



The Risk Management Department at PLICO is available with a variety of resources to assist you in improving the patient experience thereby reducing the risk of liability in your facility. We believe that providing tools to the staff and physician to improve communication and the relationship with the patient and/or family leads to better patient outcomes as well as improved staff and physician satisfaction.

*We are committed to providing service both proactively and in response to unanticipated events that may result in a future claim for compensation or damages.*

**Proactive:** Education, hospital assessments, assisting staff in the development of risk management strategies, tracking and trending of incident report data for identification of targeted risk management strategies.

**Reactive:** Assistance with handling unexpected outcomes, early intervention strategies to mitigate damages

As an insured facility, we would like to implement the following plan for risk management activities:

## Initial Visit

- Discuss the hospital/outpatient services offered and the patient population served in order to tailor a hospital risk assessment that will meet your needs.
- Review the Incident/Claim Reporting form and process.
- Provide a template for maintaining important information for incidents/claims to optimize our ability to assist you in managing/settling issues.
- Discuss potential staff/physician educational programs available.
- Discuss your expectations for Risk Management assistance.

## Assessment

- Complete hospital assessment with assistance from CEO, CNO, departmental management and person responsible for Risk Management/Quality.
- Identify potential staff/physician educational programs that may be beneficial to the facility based on findings.
- Provide report with recommendations for improvement.

## Education

- Schedule educational offerings for the staff/physicians as identified.



## Hospital Team

Hospital Team Main Number  
405.815.4800

## Risk Management

Risk Management Main Number  
405.815.4803

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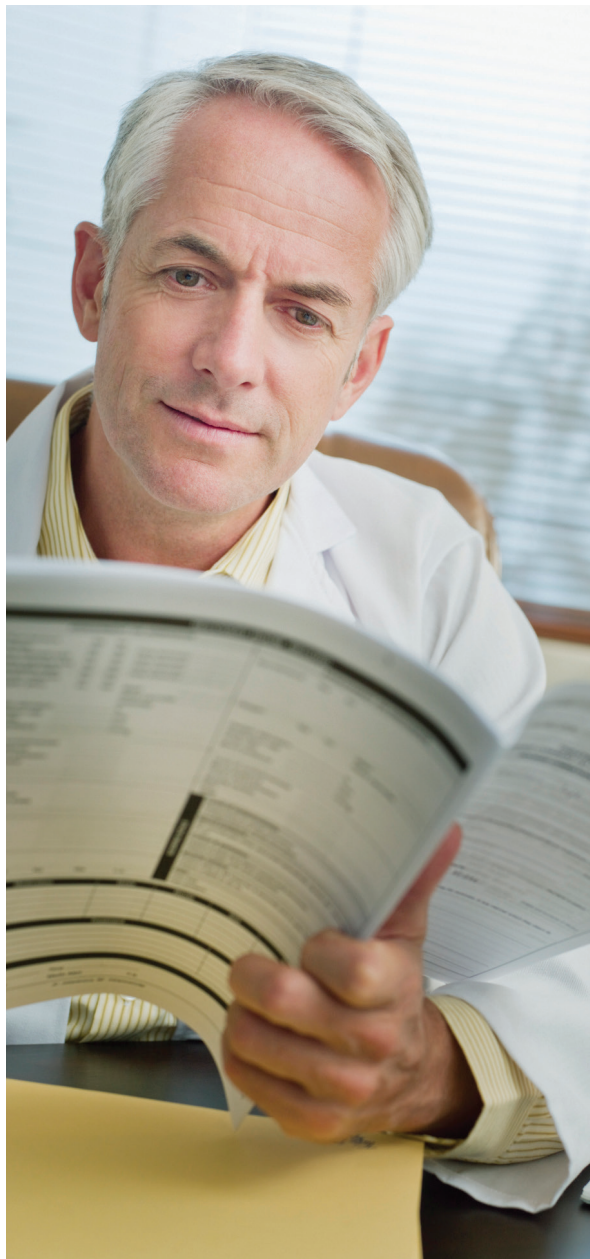
## Claims

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PLICO website:  
[www.PLICO.com](http://www.PLICO.com)

EXPLORE Healthcare Summit:  
[www.ExploreHealthcareSummit.com](http://www.ExploreHealthcareSummit.com)



## ELM

ELM Exchange, Inc. (ELM) is PLICO's partner and the leading provider of online risk management and patient safety continuing medical education (CME). ELM's case-based classes illustrate important risk and patient safety issues that arise in clinical situations. ELM's goal is to teach PLICO's healthcare providers how to identify and mitigate risk in their clinical practice, ultimately protecting their patients, their organizations and themselves. PLICO has selected the following courses, structured into two phases:

### Phase I

- Diagnostic Error: Preventing Cognitive Bias
- Patient Non-Adherence: Risk Management
- Interdisciplinary Communication
- Electronic Media and Healthcare: Privacy, Security, and Efficacy

### Phase II

- Infectious Disease: Management and Communication
- Risk Issues EMR: Record Cloning
- Operative Communication & Documentation
- Sentinel Events: Prevention and Response

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*Completion of both **Phase I and Phase II** and qualifies the provider for 2% credit on their next renewal premium.*

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To access ELM via the member login page, please [CLICK HERE](#).  
(Completion of all eight courses awards up to 10 hours of CME.)

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

ELM activities have been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME). (For information on ELM's CME policies as they pertain to the courses listed above, please [CLICK HERE](#)).

ELM Exchange, Inc. designates each enduring material for a maximum of 1-1.5 AMA PRA Category 1 Credits™ (see each module for available credit). Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## ELM Instructional

## PLICO Online CME

*(Completion of 4 modules below qualifies the provider for 2% Risk Management credit on their next renewal premium)*

**Disclosure, Apology and Relationships Prevent Medical Malpractice Claims** - The program reviews the basics of disclosure including how to apologize to patients and families without admitting fault.

[ACCESS HERE](#)

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Five-Star Service Culture** - The program will provide you with a fresh look at the liability landscape literally from the front line and a review of how to make five-star a reality.

[ACCESS HERE](#)

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Five-Star: What, Why and How!** - This program is designed to provide the physician's staff members with practical ideas for implementing five-star service. Physicians will benefit by learning to identify those processes and behaviors for staff members that are consistent with five-star customer service.

[ACCESS HERE](#)

The OSMA designates this enduring activity for a maximum of 1 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Tracking and Managing Tests, Consults and Referrals** - The program provides an overview of the importance of having processes in place to manage tests, consultations and referrals and provides examples and suggestions in implementing effective systems.

[ACCESS HERE](#)

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**The 6 Commandments of Medicine: Ethical Survival Guide for the 21st Century** - The 6 Commandments of Medicine presents a method for ensuring that ethical, science-based medicine is practiced with the patient's best interest and informed consent. This involves making tough decisions under pressure and often requires courage. This is especially important when external conflicts arise, including those from health insurers, employers and government regulations, whereby financial concerns can appear to be placed over the ultimate health of the patient.

[ACCESS HERE](#)

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Diagnostic Error: Rethinking Our Relationship with Wrongness** - Many physicians are surprised to learn the diagnostic error rates reported in medical literature range from 3-30%. The reality of diagnostic error is often unappreciated and unrecognized. This is extremely troubling given its high correlation with poor patient outcomes and its dubious status as the chief cause of medical liability claims. Dr. Banja examines various psychological features associated with the persistence of diagnostic error.

[ACCESS HERE](#)

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Legal Update** - Legal Update presents an overview of valuable information regarding current legal issues facing physicians and other healthcare providers. Experienced defense attorney, John Wiggins, Esq presents topics important to the practice of medicine and discuss strategies to manage ongoing risks faced by providers in this evolving healthcare environment.

[ACCESS HERE](#)

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Your Online Reputation: The Difference Between Success and Bankruptcy** - Challenges to your reputation involve more than an assault in a courtroom. With the internet, an unhappy patient needs to do little more than access a growing number of Internet doctor sites. Anyone with a mouse, a broadband connection, and a grudge can create permanent damage to a doctor's most precious asset - his or her reputation. The presentation will focus on definitive solutions for protecting one's reputation in cyberspace.

[ACCESS HERE](#)

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Click [here](#) for full accreditation statement and online program information.



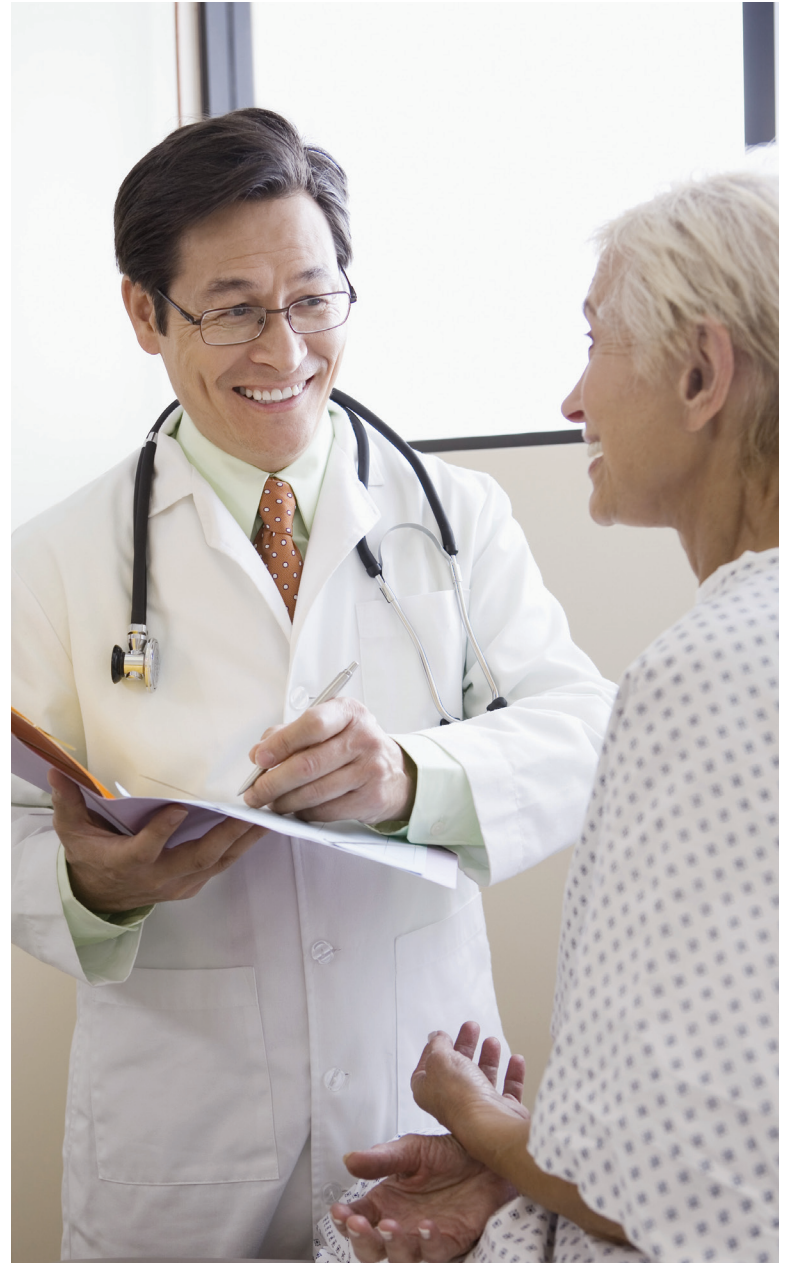
## OPIOID Prescribing Guidelines for Oklahoma Healthcare Providers in the Office-Based Setting

Prescription drug abuse is Oklahoma's fastest growing drug problem. Of the nearly 3200 unintentional poisoning deaths in Oklahoma from 2007-2011, 81% involved at least one prescription drug. Prescription painkillers (opioids) are now the most common class of drug involved in overdose deaths in Oklahoma. The Opioid Prescribing Guidelines for Oklahoma Workgroup studied various state and national recommendations in an effort to prepare guidelines most relevant to the Practice of medicine in Oklahoma.

The workgroup created these guidelines in an effort to help reduce the misuse of prescription opioid analgesics while preserving patient access to needed medical treatment.

[ACCESS HERE](#)

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## PLICO Evening Rounds (20 points)

Evening Rounds is a risk management PREMIER ACTIVITY valued at 20 points and earning a 4% credit toward your 2017 premium renewal.

Join us as we provide a variety of topics regarding the current issues facing physicians and other healthcare providers. Graham Billingham, MD, John Banja, PhD, and Doug Wojcieszak will present topics important to the practice of medicine and discuss strategies to manage both ongoing and newly identified risks faced by providers in this evolving healthcare environment. In addition, clinical experts in the field of pain management will present information concerning the latest guidelines for opioid use and prescribing.

### Healthcare Reform and Emerging Risk

**Graham Billingham, MD**

Chief Medical Officer, MedPro Group

### Strategies for Physician Leaders in Reducing the Frequency and Severity of Diagnostic Errors

**John Banja, PhD**

Medical Ethicist, Emory University

### Sorry Works! -- Disclosure and Apology for Front-Line Physicians, Nurses, and other Clinicians

**Doug Wojcieszak**

Founder, Sorry Works! Coalition



## Dinner and Registration: 5:00 - 6:00PM

Program: 6:00 - 8:00PM

September 13, 2016  
September 14, 2016  
September 15, 2016  
October 11, 2016  
October 12, 2016  
October 13, 2016  
October 25, 2016  
October 26, 2016  
October 27, 2016

Oklahoma State Medical Association  
Oklahoma State Medical Association  
Tulsa County Medical Society  
Tulsa County Medical Society  
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## Lunch and Registration: 11:00AM - 12:00PM

Program: 12:00 - 2:00PM

September 15, 2016  
October 26, 2016

Tulsa County Medical Society  
Oklahoma State Medical Association

Graham Billingham, MD  
Doug Wojcieszak

Save the date! Registration coming soon.

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 leave much of the day-to-day operations of their practice to the office manager and other staff. 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 importance of good communication with patients, including education regarding levels of health literacy, written communications and the importance of patient-centered care through adequate informed-consent practices. 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—including the recommended issues that should be addressed in those policies and procedures.

#### **Mission: Exceptional**

Your mission, should you choose to accept it...Low patient scores can hurt your reputation and your bottom line. Patient experience has grown in importance and is a key performance indicator for healthcare providers. On a daily basis people arrive for care with providers, and they are no longer just patients, but sophisticated and savvy consumers. Providing exemplary care is no longer enough to engage

patients. We must make that human connection and accept the mission to create "The Exceptional Experience." The numerous benefits of providing the exceptional experience include: patient retention, loyalty, growth, trust, service recovery and risk mitigation. Join us as we look at the relationship between quality, service and the exceptional experience. Develop a new perspective on the difference between delivering an experience vs. just providing customer service. Gain insight into "exceptional" as we study the top experts in the fields of delivering quality exceptional experiences.

#### **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. Listeners will be informed of resources available to improve the management of their processes. Case studies are discussed throughout in order to emphasize the importance of the problem.

#### **The 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, frustration and even anger, not all difficult encounters can be strictly attributed to the patient's side of the interaction. This presentation will discuss situational issues (i.e., health literacy, language or cultural differences), patient characteristics, and physician/staff attitudes that may contribute to the likelihood of a challenging exchange. Preventative measures, communication interventions and techniques 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. If used inappropriately, this communication medium may unknowingly share confidential information or even destroy one's personal or professional "brand" with a broad population. One must also consider the idea that "deleting" posts, texts or other information in the cyber world is essentially impossible. In the 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. Additionally, we will explore the potential benefits of utilizing Facebook, Twitter and other platforms to successfully implement a social media presence.

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

Oftentimes physician offices are not sufficiently prepared for situations such as patients presenting with sudden emergent conditions, severe weather, fire, violence or other catastrophic events. The most effective strategies for managing emergencies within the physician practice are prevention and preparedness. Utilizing an Office Risk Profile, closer inspection of the office can identify areas for improvement such as equipment, medication, supplies and training. The program discusses the importance of completing an office risk profile and discussion of resources available to assist with an emergency program including protocol development and implementation. Additionally, the importance of emergency drills and identifying potentially violent behaviors will be discussed.



PLICO awards renewal premium credits to physicians who participate in PLICO Risk Management educational opportunities. Physicians may qualify for credit by accumulating points for participation in educational activities focused on risk reduction techniques and strategies. Various activities including seminars, webinars, on-site training, and online CME will be offered to accumulate points.

For 2016, named providers must complete an individual activity in order to be eligible to receive a risk management credit. PLICO insured physicians and providers have the opportunity to attend EXPLORE Healthcare Summit to immediately qualify for the maximum credit on their renewal premium. EXPLORE will be held August 11-12, 2016 in Norman at the beautiful Embassy Suites. Attendance for the full conference is required to attain maximum credit.

In addition, insured providers may achieve maximum credit by attending a PLICO Risk Management Premier Activity and by completing an additional activity. In the past, providers have been awarded partial credit if office staff training was completed regardless of attendance of the provider. Going forward, PLICO will continue to provide this service, but no credit will be given unless ALL staff are in attendance (including PAs and APRNs) and one of the following:

- The provider attends the ancillary training; or
- The provider completes another individual risk management activity.

If you have questions, please call the Risk Management Department at **405.815.4803**.

[Register for Evening Rounds \(Premier Activity\) here:](#)

[Evening Rounds 2016](#)



## Earn Premium Credit by Participating in Med-IQ's Online Risk & Patient Safety Education Program

Earn Risk Management credit on your premium renewal\* by completing four (4) Core Units.

1. Visit the PLICO website homepage: [www.PLICO.com](http://www.PLICO.com)
2. Click *Risk Management* and drop down to *Online CME* in the upper right corner.
3. Click *Med-IQ* to be directed to the landing page for Med-IQ.
4. If you have previously created an account, log in under *Sign In to our Med-IQ Account* using your username and password.

**Sign In to your Med-IQ Account**

Username/email:

Password (case sensitive):

[Forgot your username or password?](#)

New User?  
[Click here to register](#)

5. If you have not previously created an account:
6. Under *New User?* select *Click Here to Register*. You will be directed to create an account.
7. Enter the required information.
8. Select the most appropriate classroom for your job description:
  - a. Physician-Hospital Practice **or** Physician-Office Practice
  - b. APRN/CRNA/PA-Hospital Practice **or** APRN/CRNA/PA-Office Practice
  - c. RN/LPN-Hospital **or** RN/LPN-Office Practice
  - d. Physician Office Staff-Other
  - e. Hospital Staff-Other
9. Scroll to the bottom and click on *Go to Courses*. When you log in for the first time, you will be asked to complete an assessment. Once complete, the Core Units will be available for completion.
10. On subsequent visits, you will login under the *Sign In to your Med-IQ Account* screen with the email/username and the password you create.

**\*Modules must be completed 60 days before renewal, otherwise the credit will be applied to subsequent renewal.**



### Program Help

**Call:** 888.315.4ELM (4356) or 646.536.7544  
**Email:** [elmsupport@med-iq.com](mailto:elmsupport@med-iq.com)  
**Visit:** [www.Med-IQ.com](http://www.Med-IQ.com)

### About Med-IQ:

With over 20 years experience developing and delivering risk management education and consulting services, Med-IQ has partnered with some of the most progressive healthcare systems, hospitals, group practices, academic medical centers, and long-term facilities, empowering healthcare providers to eliminate preventable adverse events and reduce the frequency and severity of claims. Our unique blend of CME/CE-accredited live and online education programs, along with comprehensive consulting services, has been proven to increase patient safety, improve patient experiences and outcomes, and produce measurable, sustained practice change.

Med-IQ is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. Med-IQ is accredited with distinction as a provider of continuing nursing education by the American Nurses Credentialing Centers' commission on Accreditation.\*

\*The type and amount of credit for each course is indicated on the My Courses and/or course introduction page.

PLICO is pleased to offer complimentary online educational modules for our insured hospital providers.

1. Visit the PLICO website homepage: [www.PLICO.com](http://www.PLICO.com)
2. Click *Risk Management* and drop down to *Online CME* in the upper right corner.
3. Click *Med-IQ*, and you will be directed to the landing page for Med-IQ (formerly ELM Exchange).
4. Under *New User?* select *Click here to register*.
5. Enter the required information.
6. Select the most appropriate classroom for your job description:
  - a. Physician-Hospital Practice
  - b. APRN/CRNA/PA-Hospital Practice
  - c. RN/LPN-Hospital/Hospital Staff-Other
7. Scroll to the bottom and click on *Go to Courses*. When you log in for the first time, you will be asked to complete an assessment. After completion of the assessment, you will be directed to the Core Units.
8. On subsequent visits, you will login under the *Sign In to your Med-IQ Account* screen with the username and password you created.

[Program Help](#)

**Call:** 888.315.4ELM (4356) or 646.536.7544

**Email:** [elmsupport@med-iq.com](mailto:elmsupport@med-iq.com)

**Visit:** [www.Med-IQ.com](http://www.Med-IQ.com)

Physician/APP Courses:

Core Modules

- The Patient Experience: Demonstrating Commitment in an Interdisciplinary Team
- Consultation and Referral: Risk Management
- Ethical Dilemmas: Unprofessional Behaviors
- Opioid Prescribing: Risk Management
- Risk and Safety Issues in Hospital-Based Medicine
- Demystifying Provider Burnout: Etiology and Support
- The Impact of Technology on Patient Care
- Documentation Strategies

Other Courses (only available after completing Core Units:

- Transitions of Care: Managing Discharge Risks
- Communication and Disclosure: Challenge Your Assumptions
- Coordination of Patient Care: Hand-off and Co-Provider Communication
- Informed Consent: Discussion and Documentation
- Managing Labs and Test Results: Communication and Action
- Sentinel Events: Prevention and Response
- Preventing Physician-Nurse Communication Failures
- Risk and Safety Issues in Hospital-Based Medicine IX

RN/LPN/Other Hospital Staff Courses:

Core Modules

- The Patient Experience: Demonstrating Commitment in an Interdisciplinary Team
- Ethical Dilemmas: Unprofessional Behaviors
- The Impact of Technology on Patient Care
- Professionalism and Patient Satisfaction for the Allied Health Professional

Other Courses (only available after completing Core Units:

- Risk and Safety Issues in Hospital-Based Medicine IX
- Transitions of Care: Managing Discharge Risks
- Communication and Disclosure: Challenge Your Assumptions
- Preventing Physician-Nurse Communication Failures
- Coordination of Patient Care: Hand-off and Co-Provider Communication