

Federal Tort Claims Act (FTCA) Risk Management Virtual Conference September 12, 2018

***All below times are Eastern time**

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| 11:00 - 11:15 a.m. | Welcome and Introductions |
| 11:15 a.m. - 12:15 p.m. | The Impact of Medical Errors on Patients, Providers, and Reputation

Medical errors are costly to health centers and free clinics not only from a financial perspective, but also from the standpoint of emotional costs to patients and providers as well as damage to the health center's reputation. This session discusses the various costs of medical errors as well as steps health centers and free clinics can take to prevent them from occurring. |
| 12:15 - 12:30 p.m. | BREAK: Preventing Diagnostic Errors (Video) |
| 12:30 - 1:30 p.m. | Risk Management Part I: The Role of the Risk Manager

Risk managers in health centers and free clinics have many responsibilities, including guiding the risk management plan and program; analyzing event reports; responding to patient grievances, complaints, and claims; educating staff on risk management and safety; and communicating with individuals at all levels of the organization. This session outlines the roles and responsibilities of the risk manager, provides strategies to effectively manage these responsibilities, and refers to resources that can help. |
| 1:30 - 1:45 p.m. | BREAK: The Many Hats of the Risk Manager (Animation) |
| 1:45 - 2:45 p.m. | Risk Management Part II: How to Assess and Respond to Risk

Risk managers in health centers and free clinics must assess risks at least quarterly and then take action to address identified high-risk areas. This session will provide guidance on how to conduct quarterly risk assessments, analyze results, set goals, develop action plans, implement strategies, assess the effectiveness of strategies, and report progress to leadership, including the governing board. |
| 2:45 - 3:00 p.m. | BREAK: The Road to the Correct Diagnosis (Animation) |
| 3:00 - 4:00 p.m. | Claims Management: You Have Been Sued, Now What?

Representatives from the U.S. Department of Justice (DOJ) will provide guidance on what health centers should do in the event of a medical malpractice lawsuit. |
| 4:00 p.m. | Conclusion |