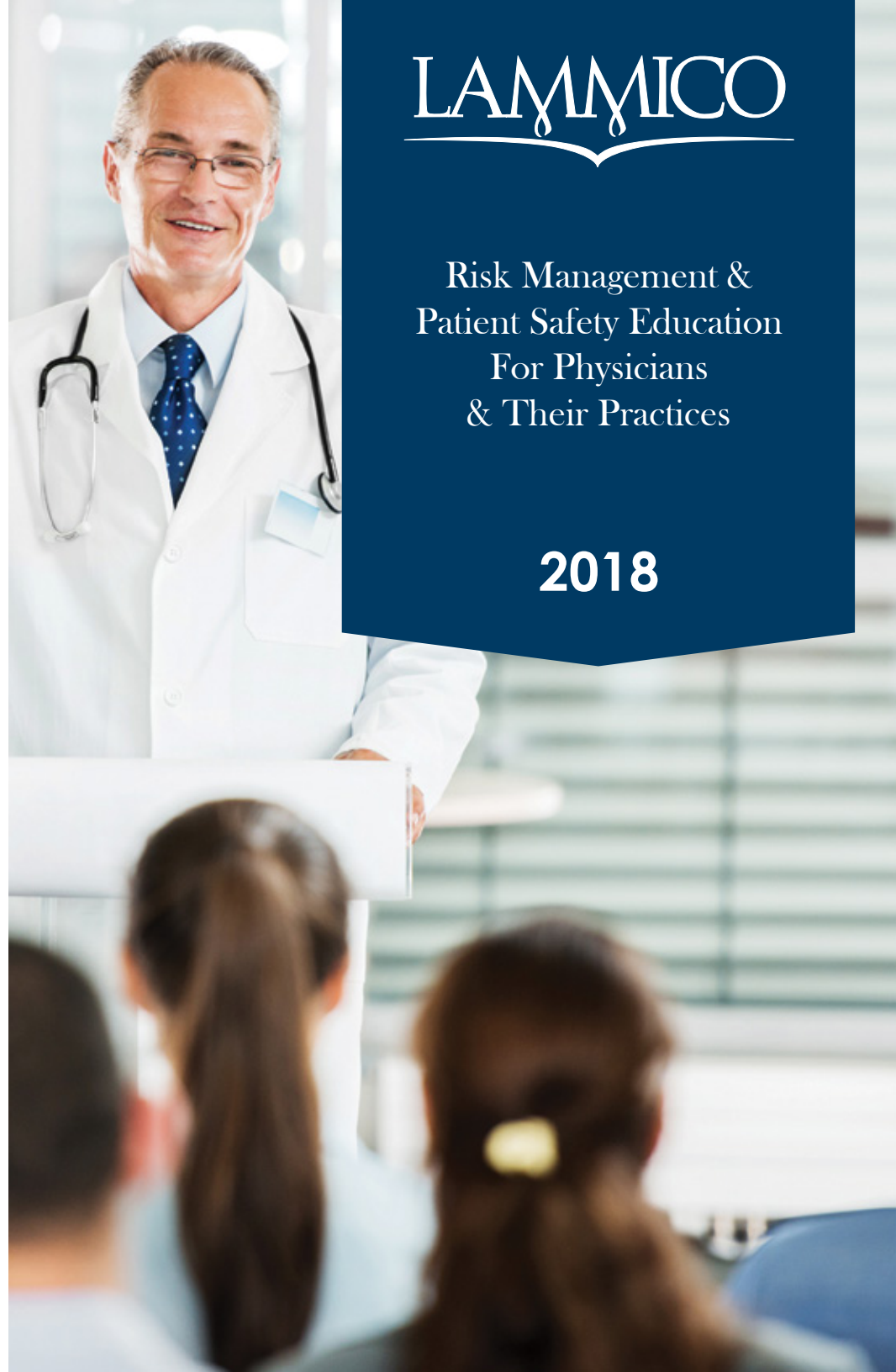




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LAMMICO

Risk Management &
Patient Safety Education
For Physicians
& Their Practices

2018

Please do not hesitate to contact members of the LAMMICO Risk Management and Patient Safety Department during regular business hours at 504.841.5211 for the following services:

- Telephone consultation for questions on mitigating malpractice risk in daily practice
- Litigation stress management and physician wellness
- Onsite risk assessment and personalized risk management recommendations
- Risk management intervention/tools
- Information regarding live lectures, online courses, LAMMICO website access and other risk management programs



One Galleria Boulevard, Suite 700
Metairie, Louisiana 70001-7510
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www.lammico.com

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LAMMICO

Risk Management Education Program



CME Accreditation Statement

LAMMICO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Accreditation with Commendation

The ACCME awarded LAMMICO Accreditation with Commendation, its highest national level of accreditation for continuing medical education providers. LAMMICO's Risk Management Continuing Education Program focuses on Risk Management and Patient Safety issues, which are continually reviewed for current medical and legal studies and findings.

10% Risk Management Premium Discount Opportunity

LAMMICO-insureds can also earn a discount toward their premium by successfully completing designated Risk Management activities. The Risk Management Premium Discount credit is a 10 percent credit on the basic limits portion of the LAMMICO premium applied in the insured's policy renewal year. The credit is awarded for successful completion of a total of two (2) risk management credit hours, either online or by attending live lectures. Please complete the activities at least 60 days prior to the first day of your renewal month to allow time for processing. Only Risk Management activities presented by LAMMICO or approved and designated by LAMMICO prior to attending will be accepted for Risk Management Premium Discount purposes.

ANCC Accreditation with Distinction

LAMMICO/Medical Interactive Community™ is accredited with distinction as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

CME/CNE Disclosure Policy

LAMMICO requires planners, speakers, faculty and all those who influence the content of a CME/CNE activity to disclose any financial relationships they have with commercial interests that are relevant to the activity. The disclosures shall be reviewed for any conflict of interest and subject to a mechanism to identify and resolve all conflicts of interest. A disclosure statement of relevant financial relationships will be made to the audience prior to the activity.



Procedural Rules for LAMMICO Live Events/Courses



1. Please place your signature next to your name on the sign-in roster. The only verification LAMMICO will accept for attendance is your signature placed at the time of attendance on the sign-in roster or a completed yellow information sheet at the time of attendance (See #2).
2. If your name does not appear on the sign-in sheet, fill out a separate yellow information sheet and give it to the LAMMICO representative at the sign-in table.
3. Participants are not allowed to sign in for others. Participants who sign in or complete a yellow sheet for anyone other than themselves will not receive risk management discount credit or any educational credit.
4. Physicians should claim only credit commensurate with the extent of their participation in the activity. Time spent should be rounded to the nearest quarter hour (e.g., 35 minutes would be rounded to ½ hour; 40 minutes would be rounded to ¾ hour; 20 minutes would be rounded to ¼ hour).
5. Participants who complete an educational activity more than once will not receive additional credit for the subsequent time(s). This applies to activities of the same title whether live lecture or internet.
6. LAMMICO will notify you of all dates, times and locations for educational activities statewide. Please mark your calendar with the dates you are interested in attending.

In the event of inclement weather, please check LAMMICO.com/lectures for event confirmation or feel free to call LAMMICO's Risk Management and Patient Safety Department at 504.841.5211 for a status update.

Maintenance of Certification (MOC)



Many of our physicians have turned to LAMMICO for help fulfilling their MOC requirements. We have submitted all applicable courses through the approval processes available to us and 99% of our submitted courses have been approved by at least one of the various participating medical specialty boards.

Each course approved lists the specialty boards that have approved the course in the description on our website. Please login to your LAMMICO Member account and proceed to the Medical Interactive Community™ site. You may select courses through the alphabetized listing or select your specialty. Check back frequently since new titles are added to our site often and specialty board reviews and approvals are ongoing.

If you are a diplomat of The American Board of Internal Medicine, The American Board of Pediatrics or The American Board of Anesthesiology, please provide us with your member identification number when you login for the first time. This gives LAMMICO permission to send your transcript of approved courses directly to the appropriate board.



Lecture I, The Patient Perception Priority: Communication, Compliance and Claims



Kenneth E. Rhea
M.D., FASHRM

LAMMICO designates this live activity for a maximum of one (1) *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

MARRERO	Tues., Feb. 6, 6-7 p.m. (Fonseca Auditorium) West Jefferson Medical Center, 1101 Medical Center Blvd.
METAIRIE	Thurs., Feb. 22, 6-7 p.m. (Esplanade I Room) Fri., Feb. 23, 12-1 p.m. (Esplanade I Room) East Jefferson General Hospital, 4200 Houma Blvd.
NORTH SHORE	Thurs., March 8, 6-7 p.m. (Mandeville/Covington Rooms) St. Tammany Parish Hospital, 1202 S. Tyler St.
THIBODAUX	Thurs., March 15, 6-7 p.m. (Medical Mall, 2nd Floor, Education Classroom A&B) Thibodaux Regional Medical Center, 602 N. Acadia Rd.
BATON ROUGE	Tues., March 20, 6-7 p.m. (Cypress Room #1) Crowne Plaza, 4728 Constitution Ave.
MONROE	Wed., April 11, 6-7 p.m. (Main Auditorium) St. Francis Conference Center, 309 Jackson St.
LAKE CHARLES	Thurs., April 19, 6-7 p.m. (Large Conference Room) Reeves Uptown Catering, 1639 Ryan St.
LAFAYETTE	Wed., April 25, 6-7 p.m. (Napoleon Room) Thurs., April 26, 12-1 p.m. (Tuscany Room) River Oaks Event Center, 520 E. Kaliste Saloom Rd.
SHREVEPORT	Wed., May 2, 6-7 p.m. (Magnolia Room) Thurs., May 3, 12-1 p.m. (Magnolia Room) Wyndham Garden, 1419 East 70th St.
ALEXANDRIA	Mon., May 7, 6-7 p.m. (Camellia/Wisteria Room) Best Western Inn Conference Center 2720 N. MacArthur Dr.
HAMMOND	Thurs., June 7, 6-7 p.m. (ODC Conference Room A) North Oaks Medical Center, E. Brent Dufreche Building 15790 Paul Vega MD Dr.
NEW ORLEANS	Thurs., June 14, 5:30-6:30 p.m. (Foucher Room) Touro Infirmary, 1401 Foucher St.

Lecture II, The Physician-Patient Relationship: When It Begins & When It Ends



Kenneth E. Rhea
M.D., FASHRM

LAMMICO designates this live activity for a maximum of one (1) *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

LAFAYETTE	Wed., June 27, 6-7 p.m. (Tuscany Room) Thurs., June 28, 12-1 p.m. (Tuscany Room) River Oaks Event Center, 520 E. Kaliste Saloom Rd.
METAIRIE	Tues., July 10, 12-1 p.m. (Esplanade 2 Room) Tues., July 10, 6-7 p.m. (Esplanade 2 Room) East Jefferson General Hospital, 4200 Houma Blvd.
HOUMA	Thurs., July 19, 6-7 p.m. (Medical Atrium Auditorium) Terrebonne General Medical Center, 8166 Main St.
MARRERO	Wed., July 25, 6-7 p.m. (Fonseca Auditorium) West Jefferson Medical Center, 1101 Medical Center Blvd.
BATON ROUGE	Thurs., July 26, 6-7 p.m. (Mississippi/Delta Room) Crowne Plaza, 4728 Constitution Ave.
MONROE	Wed., Aug 1, 6-7 p.m. (Main Auditorium) St. Francis Conference Center, 309 Jackson St.
NORTH SHORE	Thurs., Aug 23, 6-7 p.m. (Mandeville/Covington Rooms) St. Tammany Parish Hospital, 1202 S. Tyler St.
ALEXANDRIA	Thurs., Sept. 6, 6-7 p.m. (Camellia/Wisteria Room) Best Western Inn Conference Center, 2720 N MacArthur Dr.
NEW ORLEANS	Thurs., Sept. 13, 5:30-6:30 p.m. (Foucher Room) Touro Infirmary, 1401 Foucher St.
LAKE CHARLES	Thurs., Sept 20, 6-7 p.m. (Large Conference Room) Reeves Uptown Catering, 1639 Ryan St.
HAMMOND	Wed., Sept. 26, 6-7 p.m. (ODC Conference Room A) North Oaks Medical Center, E. Brent Dufreche Building 15790 Paul Vega MD Dr.
SHREVEPORT	Tues., Oct 2, 6-7 p.m. (Magnolia Room) Wed., Oct 3, 12-1 p.m. (Magnolia Room) Wyndham Garden, 1419 East 70th St.

Litigation Stress Management

LAMMICO designates this live activity for a maximum of two (2) *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This interactive activity is offered to LAMMICO physicians, mid-level providers and their spouses who are experiencing a malpractice claim. The speakers provide an overview of the litigation process and an appreciation of the toll it takes on healthcare providers and their families; promote open dialogue among the participants about the effects of litigation; and enable participants to share ways of coping with the stress of litigation.

The activity includes a dinner followed by a short film entitled, "Malpractice Litigation: Managing the Stress," followed by a discussion among the participants, facilitated by Dr. White and Dr. Rigamer.

LAFAYETTE	Wed., May 16, 6-9 p.m. (Napoleon Room) River Oaks Event Center, 520 E. Kaliste Saloom Rd.
HAMMOND	Wed., June 6, 6-9 p.m. (Hampton Meeting Room) Hampton Inn, 401 Westin Oaks Dr.
METAIRIE	Wed., July 18, 6-9 p.m. (Louisiana Room) LAMMICO, One Galleria Blvd. Suite 700
SHREVEPORT	Wed., Sept 5, 6-9 p.m. (Magnolia Room) Wyndham Garden, 1419 East 70th St.

Through its subsidiary, Medical Interactive[™], LAMMICO provides films, resources and tools to prepare healthcare providers to assist in their own defense, testify in depositions, and manage the personal and professional stress of litigation.

Physician Litigation Stress peer consultation is available upon request by calling LAMMICO's Risk Management and Patient Safety Department during regular business hours at 504.841.5211.



Frederick Jeff White, III
M.D., FACC, FCCP



Elmore F. Rigamer
M.D., MPA

Provider Well-Being: Burnout Strategies for Success

LAMMICO designates this live activity for a maximum of two (2) *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Stress in the healthcare setting is high. Studies across healthcare professions show increasing stress levels, and as many as 30% - 60% of providers meet criteria for burnout. Burnout contributes to a poor quality of life for healthcare professionals who are experiencing it. In addition, stress and burnout can affect quality of care and safety of patients. This activity offers strategies to reduce burnout and promote provider well-being.

It is recommended to take the Burnout Learner Assessment prior to attending. To access the Burnout Learner Assessment, please log in as a LAMMICO Member and proceed to online education.

METAIRIE	Tues., March 6, 6-8 p.m. (Louisiana Room) LAMMICO, One Galleria Blvd., Suite 700
BATON ROUGE	Tues., May 8, 6-8 p.m. (Mississippi Delta Room) Crowne Plaza, 4728 Constitution Ave.
SHREVEPORT	Thurs., Sept 6, 12-1 p.m. (Magnolia Room) Wyndham Garden, 1419 East 70th St.
LAFAYETTE	Tues., Sept 18, 6-8 p.m. (Tuscany Room) River Oaks Event Center, 520 E. Kaliste Saloom Rd.



Elmore F. Rigamer
M.D., MPA



Nancy Bushnell-Harper
MA, LPC,
LSUHSC Faculty

Online Continuing Medical Education (CME)



DIRECTIONS FOR FIRST-TIME USERS OF LAMMICO'S ONLINE EDUCATION:

1. Visit www.lammico.com/registration
2. Choose to register as a LAMMICO policyholder
3. Complete the registration form and log in
4. Select the "GO TO MI" button to access our CME/CNE education pages

For further assistance, please contact our Website Coordinator at 504.841.5242.

COURSE TOPICS



Professional Interaction



Diagnostic Error



Risk & Claims



Provider Burnout



Medical, Legal & Ethics



Quality Improvement



Perinatal



Medication Therapy



Practice Management

GENERAL TOPICS (FOUND IN ALL SPECIALTY CATEGORIES)

- Sports Concussion and Closed Head Injury
- Measuring and Improving Diagnostic Error: How EHR Can Help or Hinder
- Electronic Medical Records: How to Use Them With Maximum Safety
- Patient Safety and Health IT: A Complex Intersection
- Antibiotic Stewardship Strategies for Adult Outpatient Care
- Prescribing Controlled Substances
- New Developments in C. difficile Infection

ADULT PRIMARY CARE (INTERNAL MEDICINE AND FAMILY PRACTICE)

- Colorectal Cancer Screening: New Guidelines, New Options
- Intimate Partner Violence/Domestic Violence: Physician Strategies for Screening and Referral
- HIV Diagnosis and Treatment: What Should You Know?
- Cancer Screen Guidelines: A Tale of Two Tests, PAP and PSA

EMERGENCY MEDICINE

- ED Handoff Communications
- Ischemic Stroke in the ED: tPA and Endovascular Treatment Guidelines
- Sports Concussion and Closed Head Injury

GENERAL SURGERY

- Surgical Error – Underlying Causes: Lessons from Claims Data
- Innovations in Surgery: Informed Consent and Ethics

HOSPITALISTS

- Hospitalist Handoff Communications
- Hospital Medicine Risk and Claims

NEUROSURGERY

- Neurosurgery Risk and Claims
- Neural Implants in the Brain: The Ethical Implications

ORTHOPEDICS

- AAOS Guidelines for OA Knee: A Risk Management Review
- VTE Prophylaxis in Joint Replacement
- Hastening Surgery for Hip Fracture: How Fast is Fast?

PEDIATRICS

- Pediatric Asthma (3 part series)
- Slowing Antibiotic Resistance: Strategies for Outpatient Pediatrics

PERINATAL

- EFM Case Studies (18 topics)
- NCC EFM Certification Review Course
- Neural Implants in the Brain: The Ethical Implications

For complete list see [online courses](#).

Practice Solutions



DIRECTIONS FOR LOGGING IN TO PRACTICE SOLUTIONS

Members may access Practice Solutions by logging in at [LAMMICO.com/login](https://www.lammico.com/login).

Practice Solutions is LAMMICO's on demand collection of resources and services to help reduce malpractice and other risks, and help make the business of medicine more manageable. Information included in each focus area of Practice Solutions is chosen for its timeliness in the healthcare industry, relevance to our insureds and risk reduction potential. Services offered include:

Risk Reduction

Our Risk Management and Patient Safety Department offers a complimentary selection of Risk Management products and services to LAMMICO policyholders. These products and services are focused on reducing risk exposure in medical practices, enhancing patient safety, and improving workflow efficiency. These resources include:

TELEPHONE CONSULTATION SERVICES

Certified Risk Managers are available during regular business hours to answer questions on risks in the office practice. Healthcare providers and their office managers are encouraged to call for advice on key risk issues in the medical practice, such as:

- Dismissing/discharging a patient from the practice
- Documentation guidelines
- Tracking and follow-up
- Handling noncompliant patients
- Medical records: release, copy charges and retention of records

SIGN UP FOR PRACTICE SOLUTIONS eNEWS AT

news.lammico.com/email-subscription

PRACTICE ASSESSMENTS

Our Risk Management and Patient Safety Department offers a comprehensive practice assessment program to LAMMICO policyholders. Through onsite assessment of medical practices, Risk Managers evaluate key areas in the practice and provide tailored recommendations to reduce practice risk and improve patient safety. Risk Managers are available to provide onsite education presentations specific to assessment findings. Areas covered in the practice assessment include:

- Documentation
- Informed consent
- Patient education
- Patient tracking and follow-up
- Referral and consultation

CYBER SECURITY

LAMMICO has partnered with NAS CyberNET®, a cyber risk management resource center with sample policies, incident response plans, compliance and training materials.

HIPAA

HIPAA compliance services include risk management consultation, sample policies, procedures, templates, checklists, privacy and security training resources and requirements.

Business of Medicine

QUALITY PAYMENT PROGRAM

Our quality payment program offers consultation for interpreting the regulations and policies as well as education on selecting measures. Practice managers can complete our online self-assessment or have an in person consultation with our Practice Management specialists.

REVENUE CYCLE MANAGEMENT

Our revenue cycle management services include operational and financial assessments, consultations, calculations and tracking methods for key financial indicators and templates.

Online Risk Management Education for Office Staff



Online Risk Management Education Activities for Office Staff

- Dismissing a Patient
- Patient Tracking and Follow-Up
- Medical Records: A Patient Safety Tool
- Referral & Consultation Process: Closing the Loop
- Informed Consent for the Office Staff
- Professional Liability and Electronic Health Records for Office Staff
- Professional Liability and Electronic Health Records for Practice Managers
- Quality Payment Program: What Practices Need to Do
- Revenue Cycle Management! How is Your Practice Doing?
- What is Medical Professional Liability Insurance?

Other Practice Management Resources

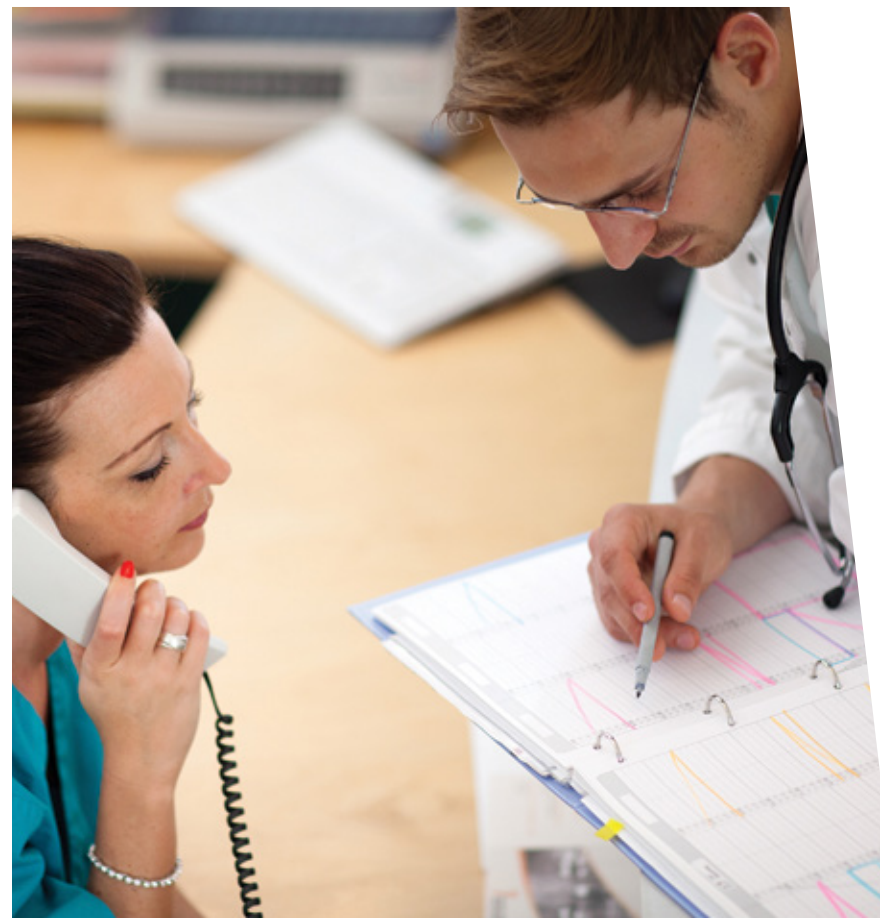
- Articles & Tips
- OSHA and HIPAA Information
- Links to Organizations
- Sample Policies and Procedures
- Toolkits (information, resources and education for key risk areas in the medical practice)

LOG IN DIRECTIONS

Go to www.lammico.com and log in with your Office Manager user name and password. While there, subscribe to LAMMICO's weekly emails for access to the latest trends in medical professional liability, regulatory updates, and other late-breaking information pertaining to physician practices.

FIRST-TIME USERS

Locate the Log In button on the home page to display the Account Access page. Select "Click here to register". Register as a LAMMICO Office Manager and complete the appropriate form to submit your membership credentials.



Risk Management Education Seminars for Office Staff

HALF-DAY
SEMINARS

“CURRENT TRENDS IN THE PHYSICIAN PRACTICE”

Office Administrators, Office Managers, Group Administrators and other Office Staff are encouraged to participate in a half-day educational workshop. Topics of discussion will include:

- Cyber Security
- Emerging Risk
- HIPAA
- Quality Payment Program 2018

Cost for attendance is \$95 per person for LAMMICO policyholders and their staff, or \$145 per person for non-insureds. LAMMICO-insured physicians and other insured providers will earn 1 RM credit toward their premium discount. Employees of LAMMICO policyholders will earn 0.5 credits for their employer for attending.

METAIRIE	Thurs., Feb. 22, 8 a.m.-12 p.m. (Galleria 1) Sheraton, 4 Galleria Blvd.
HOUMA	Thurs., March 15, 8 a.m.-12 p.m. (Main Dining Room) Ellendale Country Club, 3319 Hwy 311
BATON ROUGE	Tues., March 20, 8 a.m.-12 p.m. (Cypress Room) Crowne Plaza, 4728 Constitution Ave.
MONROE	Thurs., April 12, 8 a.m.-12 p.m. (Meeting Room A) Courtyard Marriott Monroe Airport 4915 Pecanland Mall Dr.
LAKE CHARLES	Thurs., April 19, 8 a.m.-12 p.m. (Large Conference Room) Reeves Uptown Catering, 1639 Ryan St.
LAFAYETTE	Wed., April 25, 8 a.m.-12 p.m. (Napoleon Ballroom) River Oaks Event Center, 520 E. Kaliste Saloom Rd.
SHREVEPORT	Wed., May 2, 8 a.m.-12 p.m. (Magnolia Room) Wyndham Garden, 1419 E. 70th St.
ALEXANDRIA	Tues., May 8, 8 a.m.-12 p.m. (Camellia/Wisteria Room) Best Western Inn Conference Center, 2720 N MacArthur Dr.
HAMMOND	Thurs., June 7, 8 a.m.-12 p.m. (Hampton Meeting Room) Hampton Inn Hammond, 401 Westin Oaks Dr.
MARRERO	Thurs., June 21, 8 a.m.-12 p.m. (East Hall) The Four Columns, 3711 Westbank Expy.



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