



SCHEDULE

Day 1

8:00 – 8:30 AM	Registration and Coffee
8:15 – 8:30 AM	Introductions
8:30 – 10:00 AM	Risk Management Foundations in Healthcare Goal of Healthcare Risk Management Risk Management Trends in Long Term Care
10:00 – 10:15 AM	Break
10:15 – 12:15 PM	Legal Principles (elements of malpractice statute of limitations, theories of liabilities in long term care and standards of care) Liability Landscape (plaintiff counsel activity, liability myths and impact of service excellence on liability)
12:15 – 1:00 PM	Lunch (on your own)
1:00 – 2:00 PM	Components and Scope of a Risk Management Program (loss identification and control and claims management and risk financing activities)
2:00 – 3:00 PM	Risk Management Through Exceptional Customer Service
3:00 – 3:15 PM	Break
3:15 – 4:00 PM	Quality and Regulatory Issues Six Common Mistakes Six Strategies
4:00 – 5:00 PM	Implementing a Risk Management Program (program support and interdepartmental coordination)



Day 2

8:00 – 8:15 AM	Registration and Coffee
8:15 – 8:30 AM	Introductions
8:30 – 10:15 AM	Sustaining the Program (monitoring, analyzing, trending and forecasting administrative reports, governing body, education and annual reassessment)
10:15 – 12:15 PM	The Litigation Process & Changing the Liability Equation (managing events and investigations, coordinating an aggressive legal defense, CQI and the defense of a claim and expert testimony)