

ENTERPRISE RISK MANAGEMENT for HOSPITALS

Learn from 14
Chief Risk Officers &
Senior Risk Managers

*Proven Strategies for Mitigating Threats, Containing Costs,
and Integrating Technology to Effectively Manage Risk*

February 25-26, 2008 • Hyatt Regency Atlanta • Atlanta, GA

Case Studies from:

- **Stanford University Medical Center**
- **University of Pittsburgh Medical Center**
- **Duke University Medical Center**
- **Bon Secours Health System, Inc.**
- **Vanderbilt University Medical Center**
- **Nemours Foundation**
- **Emory University – Emory Healthcare**
- **Christus Health**
- **Hospital Corporation of America**
- **Main Line Health System**
- **BJC Healthcare**
- **St. Louis Children's Hospital**
- **Arnall Gordon Gregory LLP**
- **Catholic Health Initiatives**
- **Children's Hospital of Atlanta**

Organized by:



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- **Transform** your risk management program from the top down to improve effectiveness
- **Optimize** your transparency and full disclosure policies
- **Safeguard** your facility against external threats and reduce unnecessary exposure
- **Integrate** emergency preparedness into risk management
- **Capitalize** on technology to improve patient consent procedures and reduce exposure
- **Understand** emergent trends in liability and tort reform and how they will affect you
- **Reassess** your captive insurance program
- **Improve** your facility-wide risk awareness in order to empower employees at all levels of responsibility
- **Utilize** the most current best practices to dramatically reduce risks stemming from electronic medical records

AND! Participate in the Interactive Panel Discussion –
**Risk Management Implications from Consumer Awareness,
Transparency, and Full Disclosure Policies**

DON'T MISS OUR EXCLUSIVE, IN-DEPTH, INTERACTIVE WORKSHOPS!

**Practical Methods to Hunt for Risk
(and figure out what to do with it once you catch it!)
Kathryn Wire, WIRE RISK STRATEGIES**

**Hospital Security Litigation Avoidance:
Raise Your Hospital's "Risk IQ"
Jeff Aldridge, SECURITY ASSESSMENTS INTERNATIONAL**

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ENTERPRISE RISK MANAGEMENT for HOSPITALS

Leading hospitals and health systems have found that by reassessing their risk management policies and implementing the multi-faceted enterprise model, they are far better equipped to prepare for and prevent threats, liabilities, and adverse events. The research team at WRG is delighted to announce this inaugural conference presenting over 12 evidence-driven case studies from the nation's risk management leaders that demonstrate the value of taking this holistic, proactive approach to dealing with risks and liabilities.

Over 12 Hospital Sharing Insights & Perspectives – All Under One Roof

Examining the gamut from liability mediation to effective patient communication, our real-world thought leaders share the requisite institutional and operational risks that you must address in order for your risk management to transform into a successful enterprise risk management model. The distinguished faculty provides best-practice case studies on how to:

- **Transform** your risk model – from the top down
- **Integrate** comprehensive management policies to deal with emerging risks
- **Capitalize** on the utilization of early offers in the next wave of arbitration
- **Reduce** risk exposure by optimizing your electronic medical records system
- **Capitalize** on captive insurance for ongoing financial and institutional stability
- **Improve** your disclosure and informed consent policies and streamline communication

Delivering 100% Real-World Experience

- **The Hospital Corporation of America** — Achieved dramatic reductions in risks and costs through its newest system-wide obstetric safety initiative.
- **The University of Pittsburgh Medical Center** — Developed a comprehensive mediation program that reduced the average cost per mediated claim from \$69,000 to \$23,000 in just two years.
- **Duke University Medical Center** — Implemented effective risk management strategies for its extensive telemedicine program enabling it to provide state-of-the-art specialty care across a wide, rural network.
- **Catholic Health Initiatives** — Created an empowering environment for its employees, allowing them to better understand adverse events and reduce the risk of recurrence.
- **Nemours Foundation, Children's Hospital of Atlanta, Christus Health, and Duke University Medical Center** — Reshaped their transparency and disclosure policies to resolve claims far more effectively and efficiently.

It's clear that risk management is a pressing concern for patient safety, quality improvement, and compliance stakeholders. Bringing a team of participants ensures that your organization reaps maximum benefits from this conference. Register a team of 3 people and the 4th member attends free! Register early and enjoy the greatest discounts! To register, call 800-647-7600 or 781-939-2438.

PS – Are you doing everything you can to protect your patients and resources? Register today to learn how to make your hospital safer and more efficient with enterprise risk management experts from over a dozen hospitals!

Who Should Attend

- Chief Risk Officers
- Chief Legal Officers
- Chief Compliance Officers
- Chief Executive Officers
- Chief Medical Officers
- Chief Operating Officers
- Chief Financial Officers

Medical Directors, Administrators, Vice Presidents, Directors, & Managers of:

- Risk Management
- Patient Safety
- Compliance
- Financial Risk
- Risk and Insurance
- Corporate Risk
- Insurance Services
- Claims
- Quality Improvement

Reducing and managing risk requires multistakeholder cooperation and collaboration. In order to gain the most from this event, team participation is highly encouraged!

**Register 3 and
the 4th attends free!**

WRG has applied to the American Society for Healthcare Risk Management (ASHRM) for continuing education credits. Please contact Kaitlin Jessing-Butz, Conference Director, for further details at (646) 723-8040 or kaitlin.jb@worldrg.com.

Hear what your colleagues say about WRG Healthcare Management Conferences

"I always learn something new that I can use in my organization."

Randy Lemay
Chief Financial Officer
LEXINGTON CLINIC

"A top-notch conference that is not afraid to take on the controversial hot issues of the day. Very informative."

Carolyn Wiegand
Manager, Infection Control
ST. RITA'S MEDICAL CENTER

"Good conference – very useful information."

Kathy Tyrell
Director Case Management
PRINCE WILLIAM HOSPITAL

TO REGISTER, PLEASE CALL 800-647

7:15 *Conference Registration & Continental Breakfast*

8:00 *Chairperson's Opening Remarks*

8:15 A Practical Implementation of the ERM Model: Emory University – Emory Healthcare

Nobody likes surprises. Enterprise Risk Management (ERM) takes the guesswork out of the risk assessment process, identifies opportunities for risk mitigation, and enables organizations to articulate their appetite for risk. The ERM process exposes system-wide trends and reveals internal “best practices” for proactively managing risk across the enterprise. This session examines:

- Benefits to be gained and barriers to overcome in implementing ERM
- How to build system-wide support for ERM
- The ERM organizational structure
- Risk identification and ranking
- Execution of risk management plans
- Guiding principles for responding to adverse occurrences



Shulamith Klein
Senior Director, Risk and Insurance Services
EMORY UNIVERSITY – EMORY HEALTHCARE



9:00 Electronic Medical Records: the Risk Management Perspective

This session examines the advantages and concerns for risk managers throughout the implementation and deployment of an electronic medical records system. Using the journey of Main Line Health System, which includes one rehabilitation and four acute-care hospitals, the presentation will trace risk issues and potential exposures throughout various stages of development and use. With a particular focus on the unexpected challenges along the way, it will be an invaluable case study for attendees in the early stages of EMR use.

Denise Barger, CPHRM, CPHQ, HEM
Corporate Director, Risk Management
MAIN LINE HEALTH SYSTEM

9:45 *Networking Break and Refreshments*

PANEL DISCUSSION

10:15 The Implications of Consumer Awareness, Transparency and Full Disclosure Policies for Risk Managers

A transparent, full disclosure policy, once the unthinkable for facilities involved in adverse events, is now a necessity. Now that healthcare consumers are more aware of risk and patient safety issues, forward-thinking hospitals can't afford not to have a clear plan of action for adverse events that keeps patients and families informed in a proper and timely manner.

These panelists will share their insights and journeys into implementing policies that embrace transparency and disclosure to increase trust and satisfaction and decrease time spent settling claims.

Linda Pilla, JD, MBA
Chief Risk Officer
NEMOURS FOUNDATION



Dale C. Hetzler, MSCM, JD
Vice President, General Counsel, and Chief Legal Officer
CHILDREN'S HOSPITAL OF ATLANTA



Randy Finley
System Director of Risk Management
CHRISTUS HEALTH



Douglas Borg, MHA, ARM, CPHRM, DFASHRM
Director of Insurance
DUKE UNIVERSITY HEALTH SYSTEM
President Elect 2008
ASHRM

11:15 Incorporating Emergency Preparedness into Enterprise Risk Management

This presentation is designed to identify a model for including emergency preparedness as a vital component of enterprise risk management. Although traditionally not considered a risk management function, recent national events have shown the value both from a risk and financial standpoint of a strong emergency preparedness program. A sound emergency preparedness program can ensure effective preparation, mitigation, and business recovery. Session highlights include:

- Exploration of a healthcare system model of Enterprise Risk Management
- How emergency preparedness is an integral part of the risk model
- Major accomplishments in emergency preparedness from successful response to large emergencies to passage of liability protection legislation for healthcare workers
- How a proactive emergency preparedness program can play a major role in financial recovery



Debbie Mays
Director of Risk Services
ST. LOUIS CHILDREN'S HOSPITAL
Director of Emergency Preparedness
BJC HEALTHCARE



12:00 Update on Optimizing Captives and Self-Insurance for Risk Management

Captives have long been used by healthcare entities with sufficient risk tolerance to effectively transfer risk at significantly reduced costs within an acceptable margin of risk appetite. Modernly, captive owners have optimized captive structures and operations to optimize risk management strategy.

This session will explore strategic possibilities to utilize a captive insurance vehicle to maximize overall financial return and captive participant objectives.

Jeff Driver, JD, MBA, DFASHRM
Executive Vice President & Chief Risk Officer
STANFORD UNIVERSITY MEDICAL CENTER



12:45 *Luncheon for Speakers and Delegates*

1:45 Leveraging Proactive Patient Communication to Minimize Risk and Improve Informed Consent

Nemours Foundation has taken a proactive stance on improving informed consent for its patients and families by implementing web-based, procedure-specific education programs to prepare patients and families for surgeries. This program is paired with an intranet-based consent form that will transfer to the patient's electronic health record. This session will highlight both the importance of full informed consent and the medical and legal outcome improvements that have resulted from this program, including:

- Increased patient and family satisfaction and comfort
- Optimal informed consent education – 100% of patients and families surveyed replied that the software improved their understanding of the procedure
- Improved processes and procedures for delivering and documenting informed consent while decreasing potential liability

Linda Pilla, JD, MBA
Chief Risk Officer
NEMOURS FOUNDATION

2:30 *Networking Break and Refreshments*

DELEGATE DISCUSSION

2:45 Emergent Legal Concerns for Electronic Medical Records and Effective Risk Management Processes

In this interactive, extended session, veteran healthcare attorney Tracy Field will lead all delegates in a practical discussion that will allow all involved to share their concerns, challenges, and tribulations regarding implementation and troubleshooting of electronic medical records systems. This open environment is designed to foster creative thinking and collaboration on this emergent area of risk management concern.



Tracy M. Field
Partner
ARNALL GOLDEN GREGORY LLP



3:45 **Telemedicine & Liability: What Risk Managers Must Know**

Rapidly improving technology continues to encourage the development of telemedicine programs all over the world. Because of its efficiency in providing cost-effective specialty care to underserved populations and geographic markets, it's not hard to understand the continued popularity of this care delivery method. However, risk management issues remain, and there are liability questions that remain unanswered. This session will examine these issues, including:

- Evaluating patient safety and clinical risk
- Potential insurance and liability issues
- Developing processes to address concerns relating to licensure, privacy, credentialing, technology, and financial compliance



Douglas Borg, MHA, ARM, CPHRM, DFASHRM
Director of Insurance
DUKE UNIVERSITY HEALTH SYSTEM
President Elect 2008
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4:30 **From Coordination to Collaboration to Integration: Bon Secours Health System's ERM Experience**

Bon Secours Health System's Enterprise Risk Management program is a result of a committed collaboration of all key stakeholders, including the Board of Directors and top administration. This presentation will focus on Bon Secours' experience to date and examine the importance of a unified approach to ERM. In particular, this session will detail:

- Steps taken including the securing of Board of Directors' and Senior Management's support
- The operating model used to ensure involvement of all key constituencies
- Lessons learned along the way



Sherry Brunner, CPHRM, NHA
Vice President, Risk and Insurance Services
BON SECOURS HEALTH SYSTEM, INC.



5:15 *Conclusion of Day One*

5:30 *Special, In-Depth Dinner Workshop (See Page 5 for Details)*

- Obstetric claims trends in Texas hospitals relative to those outside of Texas to show impact of Texas tort reform
- A comparison of HCA obstetric claim trends to industry benchmarks as identified in Aon's 2007 Benchmark Study
- A comparison of obstetric claim trends to trends within other clinical service areas of HCA



Jim Hinton
Vice President of Risk and Insurance
HOSPITAL CORPORATION OF AMERICA



10:00 *Networking Break and Refreshments*

10:30 **Maximizing Alternative Dispute Resolution**

Mediation has become an accepted, and in many instances the preferred method, of both plaintiffs and defendants to resolve medical malpractice claims. Although not every claim is suited to mediation, and many claims can be settled by direct negotiations between the parties, complex issues of medicine, valuation, and other issues lend themselves to resolution through the mediation process.

UPMC, in just over two years, has implemented a mediation program that has seen successful resolution of almost 90% of mediated cases. Since October 2004 through November 2007, UPMC has mediated 104 cases and settled 89 of them at the mediation session or shortly thereafter.

Mediation expenses averaged approximately \$75,000 less per case than the expenses in cases tried or settled. When this same analysis was done in February 2006, the savings averaged about \$65,000 less per mediated case.

This session will highlight the steps UPMC took to create this successful program.



Richard Kidwell, Esq.
Associate Counsel & Director of Risk Management
UNIVERSITY OF PITTSBURGH MEDICAL CENTER

11:15 **Understanding Current Trends in Medical Tort Reform**

As System Director of Risk Management for Christus Health, Randy Finley has been a leader in tort reform in Texas. This session will share the experience of the organization's participation in successful medical tort reform efforts in Texas. It will trace the impact of medical tort reform on both insurance markets and claims trends. Finally, it will give an update on active major tort reform efforts at both the national and state levels. Finally, the session will close with thoughts on how various factors impact the future of medical malpractice reform, including:

- Political and social issues
- Medical trends
- The state of the economy



Randy Finley
System Director of Risk Management
CHRISTUS HEALTH

12:00 **"We Don't Know What We Don't Know" – Empowering Employees to Prevent Adverse Events**

A key to preventing adverse events is to understand all of the facts and circumstances that can cause them. Employees want to do well, but must be empowered to succeed. Learning from those closest to an adverse event can be very powerful, but only if those employees are willing to step up. Discussion will focus on:

- Compassionate disclosure
- Non-punitive reporting
- Transparency
- Culture of safety
- Pay for performance



Mitch Melfi, Esq.
Senior Vice President & Chief Risk Officer
CATHOLIC HEALTH INITIATIVES



1:00 *Conference Concludes*

1:00 *Special, In-Depth, Post-Conference Workshop B (See Page 5 for Details)*

DAY TWO • Tuesday, February 26, 2008

8:00 *Chairperson's Recap of Day One*

PANEL DISCUSSION

8:15 **The Benefits of Early Offers**

Early offers may prove to be the next sea change in Alternative Dispute Resolution.

By carefully crafting policies that consider all the stakeholders, claims can be resolved faster and with greater satisfaction on each side. This panel will address the common roadblocks and challenges to adopting an early offers policy, as well as highlighting the benefits for all parties to be gleaned from it.



Jeff Driver, JD, MBA, DFASHRM
Executive Vice President & Chief Risk Officer
STANFORD UNIVERSITY MEDICAL CENTER



Kathryn Wire, JD, MBA, CPHRM
Principal
WIRE RISK STRATEGIES



Richard Kidwell, Esq.
Associate Counsel
Director of Patient Safety & Risk Management
UNIVERSITY OF PITTSBURGH MEDICAL CENTER

9:15 **Obstetric Safety Initiative: A Case Study in Effective Loss Prevention and Risk Management**

This session will focus on HCA's obstetric safety initiative from a risk management point of view. This system-wide program resulted in decreased number and severity of events in obstetrics, leading to substantial cost avoidance and improvements in quality care and patient safety. This session will examine:

- Improved obstetric claim frequency and severity trends since the inception of the initiative

Workshop A • 5:30 p.m. – 8:15 p.m.

Practical Methods to Hunt for Risk (and figure out what to do with it once you catch it!)

The nature of risk management in healthcare is constantly evolving.

Risk Managers and other healthcare executives must understand the changes and how a modern risk program can boost the ultimate success of their organization. Instead of waiting for risk to present itself, healthcare providers must look for it. This "hunt" involves several key factors:

What are we hunting for?

The enterprise risk approach expands horizons beyond liability to financial, legal/regulatory, reputational, human resources/staffing and operational threats. **This session will increase ERM understanding for both new and experienced participants.**

Where to hunt?

Incident reports, claims, and complaints are still valuable, but they must be examined for a broader

scope of threat. Also, surveillance must cover operational metrics and include interdisciplinary investigation. **Learn how to identify helpful resources.**

What tools will be most effective?

Existing reporting and risk-finding tools (incident reports, financial reports, environmental surveys, complaint documentation, root cause studies, etc.) are still key. However, expanded interdisciplinary conversations, focus groups, trained observations, and one-on-one interviews will yield more and better. **Learn how you can use them to identify both risk and opportunity.**

Who can hunt, and how do you get a license?

An experienced guide (Chief Risk Officer) will usually bring better outcomes, but without a broad base of support, even the best CRO will fail. **You will learn techniques to enlist a broad base of organizational support.**

What to do with it now that I have it?

You will learn strategies to analyze and address risks across boundaries.

ABOUT YOUR WORKSHOP LEADER:



Kathryn K. Wire, JD, MBA, CPHRM, FASHRM, is a speaker, consultant and author on patient safety and risk management with a particular interest in communication and conflict management processes for healthcare providers. Her background includes hospital clinical risk management, consulting and claim management for major health systems, malpractice defense litigation, and civil mediation training. She has contributed chapters to several health law and risk management books and has presented at a number of national risk management and health law conferences.



Special, In-Depth, Post-Conference Workshop • Tuesday, February 26, 2008

Workshop B • 1:00 p.m. – 3:30 p.m.

Hospital Security Litigation Avoidance: Raise Your Hospital's "Risk IQ"

Experience has shown that legal claims against hospitals are usually based on two separate theories. Most cases involve a hospital's duty to take reasonable actions to prevent foreseeable harm to those in its care. In cases involving hospital security, the plaintiff will allege that by not providing adequate security, the defendant hospital was negligent and in gross disregard of the patient's safety and security. The plaintiff will also allege that the act was outrageous, wanton, and a reckless conduct by the defendant, claiming that the hospital knew or should have known that its lack of security and/or protocols endangered the rights, safety and life of the plaintiff.

Many factors have to be taken into consideration when assessing the vulnerability of a particular hospital's liability exposure as well as understanding potential security threats. Emergency departments, maternity, and pediatric units are at the forefront of healthcare security litigation.

This can only be accomplished through a risk and/or vulnerability assessment. Learn how to identify the contributing factors that are problematic for Risk Management in the health care setting.

The workshop will focus on how to identify potential security threats facing healthcare providers today. The following issues and vulnerabilities will include, but may not be limited to the following:

- Parking lots and decks
- Emergency departments
- Maternity and pediatric units
- Behavior health locations
- You will identify factors that may place your hospital "In Harm's Way"
- Geographical locations that are problematic
- Crime demographics that may determine your threat exposure
- Access control — key to litigation avoidance
- Physical design that can expose your facility to unnecessary risk
- No Plan: no protection... violence in the workplace
- Essential employee awareness and education
- Policies and procedures: education is vital
- Physical security
- Previous history of sentinel events
- Viable security management
- Administration and management support

ABOUT YOUR WORKSHOP LEADER:



Jeff Aldridge is an internationally recognized healthcare security consultant and the nation's #1 expert on infant security. Jeff works with Fortune 500 companies in the design and development of state-of-the-art security products for the healthcare industry. He founded **SECURITY ASSESSMENTS INTERNATIONAL** in 1994 and continues to provide services for healthcare facilities throughout the U.S. and overseas. In addition, he serves as a consultant to the national media and law enforcement on infant security issues and has provided collaborative assistance to the National Center for Missing & Exploited Children. Over the past 16 years Jeff has assisted over 600 healthcare facilities throughout the U.S. and abroad with their healthcare security issue. He has been featured on ABC's *20/20*, as well as *PM Magazine*, a nationally syndicated television program. He can be reached by email at jeff@saione.com.



Some of the participants in past World Research Group Healthcare Management Series Conferences include:

MD Anderson Cancer Center	Baylor College of Medicine	Sacred Heart Hospital	Thompson Health	CGH Medical Center
Baystate Medical Center	Beth Israel Deaconess Medical Center	St. Elizabeth Medical Center	Baptist Health Care	Edward Hospital
Southwest General Health Center	Center	Mills Peninsula Health Services	Scottsdale HealthCare	Davis Memorial Hospital
Greater New York Hospital Association	Southwest General Health Center	Scripps Health	Dartmouth Hitchcock Medical Center	City of Hope National Medical Center
Tampa General Hospital	Cape Fear Valley Health System	St. Luke's Regional Medical Center	Washoe Health System	Mt. Diablo Medical Center
Boone Hospital Center	Peace Health	Thomason Hospital	St. Rita's Medical Center	Carilion Health System
Chenango Memorial Hospital	Sutter Roseville Medical Center	Bon Secours Memorial Regional	Chandler Regional Hospital	Alegent Health
John C. Lincoln Hospital	Orlando Regional Health Care	Fremont-Rideout Health Group	Northeast Medical Center	Rogue Valley Medical Center
St. Vincent Healthcare	St. Vincent Mercy Medical Center	Spring Valley Hospital Medical Center	North Mississippi Medical Center	Kootenai Medical Center
Universal Health Services, Inc.	CIGNA	Milliman Care Guidelines	Mercy Medical Center	John Muir Medical Center
	Ellis Hospital			



Presents:

ENTERPRISE RISK MANAGEMENT for HOSPITALS

Proven Strategies for Mitigating Threats,
Containing Costs, and Integrating
Technology to Effectively Manage Risk

February 25-26, 2008
Hyatt Regency Atlanta
Atlanta, GA

Learn how
Enterprise Risk Management
can bring genuine improvement
to your hospital!

Registration Information:

	Healthcare Facilities*		Standard Rate	
	Early Bird Rate Before January 11, 2008	Regular Rate After January 11, 2008	Early Bird Rate Before January 11, 2008	Regular Rate After January 11, 2008
Conference ONLY	\$1295	\$1595	\$1595	\$1895
Conference and 1 Workshop	\$1595	\$1895	\$1895	\$2195
Conference and 2 Workshops	\$1895	\$2195	\$2195	\$2495

*Special Discount Pricing for Healthcare Facilities!

Fee includes continental breakfast, lunch, refreshments, and conference documentation CD-ROM. Please make checks payable to WRG Research, Inc.

TEAM DISCOUNT: Register 3 team members from the same organization at the same time and the 4th team member attends **FREE!** (Valid only at regular registration rate.)

PAYMENT POLICY/SUBSTITUTIONS/CANCELLATIONS: Registration fees must be paid by February 12, 2008. Your registration may be transferred to a member of your organization up to 24 hours in advance of the conference. All cancellations received on or before February 12, 2008 will be subject to a \$195 administrative charge. We regret that no refund for cancellations will be made after this date. In case of conference cancellation, World Research Group's liability is limited to refund of the conference registration fee only. World Research Group reserves the right to alter this program without prior notice. All cancellations must be submitted in writing on or before 14 days prior to the conference date in order to receive a refund, minus cancellation fee.

SATISFACTION GUARANTEED: World Research Group stands behind the quality of its conferences. If you are not satisfied with the quality of the conference, a credit will be awarded towards a comparable World Research Group conference of your choice.

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Don't miss out on this opportunity to showcase your products and services to executives at the highest levels of risk management. Your competitors will be networking and selling their services to this targeted group, shouldn't you? For more information on sponsoring a Lunch, Cocktail Reception, Breakfast, Welcome Pack or Badges, please contact **Mark Bernard** at **646-723-8012** or **markb@worldrg.com**.

DOCUMENTATION CD-ROMS: If you are unable to attend the conference or you would like extra copies for your colleagues, you can order your conference documentation CD-ROM today. Don't miss out on the valuable information presented by industry leaders exclusively at this event. The CD-ROM is available for only \$150. Add \$50 for international shipments. The CD-ROM includes overheads, articles and presentations. Simply fill out the order form and the CD-ROM will be shipped to you 2 weeks after the conference occurs.

Top 5 Reasons to Attend This Conference

- Hear how **Stanford University Medical Center** has sustained the successful outcomes of its captive insurance company.
- Hear how **University of Pittsburgh Medical Center** has benefited from its mediation program to avoid lengthy and costly litigation reducing its cost-per-case from \$69,000 to \$23,000 in just two years.
- See how the **Nemours Foundation** has leveraged online communication programs to improve informed consent and patient satisfaction.
- Discover how **Emory University – Emory Healthcare** has undergone its top-down transformation to the enterprise model.
- Learn how **BJC Healthcare** has integrated key points of emergency preparedness into its risk management.

PLUS! Sign up for our fully-loaded, in-depth, conference workshops in order to maximize your on-site experience

**Practical Methods to Hunt for Risk
(and figure out what to do with it once you catch it!)**

**Hospital Security Litigation Avoidance:
Raise Your Hospital's "Risk IQ"**



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I would like to take advantage of the early-bird discount by registering before January 11, 2008.

I cannot attend. Please send me a Conference Documentation CD-ROM. Please send me future information via e-mail

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