Conference Schedule

March 7 - 9, 2018
NAPA VALLEY MARriott HOTEL & SPA
3425 SOLANO AVE., NAPA, CALIFORNIA
The 2017 - 2018 Board of Directors of CSHRM proudly welcomes you to the 37th Annual Educational Conference ("The Power of Partnerships: Making Connections") 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's Board of Directors and our Speakers hope and believe that you find the 2018 Conference to be a rewarding and worthwhile event.

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**Welcome to the Conference – Introductory Remarks**

*Jon Corr, Esq.* - CSHRM Board President

**Enterprise Risk Management: Operationalizing the Theory**

*Terri Kielhorn, Esq.* - Dignity Health Corporate

Our speaker will draw upon her experience as a healthcare risk manager to discuss the application of Enterprise Risk Management (“ERM”) principles in health care organizations. She will focus on the benefits and challenges of implementing ERM in healthcare using real-life examples.

**Consent and Privacy Rules for Foster Youth and Wards of the Juvenile Court**

*Rebecca Gudeman, Esq.* - National Center for Youth Law

A minor child has been admitted to your pediatrics unit. The biological parents are there, the foster parents are there, and the probation officers/social workers are there. Who can you discuss the child’s medical condition with? Who can legally provide consent for the child’s care? Does it depend on the age of the child? The nature of the treatment needed by the child? Whether a hearing has been held in the juvenile court? Our speaker will explain the legal differences between foster youth and wards of the juvenile court, and walk us through the rules that apply to confidentiality and consent for each of these minors.

**Social Media Background Investigations: A Critical Element in Claims Evaluations**

*Jayme Vaccaro, Esq.* - Sedgwick Claims Management Services

From a young physician’s Uber tantrum gone viral to an allegedly “blind” plaintiff who has a great basketball shot, social media can reveal the good, the bad and the ugly in your medical malpractice claim. Social media investigations are no longer an optional part of your claims evaluation. Our speaker will discuss the need, costs and potential downsides of conducting social media background investigations on plaintiffs and their family/friends, witnesses and others. Don’t risk having the plaintiff’s attorney know more than you do about your witnesses, experts and defendants! Our speaker will also discuss the risk manager’s role in managing social media risks.
**Consent for the Unrepresented Patient**

Mark Reagan, Esq. - Hooper, Lundy & Bookman

How do you obtain consent for a patient who lacks capacity and has no friends or family? Our speaker will talk about determining capacity, potential surrogate decision-makers, options in acute care and skilled nursing settings (including Probate Code Section 3200 proceedings and county conservators), the role of the interdisciplinary team, current litigation, community practice (CMA/CHA model policy), and legislative attempts to deal with the problem.

**Welcome Reception**

CSHRM invites all Conference attendees to meet and socialize with each other and the CSHRM Board.
Health care professionals have a role to play in addressing the opioid crisis while at the same time helping patients manage pain. Our speaker, a physician who is Board-certified in Anesthesiology and Pain Medicine, has more than 25 years’ experience treating patients with complex chronic pain problems. He will discuss risk the evolution of the current problem from a clinical perspective while reviewing strategies for risk identification and mitigation. An introduction of assessment tools; treatment agreements, compliance monitoring; and best practices for Chronic Opioid Therapy will be discussed.

Day Two Welcoming and Opening Remarks
Jon Corr, Esq. - CSHRM President

Opioid Management: What You Should Know
William G. Brose, M.D. - Office of William G. Brose, M.D.

Effectively Collaborating with your Risk Partners to Achieve Compliance
Sheryl Vacca - Providence St. Joseph Health

Medical Board Enforcement Activities: A Regulator’s Perspective
Kimberly Kirchmeyer - Medical Board of California

Protection of the public is the highest priority of the Medical Board of California (MBC) in exercising its regulatory and disciplinary functions. MBC recognizes that high-quality medical practice includes patient access to appropriate, safe and effective pain management. At the same time, the Centers for Disease Control and Prevention has declared prescription drug abuse to be a nationwide epidemic. Drug overdose is now the leading cause of accidental deaths, exceeding deaths due to motor vehicle accidents. The MBC Executive Director will describe MBC’s role in providing guidelines for prescribing controlled substances for pain and recommended recordkeeping, monitoring licensees’ prescribing, and enforcement and disciplinary actions it may take to keep California patients as safe as possible.
**Day Two Schedule - Continued**

1:15 - 2:45 p.m.  **Human Trafficking Identification and Response**
Grand Ballroom  **Ronald Chambers, M.D.** - Dignity Health, Methodist Hospital

Dignity Health has started a unique program to address human trafficking in the communities it serves. Our speaker, a Family Medicine Residency Program Director, will explain how to identify victims of human trafficking; provide a medical safe haven for them while collaborating with partners from law enforcement, legal and other aid groups; and develop an approach treating the medical and psychological scars that victims may carry with them for years. Learn how your facility can build a workforce of health professionals trained to recognize human trafficking victims and who can play a vital role in their recovery moving from victim to survivor.

2:45 - 3:00 p.m.  **Afternoon Break**
Grand Foyer  Enjoy a afternoon snack, mingle with colleagues and visit our Sponsors/Exhibitors

3:00 - 4:15 p.m.  **Managing the Emergency Patient with Behavioral Health Needs**
Grand Ballroom  **Linda Garrett, Esq.** - Garrett Consulting Group, LLC

Patients with behavioral health needs are seeking emergency department care in increasing numbers. This session will describe the laws about involuntary holds that apply to designated and non-designated facilities (24 hours vs. 72 hours); the role of law enforcement; county and hospital variations in managing involuntary holds; EMTALA risks for patients with psychiatric issues; and confidentiality laws that govern mental health treatment (LPS, CMIA, HIPAA).

4:15 - 5:15 p.m.  **Is That a Service Animal or Just Your Pet Chihuahua?**
Grand Ballroom  **Liz Stallard, Esq.** - Downey Brand, LLP

Service animals, emotional support animals, pets: Can you tell the difference? Do you have to allow them in your facility? What are the limits to access? These animals are becoming an increasing focus of legislative bodies - and discrimination claims. Our speaker will explain the relevant laws, patient and family rights, government investigation processes, and your rights and duties.

5:30 - 7:00 p.m.  **President’s Reception**
Patio/Pool Area

Generously Sponsored by:

8:30 - 11:30 p.m.  **The “After Party”**
Atlas & Castle Peak Rooms  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 our Mega Hit song “Rumors”. Come enjoy a drink, music, dancing and a lively time with your CSHRM colleagues
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
<th>Speaker(s)</th>
<th>Organization</th>
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<tbody>
<tr>
<td>7:00 - 8:00 a.m.</td>
<td><strong>Full Breakfast</strong></td>
<td>Grand Foyer</td>
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<td></td>
<td>Enjoy a wonderfully prepared breakfast with your CSHRM friends and colleagues</td>
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<td>8:00 - 8:15 a.m.</td>
<td><strong>Day Three Welcome and Opening Remarks</strong></td>
<td>Grand Ballroom</td>
<td><strong>Jon Corr, Esq.</strong> - CSHRM President</td>
<td>CSHRM President</td>
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<td>8:15 - 9:15 a.m.</td>
<td><strong>Cal/OSHA Workplace Violence Prevention Regulations</strong></td>
<td>Grand Ballroom</td>
<td><strong>Gail Blanchard Saiger, Esq.</strong> - California Hospital Association</td>
<td>Cal/OSHA has developed comprehensive healthcare workplace violence prevention (WVP) regulations that apply to hospitals, skilled nursing facilities, congregate living facilities, firefighters and paramedics, home health, hospice, drug treatment programs and others. Our speaker will explain the details of the regulations and provide practical information on how to implement a WVP plan.</td>
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<td>9:15 - 10:15 a.m.</td>
<td><strong>Care for the Caregiver</strong></td>
<td>Grand Ballroom</td>
<td><strong>Linda Ubaldi, R.N.</strong> - Dignity Health</td>
<td>Dignity Health</td>
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<td>The crisis is over - or is it? You have completed the debriefing, the root cause analysis, the documentation, and the reporting. But, what about the affected staff members? Learn about the Dignity Health “We Care” program, which helps staff dealing with the aftermath of adverse events, workplace violence, and other stressful situations.</td>
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<td>10:15 - 10:30 a.m.</td>
<td><strong>Morning Break</strong></td>
<td>Grand Foyer</td>
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<td>Enjoy a final chance to grab a snack, mingle with colleagues and visit our Sponsors and Exhibitors</td>
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<td>10:30 - 11:30 a.m.</td>
<td><strong>Legislative and Regulatory Update</strong></td>
<td>Grand Ballroom</td>
<td><strong>Susan Penny, J.D.</strong> - UCSF Medical Center</td>
<td>UCSF Medical Center</td>
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<td>This 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.</td>
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<td>11:30 a.m.</td>
<td><strong>Final Remarks, Thanks and Adjournment of Conference</strong></td>
<td>Grand Ballroom</td>
<td><strong>Jon Corr, Esq.</strong> - CSHRM President</td>
<td>CSHRM President</td>
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The Board of Directors of CSHRM wish to thank those who have graciously and generously sponsored the 2018 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:

President’s Reception Sponsor

La Follette, Johnson, De Haas, Fesler & Ames

Founded in 1965, La Follette, Johnson, De Haas, Fesler & Ames is a statewide litigation firm of 55 attorneys specializing in defense of healthcare providers. The Firm serves clients all over Northern and Southern California, including San Diego, through its five offices. La Follette, Johnson represents many hospitals in Northern California in major exposure medical negligence cases. The state’s largest insurers, self-insured entities, and healthcare organizations call upon La Follette, Johnson to defend their most serious claims.

Conference Bag Sponsor

BETA Healthcare Group (BETA) is the largest professional liability insurer of hospitals on the West Coast and provides coverage to more than 250 hospitals and healthcare facilities. In addition, BETA provides workers’ compensation coverage for over 40,000 healthcare workers in California. BETA also has a long-established and growing commitment to physicians, providing medical professional liability coverage to over 6,000 physicians and more than 50 medical groups. Beyond primary liability and workers’ compensation coverage, BETA provides an entire suite of alternative risk and insurance services, including excess healthcare professional liability coverage, excess workers’ compensation coverage, third-party claims administration services, risk management consulting services and claims management consulting services. Whether with hospitals, medical groups, clinics or hospices, BETA has earned a reputation for financial strength, rate stability, quality service and breadth of coverage that is unparalleled in the industry.
As the world's leading insurance broker and risk advisor, Marsh is devoted to finding the opportunity in risk. With 24,000 employees and annual revenues approaching $5 billion, Marsh serves more clients in more industries worldwide than any firm in our industry. Our HealthCare Practice comprises more than 500 colleagues who provide risk management, risk consulting, risk financing, and technological solutions to organizations across the health care continuum. Our clients include for-profit and not-for profit hospitals; academic medical and research centers; managed care providers including HMOs and pharmacy benefit managers; senior housing services composed of assisted and independent living centers and long-term care residences; and more than 195 health care captives.

Safety National is a versatile alternative market insurance provider that offers a broad range of risk funding products through insurance agents and brokers. Founded in 1942, Safety National is the leading provider of excess workers' compensation coverage to self-insured employers and groups nationwide, and has provided that type of coverage longer than any other company in the United States. The company is licensed to provide workers' compensation insurance in all 50 states, the District of Columbia and Canada. Safety National is a member of the Tokio Marine Group and is rated “A” (Excellent), Financial Size Category XI, by A.M. Best.
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Chubb is a global insurance leader that is now the world’s largest publicly traded property and casualty group, with operations in 54 countries, exceptional financial strength, and a broad range of personal and commercial insurance products. At Chubb, we are committed to providing the very best insurance coverage and service to individuals and families, and businesses of all sizes.

Founded and led by physicians, The Doctors Company is relentlessly committed to advancing, protecting, and rewarding the practice of good medicine. With 80,000 members and over $4.6 billion in assets, The Doctors Company is the nation's largest physician-owned medical malpractice insurer. We partner with practices of all sizes to help them manage the complexities of today’s healthcare environment. And no matter how you practice, we’ll be there for you with expert guidance, resources, and coverage. That’s malpractice insurance without the mal. Learn more at thedoctors.com
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Dummit, Buchholz & Trapp is one of California’s most successful law firms in the areas of medical malpractice and hospital law, casualty and personal injury defense, and general business litigation. The Law Firm of Dummit Buchholz & Trapp is committed to defending the rights of hospitals, physicians, long term care facilities and other health care providers in claims of alleged medical malpractice, hospital negligence, nursing home negligence, or elder or dependent adult abuse. The firm represents clients in diverse industries ranging from healthcare and hotels to retail and fast food franchises. Dummit, Buchholz & Trapp has established itself as a firm that achieves successful results by stepping out of the mold when it comes to representing our clients. We are known for our responsiveness to clients, aggressive and imaginative litigation strategies, and reasonable costs. We hope you will take the time to analyze and compare our capabilities, methods and track records against other firms. You can be assured your legal needs will be met with a commitment to quality, individual attention, and results equaled by few, if any, law firms, regardless of their size or experience. For more information visit our website: dummitlaw.net

RL Solutions is a global company that designs comprehensive healthcare software for patient feedback, incident reporting & risk management, infection surveillance and claims management. With over 1,500 clients – including healthcare networks, hospitals and long-term care facilities – we pride ourselves on the long-lasting relationships we create. For more information, visit www.rlsolutions.com or follow @rlsolutions on Twitter.
Gold Level Sponsors

The Cooperative of American Physicians, Inc. was established in 1975 by a group of California physicians to manage the escalating cost of medical professional liability coverage. Two years later, CAP formed the Mutual Protection Trust, which today provides protection to nearly 12,000 of California’s finest physicians, and which has earned an A+ (Superior) rating from A.M. Best since 2006. CAP also offers medical professional liability protection to physicians practicing in large groups through the Cooperative of American Physicians Insurance Company, Inc., a risk retention group. CAPIC-RRG is rated A- (Excellent) by A.M. Best. For more information, visit: www.CAPphysicians.com.

Baker Manock & Jensen is one of Central California’s largest law firms. In operation since 1903, we are located in Fresno yet some of our specialty practices are statewide. We have a long and proud tradition of representing health care providers in a variety of matters, both in and out of the courtroom. We are also known for our expertise in industries other than healthcare, such as agriculture, food processing and manufacturing, and in certain disciplines such as water, tax, trusts and estates.

Founded in 1976, Athens Administrators delivers superior third party claims administration services and support for workers' compensation and liability claims. We have successfully administered claims for more than 40 years. Our clients include healthcare institutions, public agencies, regional businesses, insurance companies and Fortune 500 companies. Athens is headquartered in Concord, California maintaining offices throughout the state.

CHA’s goal is for every Californian to have equitable access to affordable, safe, high-quality, medically necessary health care. Only through high ideals and practical, progressive steps can the health status of Californians be improved. This challenge must be shared by all stakeholders, including individuals, employers, health care providers, payers and government. CHA’s mission is the provision of effective leadership and member participation, CHA seeks to develop consensus, establish public policy priorities, and represent and serve hospitals and health systems. In concert with its member organizations, CHA is committed to establishing and maintaining a financial and regulatory environment within which hospitals can continue to provide high-quality patient care.

Aon is the leading global provider of risk management, insurance and reinsurance brokerage, and human resources solutions and outsourcing services. Through its more than 72,000 colleagues worldwide, Aon unites to empower results for clients in over 120 countries via innovative and effective risk and people solutions and through industry-leading global resources and technical expertise. Aon has been named repeatedly as the world’s best broker, best insurance intermediary, best reinsurance intermediary, best captives manager, and best employee benefits consulting firm by multiple industry sources.

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NORCAL Mutual Insurance Company was formed by physicians in 1975 to provide the highest quality medical professional liability insurance products and services to its policyholder-owners. NORCAL Mutual insures nearly 20,000 physicians and other healthcare professionals in solo practice, medical groups, hospitals, clinics and allied healthcare facilities in California, Alaska and Rhode Island.

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Montage Health, a nonprofit company, is a collection - a montage - of entities designed to keep people healthy and connected. Preventive, restorative, palliative, and coordinated care. Many parts operating with a single, shared vision. The Montage Health family includes: Community Hospital of the Monterey Peninsula; Aspire Health Plan; Community Health Innovations; Montage Medical Group; Montage Wellness Center; Montage Health Foundation. So, whether it’s a pharmacist in our Intensive Care Unit, a physical therapist at one of our wellness centers, a medical assistant at Montage Medical Group, or a nurse at Hospice of the Central Coast, all 2,500 members of the Montage team share a single vision: Improving lives through delivering exceptional care and inspiring the pursuit of optimal health. Learn more at our website: www.montagehealth.org

Med-IQ We empower people at every level of the healthcare delivery system with the knowledge they need to continuously improve outcomes. As our country’s healthcare system continues its transition from a volume-based model to a value-based model, all areas of healthcare delivery organizations must adapt and advance in order to succeed and, ultimately, to improve patient outcomes. Sustained change and outcome improvement only comes when all elements of the system are aiming toward the same goals and aligned around how to achieve them. Med-IQ is the only accredited healthcare education company able to offer solutions throughout the healthcare delivery continuum - at every point where there is interaction with the patient. Whether between clinician and patient, organization and patient, or system and patient, the relationships that result in better outcomes are those where the patient is at the center and every care interaction is optimized through continued improvement and educational support. Learn more at our website: www.med-iq.com
Hinshaw, Marsh, Still & Hinshaw, LLP is dedicated to the representation of healthcare professionals. We are committed to protecting and defending the rights of professionals in medical malpractice and administrative law cases. We have a reputation for diligent preparation, uncompromising advocacy, and success at trial. While we are justifiably proud of our record of trial success, we have a proven track record of achieving our clients’ goals efficiently and effectively through aggressive discovery, pretrial motion practice and, when necessary, alternative methods of dispute resolution. We have decades of experience in the representation of healthcare professionals in Northern California. Our founding partner, Edward A. Hinshaw, began representing healthcare professionals in 1964. We have represented physicians, nurses, hospitals, outpatient surgery centers, public entities, and allied healthcare specialists in hundreds of jury, bench and administrative law trials. The practice of law, like healthcare, requires compassion, skill, expertise, knowledge and judgment. We treat each and every client with the highest level of commitment and attention. A lawsuit, licensing board accusation or credentialing dispute can bring tremendous stress to a hardworking professional. Our aim is to employ our experience, tenacity and results-driven approach to make the process as stress free and successful as possible. It is this approach that has earned our firm a reputation as a leader in healthcare defense. Learn more at: hinshaw-law.com

CSHRM's Board of Directors wishes to thank each and every one of this year's Conference Sponsors and each attendee for participating in the 2018 Annual Conference and making it a success. We hope that you all found this to be a rewarding, educational and worthwhile experience. The Board invests a lot of time, energy and effort to produce this Conference for the benefit of our members. We appreciate your support of and participation in CSHRM.

Thanks!
Let’s plan on meeting again next year at CSHRM’s 2019 Conference (March 6 - 8, 2019 @ the Marriott)
The CSHRM Board of Directors “Thank You” for attending our 2018 Annual Conference. Please drive home safe and have a wonderful remainder of 2018.

Continuing Education Information
The Compliance Certification Board (CCB)® has approved this event for 16.8 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.

This program has been approved for a total of 14.0 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.

This program has been approved by the National Association for Healthcare Quality (NAHQ) for 14.25 CPHQ continuing education hours.

CSHRM is also an approved CEU Provider (#4806) with the California Board of Registered Nursing. 14.0 contact hours will be awarded for this program.

Refund Policy
If an attendee needs to cancel at any time prior to the conference’s start, 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: A full refund of registrations fees, less a $50 cancellation fee.
- Cancellation 30-60 days prior to the conference: A 50% refund of registration fees.
- Cancellation less than 30 days prior to conference 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 1, 2018, 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.
California Society for Healthcare Risk Management
37th Educational Conference
“The Power of Partnerships: Making Connections”