

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.

### Available topics include:

#### **Risk Management: It's a Team Effort**

Physicians depend on their office staff to manage the day-to-day operations of their practice. All members of the healthcare team must be aware of the basic principles of risk management and how to put them into practice. This presentation stresses the value of good communication with patients, health literacy, and the importance of patient-centered care. We will discuss the Oklahoma and Federal law on maintenance, release, and storage of medical records. The importance of written policies and procedures is emphasized, and guidelines for writing policies and procedures are provided.

#### **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. Information will be given regarding the widespread nature of the problem, and strategies will be presented to decrease the potential errors in the management of test results, consults, and referrals. 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. This presentation will discuss situational issues, patient characteristics, and physician/staff attitudes that may contribute to the likelihood of a challenging exchange. Preventative measures, communication interventions and discussion of escalation warning signs will be presented. In conclusion, the necessity for staff safety plans and situational drills will be discussed.

#### **Social Media DOs and DON'Ts**

While the advent of social media brings a unique set of risks to the physician office, it can also be used in a positive and productive way to communicate effectively with patients and their families. In this discussion, we will highlight the need to maintain patient confidentiality and adhere to patient rights and ethical practices. Issues to be presented include the permanency of social media, the need for professional behavior in posts, dealing with patient reviews and colleagues who post inappropriate information. We will also explore the benefits of implementing a social media presence.

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

Oftentimes physician offices are not sufficiently prepared for emergent situations or catastrophic events. The most effective strategies for managing emergencies within the physician practice are prevention and preparedness. This program discusses the importance of completing an office risk profile and looks at resources available to assist with a preparedness program including protocol development and implementation. Additionally, the importance of emergency drills and identifying potentially violent behaviors will be discussed.

#### **Health Literacy**

Patients with poor health literacy skills may present a barrier for effective communication which in turn may lead to serious issues for patient safety. This presentation will introduce 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.