



September 8, 2016

## Federal Tort Claims Act (FTCA) Risk Management Virtual Conference 2016

**ECRI**Institute  
The Discipline of Science. The Integrity of Independence.

©2016 ECRI INSTITUTE

### About ECRI Institute

- ▶ Independent, not-for-profit applied research institute focused on patient safety, healthcare quality, risk management
- ▶ Website for HRSA grantees. Log in with your e-mail address and password at: [www.ecri.org/clinical\\_RM\\_program](http://www.ecri.org/clinical_RM_program)
- ▶ **Have not activated your profile yet? E-mail us at: [clinical\\_RM\\_program@ecri.org](mailto:clinical_RM_program@ecri.org).**
- ▶ 45-year history, 400 person staff
  - AHRQ Evidence-Based Practice Center
  - Federally-designated Patient Safety Organization

**ECRI**Institute  
The Discipline of Science. The Integrity of Independence.

2

©2016 ECRI INSTITUTE



Dr. E. Michele Chambliss, DNP, MS, RN, FAAN  
 Director, Federal Tort Claims Act Division  
 Bureau of Primary Healthcare, Office of Quality Improvement  
 Health Resources and Services Administration



3

©2016 ECRI INSTITUTE

## Agenda

### 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
11:20 a.m. - 12:15 p.m.	<p>Addressing Disruptive Provider Behavior in a Culture of Safety</p> <p>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).</p>
12:15 - 12:30 p.m.	BREAK
12:30 - 1:30 p.m.	<p>How to Use Credentialing and Privileging to Improve Patient Safety</p> <p>This session covers how effective credentialing, privileging, and performance review processes help ensure that health centers provide safe, high-quality care to patients.</p>
1:30 - 1:45 p.m.	BREAK
1:45 - 2:45 p.m.	<p>Adverse Event Analysis: A Staff Training Exercise</p> <p>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.</p>
2:45 - 3:00 p.m.	BREAK
3:00 - 4:00 p.m.	<p>Continuous Quality Improvement: Learning from Events</p> <p>The final session, which builds off the previous session on Adverse Event Analysis, looks at potential action plans for identified root causes, contributing factors and highlights concepts such as setting goals and measuring interventions for effectiveness.</p>
4:00 p.m.	Conclusion




4

©2016 ECRI INSTITUTE

## 2016 Virtual Conference Webpage

### Federal Tort Claims Act (FTCA) Risk Management Virtual Conference

September 8, 2016

 [Full Agenda](#)


All Times Eastern

#### Welcome and Introductions

11:00 - 11:20 a.m.

- Handouts [coming soon]


#### Session Resources



#### Addressing Disruptive Provider Behavior In a Culture of Safety

11:20 a.m. - 12:15 p.m.

- View Recording [coming soon]
- Handouts [coming soon]

**CONTACT US** 

I need help with...


Clinical Risk Management Services

**Clinical Risk Management Services provided on behalf of HRSA**

[clinical\\_rm\\_program@ecri.org](mailto:clinical_rm_program@ecri.org)  
(610) 825-6000 ext. 5200

[Request More Information >](#)

[ECRI Directory >](#)

 [Live chat with an ECRI Representative >](#)  
Available Monday through Friday  
8:30 am to 5:00 pm ET

5 [www.ecri.org/VirtualConference2016](http://www.ecri.org/VirtualConference2016)

## Notice for FTCA Deemed Health Centers

Despite the many ways in which the federal status of Section 330 Health Center Program grantees is advertised or otherwise made known to the public, concerns have been raised that health centers can do more to make known their related federal status. Accordingly, HRSA encourages FTCA deemed Section 330 health centers to add the following information to your health centers' and subrecipients' website homepage and in other appropriate locations:

*This health center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).*

**ECRI**Institute  
The Discipline of Science. The Integrity of Independence.

6 ©2016 ECRI INSTITUTE

## Notice for FTCA Deemed Health Centers

Claims or notice of medical malpractice claims should be submitted by a claimant to the Office of General Counsel at the following address:

U.S. Department of Health and Human Services  
Office of the General Counsel General Law Division  
Claims and Employment Law Branch  
U.S. Dept. of Health and Human Services  
330 C Street, SW

Attention: CLAIMS Switzer Building, Suite 2600

Washington, D.C., 20201

[HHS-FTCA-Claims@hhs.gov](mailto:HHS-FTCA-Claims@hhs.gov)

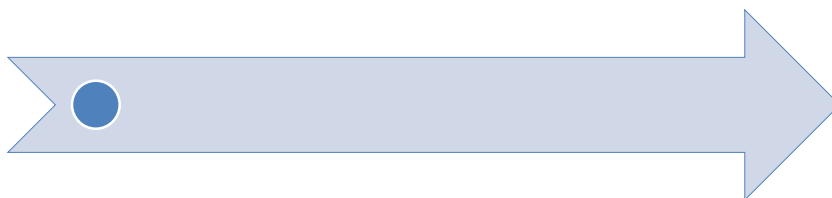
202-619-2922 (fax)

## Notices and Information

- ▶ HRSA Bureau of Primary Health Care
  - Contact the HRSA Bureau of Primary Health Care helpline at 1-877-974-BPHC (877-974-2742) or complete the form located at:  
<http://www.hrsa.gov/about/contact/bphc.aspx>
  - 8:30AM to 5:30PM (ET)
  - FTCA website: <http://www.bphc.hrsa.gov/ftca>

## Case Scenario: The Players

- ▶ Dr. Martha Smith, primary care physician
- ▶ Dr. Mary Downs, medical director
- ▶ Nurses, medical assistants, other colleagues who work with Dr. Smith
- ▶ Female patient



## Case Scenario: An Introduction

- ▶ Dr. Martha Smith is an employed physician at Anytown Health Center
- ▶ Over a six month period after she is hired, several incidents are reported to her supervisor: failure to follow policies, disruptive behavior with colleagues, negative comments about the health center and staff
- ▶ We'll look at how this case unfolds during today's sessions

