



HSG Healthcare
Services Group

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Webinars | *2012-2021*

Department of Risk Management & Patient Safety

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Amending the Electronic Health Record

March 19, 2014

Healthcare organizations must have a health record that is created and developed to meet the requirements of a legal business record. While the electronic health record (EHR) has not changed this fundamental requirement, the process for handling addendums, corrections and deletions does change significantly when working with an EHR. Organizations must have established policies and procedures to guide the provider when changes need to be made and how to make these changes within the EHR. Using different patient care scenarios, this webinar will provide guidance on developing such policies and procedures in order to ensure the integrity of the health record.

This program offers information for leaders involved in implementation and management of the electronic medical record, including but not limited to Administrators/CEOs and leaders of Nursing, Risk Management, Quality, Patient Safety, Health Information Management and Information Technology.

Behavioral Health Series

1) Caring for Patients at Risk for Suicide, Aggression & Elopement in the Emergency Department

September 18, 2012

The first program of this three-part series focuses on caring for behavioral health patients in the Emergency Department who pose significant liability risks. Risk factors associated with patients who are suicidal, aggressive, or at risk for elopement will be discussed. Strategies for improving the safety of the environment and caring for these patients will be offered.

2) Caring for Patients at Risk for Suicide, Aggression & Elopement on the Non-Behavioral Health Unit

October 16, 2012

The second program of our three-part series focuses on caring for behavioral health patients admitted to a hospital's Medical/Surgical or Intensive Care Unit. Risk factors associated with patients who are suicidal, aggressive, or at risk for elopement will be discussed. Strategies for improving the safety of the environment and caring for these patients will be offered.

3) Regulatory Issues Associates with Caring for Behavioral Health Patients

November 13, 2012

This final program in HSG's three-part series focuses on regulatory and legal issues associated with caring for behavioral health patients in the acute care setting. Discussion includes performing a medical screening exam, and the final disposition of the patient to satisfy the requirements of EMTALA; concerns surrounding HIPAA and communication with law enforcement; and Civil Involuntary Detention in Missouri pursuant to Missouri Statutes, Chapter 632, RSMo.

Communicating with Limited Health Literacy Patients

June 30, 2014

The ability to communicate effectively with patients is a pillar of patient care. Conversely, ineffective communication is frequently the cause of patient non-compliance, poor treatment outcomes and malpractice claims.

The Patient Protection and Affordable Care Act of 2010, Title V., defines "Health Literacy" as "the degree to which an individual has the capacity to obtain, communicate, process and understand health information and services to make appropriate health decisions."

A recent survey found that millions of Americans, regardless of age, race, income and education, have limited health literacy skills. If a patient can't process, understand and communicate healthcare information, the patient is less likely to understand the informed consent process as well as follow the treatment plan, thus leading to poor outcomes.

This presentation discusses how poor health literacy impacts the doctor-patient relationship and what areas should be considered when trying to overcome a patient's limited health literacy.

The information related to addressing health literacy and strategies for improving patient communication will be useful to all of your facility's healthcare providers, including but not limited to bedside staff, practitioners, front office staff and senior management.

Dealing with Violence in Healthcare

February 25, 2015

There was a tragedy in a Boston hospital where a surgeon was shot to death by a patient's son. The hospital's president has vowed to evaluate the facility's safety protocols. When was the last time you looked at your organization's safety policies and procedures?

Do you have an up-to-date violence prevention program?

This program will review the basics of violence in healthcare settings, including types and sources of violence. In addition, it will offer prevention strategies and resources to assist in developing or updating your organization's violence prevention program.

This program offers information important to all levels of employees – from bedside staff to managers, safety and security officers, human resources personnel, and senior administration.

Documentation: Your Best Friend or Worst Enemy?

March 2, 2017

The medical record serves many purposes. While its primary purpose is to provide continuity in communication about a patient's medical condition and to make a treatment plan, the medical record also serves as a legal document that reflects the care provided. Poor documentation practices raise questions regarding the quality of care given to a patient. From a risk management standpoint, documentation in the medical record is an essential element in preventing and minimizing adverse consequences associated with negligence claims, and when those situations arise, the medical record can be a documenter's best friend or worst enemy.

This program offers information important to clinical and support staff all the way to senior administration.

ELM Exchange

Introducing Healthcare Services Group's Online Nursing Education Program

January 17, 2013

Healthcare Services Group is continually assessing opportunities to provide value-added services to our member hospitals and clinics. We are very excited to announce a new education opportunity for your Registered Nurses.

We are partnering with ELM Exchange to provide our members with free online courses for your Registered Nurses. These courses are designed to improve nurses' patient safety practices, which in turn could reduce your organization's liability exposure. In addition, nurses will earn free CEUs for each course completed.

This webinar will introduce you to this exciting new service. You will learn more about ELM Exchange, the patient safety courses offered and the benefits to your Registered Nurses and your organization at large.

Online Education Programs (ELM)

December 11, 2014

We partner with ELM Exchange to provide our members with free online courses for your Registered Nurses, Physicians/Surgeons, Allied Health Care Professionals and Clinic Staff such as Nursing Assistants, Nursing Aides and front office staff. These courses are designed to improve patient safety practices, which in turn could reduce your organization's liability exposure. In addition, participants will earn free CMEs/CEUs for each course completed. *

Some of you already participate, and some of you have yet to begin! This webinar provides more information about ELM Exchange, the patient safety courses offered and the benefits to participants and your organization at large.

EMTALA – A Review

August 19, 2016

According to an article in the July, 2016 issue of Healthcare Risk Management, "EMTALA still a risk, but some are letting down their guard." Although EMTALA is thirty years old, hospitals still struggle to comply with the many issues surrounding it. And, as the article states, it is easy to get complacent with something that's been around that long. This webinar will review the basics of EMTALA and discuss some of the issues our hospitals are confronting today.

This webinar is recommended for all healthcare staff who come in contact with patients.

HIPAA Updates and Changes

May 29, 2013

Recent changes and updates to the Health Insurance Portability and Accountability Act (HIPAA) will impact all healthcare providers (a.k.a., Covered Entities) as well as entities that do business with the healthcare providers.

This webinar discusses the updates to:

- 1) Business Associate and Subcontractor relationships
- 2) What constitutes a "breach" and what a healthcare provider must do when a breach occurs
- 3) Patients' increased right to access their health records and what healthcare providers must do
- 4) Healthcare providers' ability to use information from a patient's medical records is restricted unless patient gives specific authorization
- 5) Federal government and State Attorney General have increased enforcement authority -
- increased audit authority and increased penalties

This webinar will also discuss and provide a link to the Department of Health & Human Services, Office of Civil Rights' Security and Privacy Audit criteria for review and discussion.

This webinar is highly recommended for HIPAA Compliance Officers, Risk Managers, CEOs, Clinic Practice Managers, and anyone else in your organization who will benefit from the topic.

Implementing the Comprehensive Unit-Based Safety Program (CUSP)

February 13, 2013

This program focuses on implementing CUSP in hospital settings beginning in April 2013. (A similar program tailored for clinic settings will be presented in late summer 2013.)

CUSP is a five-step program designed to improve safety culture at the hospital unit level and help caregivers identify and learn from mistakes. By integrating safety practices into the daily work of caregivers, CUSP empowers staff to take control of and "own" safety and quality on their respective units.

CUSP is flexible and can be adapted to any type of unit/department in both large and small hospitals. The program has proven results in sustaining quality improvement outcomes from initiatives such as those offered in the Hospital Engagement Network (HEN), although participation in the HEN is not a prerequisite to implementing CUSP. HSG will offer a six-month program, beginning in April 2013, to all member hospitals interested in implementing CUSP.

This introductory webinar outlines the benefits of CUSP, the structure of the program, and what steps member hospitals should take to participate.

This webinar is highly recommended for CEOs, CNOs, Clinical Directors, Quality Directors, Risk Managers and nursing staff.

Informed Consent in Missouri

July 31, 2013

What would a reasonable medical practitioner disclose to the patient in the same or similar situation?

What must a provider tell a patient to obtain an adequate informed consent from a patient?

What specific things should the provider tell the patient?

Is inadequate informed consent negligence or battery?

This program is highly recommended for Risk Managers, Chief Nursing Officers, Physicians, Physician Clinic Managers and staff, and any healthcare provider involved in the informed consent process.

Nursing Negligence – What You Need to Know

October 21, 2014

Nursing practice has advanced over the past few decades and, as a result, nurses assume a larger role in healthcare delivery. They are required to know more complex recommended nursing practices as well as organizational policies and procedures and to ensure patients receive appropriate, safe care.

This webinar will discuss how the changing role of nurses has also changed the expectations related to nursing negligence and liability. It will discuss the types of lawsuits being brought against nurses, the effects of these lawsuits, and offer risk management recommendations for avoiding liability.

This program will be beneficial for Nurses, Directors of Nursing, Chief Nursing Officers, Managers of Clinical Areas, and Directors/Managers of Quality/Risk/Safety.

Obstetric Practice – Substance Use Disorder

June 15, 2017

Many Obstetrical practices and inpatient Obstetrical services continue to mandate urine drug testing for pregnant women. The American College of Obstetricians and Gynecologist (ACOG) has issued statements regarding drug screening and testing of pregnant patients and recommendations for treatment. This webinar will review “what’s right” in screening and testing, the goals of caring for the patient who has had prior substance use or continue with substance use during pregnancy.

This program offers important information for all healthcare staff who care for obstetrical patients. Please share this invitation with those in your organization who would benefit from attending this program.

Patient Safety: Lessons Learned from Miracle on the Hudson

August 28, 2015

How does a plane lose both engines over a city and crash land without a single death? And, what does this have to do with healthcare?

Patient Safety: Lessons Learned from Miracle on the Hudson will provide a valuable insight into the importance of following safety protocols. It will motivate healthcare employees, managers, and executives to be intentional about their work and working safely, through the inspiring story of a dedicated and experienced airline pilot.

This webinar will discuss how Captain Chesley "Sully" Sullenberger brought Flight 1549 to a safe river landing by calling upon the 4 Cs: Competence, Compassion, Commitment and Communication.

At the conclusion of this course, the participant should be able to recognize the importance of implementing the 4 Cs and be able to apply them in the healthcare setting.

This program offers information important to all levels of employees – from bedside staff to managers to senior administration. Please share this invitation with those in your organization who would benefit from attending this program.

Patient Safety Culture Survey Interpretation & Action Planning

November 19, 2013 and October 29, 2013

TeamSTEPS? Walkarounds? Huddles? CUSP? So many choices, how do you choose the one that's best for your organization?

Healthcare organizations are under increasing pressure to improve patient safety, and a myriad of tools exist to help drive this improvement. But, in an environment of competing priorities and limited resources, how do healthcare organizations choose among the dozens of patient safety tools available? No organization can possibly implement everything; so how do healthcare leaders choose the tools that will provide the "most bang for the buck?" The answers to these questions may be revealed through the results of patient safety culture surveys.

This two-part webinar series will help organizations "connect the dots" between safety culture survey results and patient safety improvement tools. Using AHRQ's Hospital Survey on Patient Safety, we will demonstrate how survey results can point organizations to the most effective, targeted patient safety interventions.

In Part 1 (October 29, 2013), we discussed patient safety culture and the different types of culture survey tools available. We highlighted AHRQ's tool, and its "twelve dimensions of patient safety culture." We then moved into interpreting the survey results, and connecting "problem areas" revealed in the twelve dimensions of the survey to targeted patient safety improvement tools.

In Part 2 (November 19, 2013), we will continue connecting "problem areas" to patient safety tools, and discuss how to create action plans for improvement.

This program offers information important to all levels of employees in your hospital, from bedside staff to managers to senior administration.

Patient Self Determination Act – Legal & Moral Obligations

January 28, 2014

It's been 24 years (1990) since Congress enacted the Patient Self Determination Act (PSDA), yet most people still do not have a written document to direct their healthcare should they become incapacitated or terminally ill. According to the law, healthcare entities (short term acute care, surgical specialty, psychiatric, rehabilitation, long term, home health agencies, and pediatric and cancer hospitals) are major players in this issue. Healthcare entities have both legal and moral obligations to comply with the law and to ensure patients receive the medical care they desire at the end of life.

This webinar will provide an overview of the Patient Self Determination Act and discuss barriers to effective implementation. Participants will be provided resources and tools to assist their healthcare facility in meeting the legal and moral obligations.

This program offers information important to all healthcare providers, from clinical and support staff all the way to senior administration.

Professionalism in Healthcare: Patient Interactions, Communication and Personal Development

April 23, 2014

Professionalism is not just a job – it's a "reflection of who you are as a member of the profession who offers comfort to those who are sick and in pain." It's an obligation to society...

This program provides ways to exhibit professionalism while caring for patients. Suggestions are made for ethical, business and lifestyle goals and objectives, how to maintain professional interactions, and ways to achieve growth and advancement opportunities.

"Professionalism is more than clothes, knowledge and use of equipment. It is about your behavior, attitude towards your job and the respect you show others."

This program offers information important to all healthcare providers, from clinical and support staff all the way to senior administration. Please share this invitation with those in your organization who would benefit from attending this program.

Providing a Safe Care Environment for Extremely Obese Patients

May 28, 2014

Missouri and surrounding states have some of the highest obesity rates in the nation, and these rates continue to rise. Many healthcare facilities are ill-prepared to care for extremely obese patients, which can negatively impact care and safety while increasing liability exposure. This webinar provides an opportunity for healthcare leaders to understand the types of issues and risks associated with the care of extremely obese patients. Tools will be introduced to help identify the risks present in your healthcare facility when caring for these patients, and strategies will be presented to help reduce those risks.

This webinar will be beneficial for Administrators, Directors of Nursing, Directors/Managers of Quality/Risk/Safety, Directors/Managers of Clinical Areas, and clinical staff.

Real Life Charting: Legal Principles and Practical Applications of Medical Documentation

July 30, 2015

Charting is an unavoidable part of the healthcare process, and one that has the potential to significantly affect the number of claims made against healthcare providers, as well as the likelihood of success in defending the care provided. Using real-world examples of ineffective charting, this program will discuss why it is important to properly document the care and services provided to patients and how medical records can be helpful (or not) when litigation arises. This program will More...conclude by providing methods for improving documentation skills, paying special attention to potential charting pitfalls in a world where electronic medical records are becoming the norm.

This program offers important information for all healthcare providers who are responsible for documenting care and services provided to patients, as well as risk managers and directors of quality, risk and safety.

Reducing Malpractice Risk in the Office

November 17, 2016

About half of medical malpractice cases originate in the ambulatory care setting. This webinar reviews malpractice litigation in the office setting and explores some areas that can be addressed to reduce risk in the office setting. A common theme in these cases is alleged errors in the differential diagnosis resulting in delayed or misdiagnosis. An analysis sheds light on steps in the differential diagnosis that physicians should review to reduce their risks. This webinar will also review strategies providers can implement to further reduce malpractice risks in the office setting.

Simple Strategies & Steps for Improving Survey and Audit Results: Patient Satisfaction and Compliance Audits

December 17, 2013

This presentation discusses some basic steps your practice can undertake to improve operational efficiency and prepare for potential audits or inquiries. We will discuss:

1. Strategies for Improving the Scores on the Consumer Assessment of Healthcare Providers & Systems (CAHPS) Improving Patient Satisfaction Survey. Improvements in these areas can also decrease the likelihood of the patient filing a complaint or malpractice lawsuit as well as improving patient satisfaction.
2. Strategies for Implementing the "Voluntary" Federal Compliance Plan If you have a Fraud and Abuse Compliance program, the steps in this program serve as a template for creating your HIPAA compliance program.

This program is highly recommended for hospital clinics and physician office managers.

Strengthening the Connection Between Risk Management and Corporate Compliance

April 16, 2013

Given the current healthcare environment, it is essential for hospitals to develop effective risk management and corporate compliance programs. Healthcare is a highly regulated industry, and healthcare reform measures have brought about increased scrutiny. As providers face these challenges, it is important to recognize the risk exposures that may be common for both programs. Common issues include the areas of:

- Documentation
- Standard of Care
- Medical Necessity
- Informed Consent
- Never Events
- Privacy
- Patient Complaints

This program speaks to both risk management and corporate compliance leadership with ways to work together to not only ensure compliance with regulatory requirements, but to also recognize the liability concerns with these common issues.

This webinar is highly recommended for CEOs, CNOs, Clinical Directors, Quality Directors, Risk Managers and nursing staff.

The Evolving Role of the Risk Manager: Taking an Enterprise Approach

November 25, 2014

The healthcare landscape has evolved over the past few decades, and as a result, so has the role of the healthcare risk manager.

Transitions have occurred from a reactive to proactive approach to managing risks, as well as from a siloed to organization-wide approach – known as Enterprise Risk Management (ERM).

This webinar will discuss the foundational basics of risk management and the transition to ERM in a healthcare organization. It is intended to provide fundamental information to understand the ERM concept.

This program will be beneficial for Risk Managers, Directors/Managers of Quality/Risk/Safety, and Administrators.

The Groundwork and Foundation for Healthcare Disclosure

September 30, 2014

Frequently, the literature discusses adverse event disclosure as one isolated situation. However, practically speaking the groundwork for disclosure starts as soon as the doctor-patient relationship is established. When the physician has an open, patient-as-partner relationship, if a bad outcome occurs it is more likely that the disclosure process will go smoothly. In contrast, if the doctor-patient relationship is one sided, the doctor tells the patient and commands compliance, disclosure is likely to be more adversarial.

This webinar examines practical steps to strengthen the doctor-patient relationship as well as steps to follow during adverse event disclosure.

This program will be beneficial for Physicians, Clinic Managers, Directors of Nursing, Directors/Managers of Clinical Areas, Directors/Managers of Quality/Risk/Safety, and Clinical Staff.

The Risk of Social Networking in Healthcare

September 26, 2013

The use of social media in healthcare is thriving, with almost 1,200 hospitals in the United States having some type of social media application in place.

If you currently use social media, or will in the future, join us for this informational webinar that discusses the benefits and risks of social networking in healthcare; identifies the differences of company, professional, and personal social networking; and provides key components of a social media policy.

This program offers information important to all healthcare providers, from clinical and support staff all the way to senior administration.

Understanding the Basics: Healthcare Failure Mode & Effect Analysis

August 20, 2014

Healthcare Failure Mode and Effect Analysis™ is a proven way to look at planned changes in an organization, such as new programs and services or construction, and proactively anticipate problems that may arise. This webinar will walk through the steps of performing a HFMEA™ using an example to help the learner grasp this sometimes confusing process.

This program will be beneficial for Risk Managers, Patient Safety Officers, Directors/Managers of Clinical Areas and anyone in your organization involved in organizational planning.

Understanding the Basics: Root Cause Analysis (RCA)

July 29, 2014

Performing an investigation after an event is a daunting but necessary task for healthcare organizations. Some organizations have become adept at performing investigations using the RCA process, but many still struggle.

Using an example, this webinar will go through the steps in performing a RCA and provide tools and tips to make the process more successful and the outcome more valuable.

This program will be beneficial for Risk Managers, Patient Safety Officers, Directors/Managers of Clinical Areas and anyone in your organization involved in investigating events.

Weather in the Storm: Surviving Healthcare Fraud Investigations and Audits

December 11, 2012

This webinar will present an overview of healthcare fraud investigations and case resolutions, with emphasis on Missouri's Health Care Fraud Statute after the Missouri Supreme Court's ruling in *State v. Spilton*, 315 S.W.3rd 350 (Mo. Banc 2010). Differences between civil and criminal healthcare fraud cases will be discussed.

Also, an overview of the Missouri Medicaid Audit and Compliance Unit's audit/investigation process will be provided.

Who's in Charge Here?

Managing Risks and Malpractice Liability Associated with Hospitalist Care

April 21, 2016

Who's in Charge Here reviews the history and growth of this model of medical practice since its inception in the 1990s. We will discuss the benefits as well as concerns of using Hospitalists in your organization including recent experience with claims. Recommendations for best practice will be offered.

This webinar is for any organization that is considering implementing a Hospitalist program or has a Hospitalist program already in place.

This program offers important information for Hospital Administration, Risk Managers and Medical Staff Leaders working with Hospitalists.

Working with Challenging Patients

June 25, 2015

Challenging patients are a routine part of medical care. Some patients refuse to follow the advised treatment plan but still complain that their condition is not improving (a.k.a., non-compliant patients). How do you document the difference between a patient who refuses treatment and the non-compliant patient?

With other patients, as soon as the staff sees their name on the appointment schedule, everyone cringes because the patient is not pleasant, hard to work with or just wants more narcotics (a.k.a., difficult patients). Are there strategies for working with these patients?

Practitioners must develop strategies for working with these patients effectively and efficiently. This program examines the characteristics that contribute to a patient being labeled "non-compliant" and/or "difficult"; compares the differences between non-compliant patients vs. difficult patients; and provides strategies for working with "drug seekers".

This program will be beneficial for Risk Managers, Nurse Managers, and staff but is also useful to doctors.