

# FEDERAL TORT CLAIMS ACT UNIVERSITY

**Enroll Now!**

## **The Federal Tort Claims Act University (FTCAU):**

is an innovative training conference that is being offered to members of the health center community.

FTCAU provides a great opportunity for seasoned quality and risk management professionals and new professionals to learn from experts, leaders, and government officials about FTCA, healthcare quality and risk management, and related subjects. Over the course of two days, attendees will participate in interactive presentations and exercises that are specially geared toward health center grantees in New England.

**Conference dates and times: Ashworth by the Sea, Hampton, NH**

**Monday, September 18, 2017**

**8:00am- 4:30 pm**

**Tuesday, September 19, 2017**

**7:30am- 4:45 pm**

### **Speakers include:**

- Christopher Gibbs, JD, MPH
- Amy Goldberg-Alberts, MBA, CPHRM, FASHRM
- Patricia Stahura, RN, MSN
- Nancy Napolitano, BS,
- Christine Boyer, RN, JD, ESQ
- Lee Patrick, RN, BHA, MBA, CPHRM, HEM, CPASRM
- Caitlin Palacios, Esq.
- David Levin, Esq.

*\*Agenda subject to change\**

If you are a health center grantee in New England, enroll in FTCAU to learn from the experts. FTCAU will offer an interactive learning environment on the following topics:

- ✓ FTCA
- ✓ Healthcare Quality
- ✓ Risk Management
- ✓ Claims Management
- ✓ Patient Safety

## **Who Should Attend?**

- Quality Improvement Coordinators
- Risk Managers
- Administrators
- Clinicians
- Board Members

Questions? Contact Gail Stout 401-709-8977 or [gstout@rihca.org](mailto:gstout@rihca.org)

Health Resources & Services Administration

**HRSA**  
Deeming and Compliance Team - Health Center FTCA

## Federal Tort Claims Act University Agenda: Monday, September 18, 2017

<b>8:00 am to 9:00 am</b>	<b>Registration &amp; Continental breakfast</b>
<b>9:00 am to 9:10 am</b>	<b>Opening Remarks</b>
<b>9:10 am to 10:15 am</b>	<p><b>Session: FTCA 101: Basic Policy and Program Procedures</b></p> <p><b>Summary:</b> This session will discuss in depth the Federal Tort Claims Medical Malpractice Act (FTCA) of 1946. Under Section 224 of the Public Health Service Act, as amended by the Federally Supported Health Centers Assistance Act of 1992 and 1995, employees of eligible health centers are deemed federal employees qualified for protection under the FTCA program. Discussion will focus on program requirements, FTCA program overview, site visits and the application process. This informative session will enhance your knowledge of the FTCA program, key program requirements and information on covered individuals under the Federal Tort Claims Act.</p> <p><b>Speaker(s):</b> Christopher Gibbs, JD, MPH</p>
<b>10:15 am to 10:25 am</b>	<b>Break</b>
<b>10:25 am to 12:00 pm</b>	<p><b>Session: Risk Management 101 &amp; 102: Risk Management and Tracking and Preventing Missed/Delayed/Incorrect Diagnosis</b></p> <p><b>Summary:</b> This session will focus on addressing various causes of diagnostic errors and will identify structured protocols, using case studies to find common errors, and identify ways to improve diagnostic outcomes. A collective discussion on recognized strategies for implementing appropriate clinical policies and procedures to reduce risk to patients. We will identify the most common patient safety risks associated with claims trends, diagnostic errors, missed appointments, referrals and deficient tracking mechanisms.</p> <p><b>Speaker(s):</b> Amy Goldberg-Alberts, MBA, CPHRM, FASHRM, executive director, partnership solutions, patient safety risk and quality, ECRI Institute</p>
<b>12:00- 12:45pm</b>	<b>Lunch</b>

<b>12:45 pm to 2:00 pm</b>	<p><b>Session: Risk Management 103 - Incident Reporting/ Patient Safety / Sentinel Events/RCA/ Near Misses</b></p> <p><b>Summary:</b> This session will identify patient safety initiatives in the primary care setting, examine elements of a patient safety program, and identify common barriers to event identification and reporting. It will discuss the root cause analysis process using human factors that may lead up to an adverse or sentinel event, and will recognize recommendations to ensure a safe environment for better patient outcomes.</p> <p><b>Speaker(s): Patricia Stahura RN,MSN, senior patient safety analyst &amp; consultant, ECRI Institute</b></p>
<b>2:00-2:10pm</b>	Break
<b>2:10 pm to 3:45 pm</b>	<p><b>Session: Behavioral Health and Substance Abuse Disorder Treatment &amp; Legal Concerns</b></p> <p><b>Summary:</b> This session will recognize legal issues related to behavioral health screening, assessment, treatment, and identify tools for assessment of behavioral health and substance use. It will recognize risk factors associated with opioids use and the effectiveness of controlled substance agreements. Discussions will also identify how to collaborate with community resources for behavioral health and substance abuse.</p> <p><b>Speaker(s): Nancy Napolitano, BS, Patient Safety Analyst and Consultant</b></p>
<b>3:45 pm to 4:25 pm</b>	<p><b>Session: Medical Records Documentation and Liability</b></p> <p><b>Summary:</b> The focus of this session will be on how to effectively document and avoid potential risk associated with ineffective documentation. This session will discuss the importance of accurate documentation and how it relates to a tort claim, identify factors to improve documentation and avoid liability. We will also discuss different types of documentation, electronic or written, identifying advantages and disadvantages.</p> <p><b>Speaker(s): Christine Boyer, RN, JD, ESQ</b></p>
<b>4:25 pm to 4:30 pm</b>	Closing Remarks

## Federal Tort Claims Act University Agenda: Tuesday, September 19, 2017

<b>7:30 am to 8:30 am</b>	<b>Sign in &amp; Continental Breakfast</b>
<b>8:30 am to 10:00 am</b>	<p><b>Session: Credentialing &amp; Privileging 101 &amp; 102</b></p> <p><b>Summary:</b> This interactive session will provide participants education on critical elements of the credentialing and privileging process, and new requirements. It will also emphasize the use of protected processes that are confidential and non-punitive, to better facilitate quality management efforts at the individual provider level. The presenter will explore the benefits, identify best practices for performing peer review within your own health center, and discuss the importance of establishing and maintaining credentialing files to support quality improvement and patient safety.</p> <p><b>Speaker(s):</b> Patricia Stahura, RN, MSN, senior patient safety analyst and consultant, ECRI Institute; Amy Goldberg-Alberts, MBA, CPHRM, FASHRM, executive director, partnership solutions, patient safety risk and quality, ECRI Institute</p>
<b>10:00 am to 10:15 am</b>	<b>Break</b>
<b>10:15 am to 11:30 pm</b>	<p><b>Session: Claims Management 102</b></p> <p><b>Summary:</b> A representative of the Department of Justice will provide an overview of the uniform procedure for handling claims made against Federally Qualified Health Centers. This informative session will enhance your knowledge of the Federal Tort Claims Process for Deemed Funded Health Centers. Topics covered will include an overview of claim filings, required documents for premature lawsuits, claims disposition, and other considerations within the litigation process.</p> <p><b>Speaker(s):</b> Caitlin Palacios, Esq.</p>
<b>11:30-12:30pm</b>	<b>Lunch</b>

<b>12:30- 1:45</b>	<p><b>Session: Claims Management 103</b></p> <p><b>Summary:</b> This session will focus on the elements of malpractice and of various types of medical malpractice cases. It will discuss the legal duty to provide care, understanding the standard of care in a primary care setting, and recognize what has to occur for a claim to be successful. This session will include activities focused on mock medical malpractice cases, information on how to appropriately prepare for a malpractice case to provide an interactive learning experience.</p> <p><b>Speaker(s): David A. Levin, ESQ.</b></p>
<b>1:45pm - 2:50pm</b>	<p><b>Session: Claims Management 104</b></p> <p><b>Summary:</b> These sessions will be presented to enhance knowledge to participating Federally Qualified Health Centers on identifying common causes resulting in tort claims associated with deemed funded health centers. The speaker will use scenarios that will help the participant avoid situations that may lead to a malpractice claim.</p> <p><b>Speaker(s): David Levin, ESQ.</b></p>
<b>2:50pm-3:00pm</b>	Break
<b>3:00 pm -4:15pm</b>	<p><b>Session: Dental Risk Management and Legal Concerns</b></p> <p><b>Summary:</b> This session will focus on understanding and identifying common risks involved in providing primary oral health care and how to prevent them. It will also recognize the role risk management plays in providing primary oral health care to Deemed HRSA Funded Health Centers, and identify how to respond to and address malpractice claims.</p> <p><b>Speaker(s): TBA</b></p>
<b>4:15pm - 4:45pm</b>	<b>Closing remarks / Survey/ Q &amp; A</b>