Federal Tort Claims Act (FTCA) Risk Management Virtual Conference
September 8, 2016

*All below times are Eastern time

11:00 - 11:20 a.m.	**Welcome and Introductions**

A culture of safety involves teamwork across disciplines and the ability to discuss safety issues in a blame-free environment. This year's Virtual Conference reviews a case study depicting how effective safety practices can help health centers and free clinics address behaviors that may endanger patient safety as well as respond to and learn from adverse events. The case scenario unfolds throughout the day, with all four presentations addressing risk and quality issues related to the example.

11:20 a.m. - 12:15 p.m.	**Addressing Disruptive Provider Behavior in a Culture of Safety**

This session discusses opportunities and resources to address disruptive provider behavior (e.g., failure to follow policies) while adhering to the principles of a culture of safety (e.g., open communication, non-punitive response).

12:15 - 12:30 p.m.	**BREAK**
12:30 - 1:30 p.m.	**How to Use Credentialing and Privileging to Improve Patient Safety**

This session covers how effective credentialing, privileging, and performance review processes help ensure that health centers provide safe, high-quality care to patients.

1:30 - 1:45 p.m.	**BREAK**
1:45 - 2:45 p.m.	**Adverse Event Analysis: A Staff Training Exercise**

This interactive session applies event analysis techniques (e.g., creating a timeline, brainstorming) to an adverse event that occurs in the case scenario in order to identify root causes and contributing factors.

2:45 - 3:00 p.m.	**BREAK**
3:00 - 4:00 p.m.	**Continuous Quality Improvement: Learning from Events**

The final session, which builds off the previous session on Adverse Event Analysis, looks at potential action plNA for identified root causes/contributing factors and highlights concepts such as setting goals and measuring interventions for effectiveness.

4:00 p.m.	**Conclusion**