

Federal Tort Claims Act (FTCA) Risk Management Virtual Conference September 10, 2015

***All below times are Eastern time**

11:00 - 11:10 a.m.	Welcome and Introductions
11:10 - 11:20 a.m.	Introduction to Clinical Event Case Study Everything that happens in a health center, from direct patient care to seemingly administrative tasks, impacts patient safety. This year's Virtual Conference looks at a case study involving a female patient who fails to follow up on referrals and care recommendations over an eight-year period. All four of the presentations identify and address risk, quality, and liability issues related to this all-too-common clinical example.
11:20 a.m. - 12:15 p.m.	Using the EHR for Care Management and Tracking This presentation discusses the use of electronic health records (EHRs) to access timely and relevant clinical information, ensure better communication, and improve processes for tracking laboratory results, referrals, and hospitalizations.
12:15 - 12:30 p.m.	BREAK
12:30 - 1:30 p.m.	Administrative Risk Management: How Patient Feedback Improves Quality This session covers how health centers and free clinics can use patient feedback, such as patient complaints or results from satisfaction surveys, to address high-risk issues and improve patient care.
1:30 - 1:45 p.m.	BREAK
1:45 - 2:45 p.m.	Credentialing, Privileging, Clinical Competence, and Peer Review This session highlights the differences between credentialing, privileging, clinical competence assessments, and peer review while showing how the four concepts interact to improve patient safety and quality.
2:45 - 3:00 p.m.	BREAK
3:00 - 4:00 p.m.	Care Coordination: Bringing It All Together The final session looks at how factors such as communication, handoffs, and documentation affect all areas of patient safety and discusses the use of clinical guidelines and quality measures to improve patient care.
4:00 p.m.	Conclusion