

# Risk Management Education

## Registration Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Dept: \_\_\_\_\_

### Registration

Send completed form  
and check payment to:

**Washington Hospital  
Education Department**

**Fee: \$35**

Provider approved by the California Board of  
Registered Nursing for  
6.5 contact hours.



# Risk Management Education

*You're the  
Lifesavers!*



**May 17, 2010 and  
October 25, 2010**

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

**Course Fee: \$35**



For additional information:

Call (510) 791-3470

# Risk Management Education

## Course Objectives:

At the end of this course, the participant will be able to:

- Discuss common risk areas in the hospital that may lead to legal claims.
- Identify ways to create a culture of safety.
- Describe the importance of and process for reporting errors and adverse events.
- State one's duty to patients according to the Nurse Practice Act.
- Explain strategies to improve communication and to mitigate risks.

## Class Schedule

8:30	Introductions, Objectives and Agenda - <b>Kris LaVoy, RN</b>	2:45	When Events Turn into Claims
8:45	The Remaking of American Medicine (PBS Documentary)	3:15	The Claims Process at WHHS - <b>Mary Lynn Lewis</b>
9:00	State of the Health Care Industry and the Patient Safety Movement - <b>Nasim Karmali, RPh</b>	3:30	QUESTIONS
9:10	Your Role as a Patient Advocate - <b>Kris LaVoy, RN</b>	4:00	Wrap-up and Evaluations - <b>Kris LaVoy, RN</b>
9:20	Communication and Chain of Command - <b>Kris LaVoy, RN</b>		
10:00	<b>Break</b>		
10:15	Patient Complaints, Informed Consent, Falls and Documentation - <b>Rita Coyne, MBA, CPHRM</b>		
11:40	PANEL DISCUSSION: "Experiences"		
12:00	<b>Lunch</b>		
1:00	Medication Safety - <b>Nasim, Karmali, RPh</b>		
1:20	Creating a Culture of Safety - <b>Nasim Karmali, RPh</b>		
1:45	When Errors Occur: Initial Response, Reporting, Disclosure, Investigation - <b>Nasim Karmali, RPh</b>		
2:15	<b>Break</b>		
2:30	National Patient Safety Goals "The Basket Case"		

### Speakers

Kris LaVoy, RN  
Chief of Compliance, WHHS

Nasim Karmali, RPh  
Medication Safety Officer, WHHS

Mary Lynn Lewis, BS-AM  
Legal Analyst, WHHS

Rita Coyne, RN, CPHRM  
BETA Healthcare Group

