     | $85        |
| Exhibit Hall Monday    | $150    | $150       |

**Pre-Conference Programs**

(You may only register for one pre-conference program)

- HRM Certificate Program: Essentials Module
  - ASHRM member: $625
  - Nonmember: $725

- HRM Certificate Program: Applications Module
  - ASHRM member: $625
  - Nonmember: $725

- HRM Certificate Program: Advanced Module
  - ASHRM member: $625
  - Nonmember: $725

  - ASHRM member: $625
  - Nonmember: $725

- Patient Safety Curriculum Certificate Program: Part II
  - ASHRM member: $625
  - Nonmember: $725

- CPHRM Exam Prep Course
  - ASHRM member: $225
  - Nonmember: $250

**Join ASHRM and Save $150**

Join ASHRM now and save $150 on Annual Conference registration. Annual ASHRM Membership is $149 and guarantees best rates to the conference, as well as additional ASHRM educational offerings and product discounts.

**Payment**

<table>
<thead>
<tr>
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<th>Total amount due</th>
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<tbody>
<tr>
<td>ASHRM Membership</td>
<td>$149</td>
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</tbody>
</table>

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**How To Register**

Mail: Use this form with check payable to ASHRM and mail to:
ASHRM Annual Conference, 75 Remittance Drive, Suite 1976, Chicago, IL 60675-1976

Online: With credit card, visit www.ashrm.org/annual and click on the registration button.

Fax: Send this form to (805) 654-1676. Include credit card number and expiration date, along with signature for processing.

Check one: ☐ Visa    ☐ MasterCard    ☐ American Express

Credit card No.

Exp. date

Signature (This line must be signed for acceptance.)

☐ Check box if you need special assistance.
See You In Austin, Texas!

EVEryone is a Risk Manager

www.ashrm.org/annual