

PLICO offers office staff training programs designed to educate your employees in risk management principles and strategies. These one-hour sessions provide meaningful information regarding basic processes and behaviors that can impact the quality, efficiency and safety of your office environment.

Physicians are welcome but not required to attend. In order for insured providers to earn applicable Risk Management premium credit, ALL ancillary staff, including advanced practice providers, must be in attendance.

**Please call 405.815.4803 to schedule training.**

### Heroes and Villains of Healthcare

A fun and different take on risk management mitigation, Heroes and Villains provides insightful information and strategies for winning the battle. Heroes are responsible, upstanding and do what's right. They lend a positive impact to society and their communities. Villains are quite the opposite; vile, uncaring and problematic. These forces disrupt your communication with each other and patients and create chaos, which in turn may increase errors and drive patient complaints. We will discuss documentation, the good and the bad, the power of policies and procedures, the invincibility that comes from patient confidentiality and the strength of solid test tracking processes among other topics.

### Communication: The Jewel of Risk Management

Healthcare communication is defined as the successful exchange of information needed to diagnose and treat patients. By improving the efficiency and accuracy of the flow of information, patient outcomes will improve. We will discuss how communication issues can lead to patient dissatisfaction and harm as well as professional dissatisfaction and burnout. The most vulnerable services and processes affected by communication failure and useful strategies to address these problems will be identified. We will emphasize the importance of written policies and procedures and the significance of educating staff regarding clinic procedures.

### Managing Diagnostic Test Results, Consults and Referrals

Mismanaged lab results, consults and referrals are often cited as the cause of serious diagnostic errors and resulting injuries to patients. Physicians and office staff need to be familiar with the risks caused by mishandled results. We will discuss the widespread nature of the problem, and strategies will be presented to decrease the potential errors. Case studies are discussed throughout in order to emphasize the importance of the problem.

### Challenging Patient Encounter: Strategies for Management

Managing the difficult patient encounter can be a challenge to the healthcare provider and staff. While it is common for providers to see a handful of patients who evoke feelings of dread and frustration, not all of these difficulties are strictly attributable to the patient. We will present situational issues, patient characteristics, and physician/staff attitudes that may contribute to a challenging exchange. Preventative measures, communication interventions and discussion of escalation warning signs will be presented along with the importance of staff safety plans and situational drills.

### Emergency Preparedness: Medical, Weather, and Violence

The most effective strategies for managing emergencies within the physician practice are prevention and preparedness. The importance of completing an office emergency risk profile, identification of escalating and potentially violent behaviors is examined. Identification of available resources and implementation of emergency drills will be discussed.

### Health Literacy

Patients with poor health literacy skills may present a barrier for effective communication which may lead to serious issues for patient safety. Discover the extent of the problem, indicators of low health literacy and strategies that may be implemented to enhance communication between patients, staff and healthcare providers. By improving patient understanding, we can positively impact compliance and therefore improve patient outcomes.