

Lexington Insurance and  
National Patient Safety Foundation® Present

2010

Risk Management/Patient Safety Seminars for 2010

Healthcare-Associated Infections:  
Applying Patient Safety Solutions to  
Emerging Liability Challenges



**LEXINGTON INSURANCE**  
**CHARTIS** 



## Risk Management/Patient Safety Seminars

### Healthcare-Associated Infections: Applying Patient Safety Solutions to Emerging Liability Challenges

The Healthcare Division of Lexington Insurance, and the National Patient Safety Foundation (NPSF) Stand Up for Patient Safety™ program, invite you and others from your organization to attend our 13th annual risk management and patient safety seminar. This is a nationwide traveling seminar that will be hosted in cities throughout the U.S. in 2010.

**Join us for any one of the 2010 seminars, entitled, “Healthcare-Associated Infections: Applying Patient Safety Solutions to Emerging Liability Challenges.”** This year we will explore infection prevention and control from a patient safety and risk management perspective, identifying effective strategies that organizations have used in their efforts to reduce healthcare-associated infections (HAIs).

To help understand these principles, the faculty will include nationally known experts. **Russ Nassof**, a lawyer and frequent presenter on HAI as a liability issue, will start the day by exploring how stricter regulatory, reimbursement, and legal standards have converged to create a “perfect storm” of heightened awareness and increasing liability and risk. He will also explore the components of robust infection prevention and control programs. In addition, former APIC President **Denise Murphy** will explore the ways that patient safety and other performance improvement strategies have been utilized by organizations to design unique and successful infection prevention and control practices that you can implement in your organization.

As we have demonstrated in past seminars, Lexington Insurance and NPSF believe that the involvement of patients and families is also critical to patient safety. A leading patient and family advocate, **Victoria Nahum**, will share her perspective as a parent who has been deeply affected by HAIs. In this interactive and heartfelt program, Ms. Nahum will discuss how providers can develop effective partnering strategies with patients and families to improve organizational infection prevention and control practices.

## PROGRAM OBJECTIVES

At the end of this program, participants will be able to:

- Understand the evolving liability and regulatory landscape affecting patient care and the risk related to healthcare-associated infections (HAIs)
- Appreciate how HAIs affect both patients and their loved ones in order to provide patient-centered care that is compassionate, appropriate, and effective
- Recognize how patients and families can help foster interpersonal and communication skills that result in effective information exchange and teaming among staff, patients, and their families
- Identify various infection prevention and control best practices for optimum care derived from patient safety principles and evidence-based practice
- Explain some of the practice-based learning and improvement strategies that risk managers, patient safety professionals, and infection preventionists can employ to assist the organization in reducing the risk and liability related to HAIs

## WHO SHOULD ATTEND

Healthcare professionals from all types of settings will benefit from this program. While risk managers and patient safety officers will appreciate the content and lessons presented, infection preventionists will also benefit from the more recent perspective of HAIs as an emerging liability issue. Healthcare professionals managing the delivery of patient care within small and large hospitals, long term care facilities, physician offices and other ambulatory settings will benefit from the program with many 'take home' lessons and tools.

- Healthcare Risk Managers
- Patient Safety Professionals
- Infection Preventionists
- Quality Managers
- Nursing Leaders and staff
- Medical Staff Leaders
- Healthcare Administrators
- Physician office practice staff and practice managers
- Ambulatory clinic staff and managers
- Physicians and Medical Directors

This year's seminar promises to be one of our very best. Lexington Insurance and NPSF are confident that participants will gain valuable insight and learn the skills needed to help them successfully move their organizations forward in their efforts to enhance patient safety efforts.

# SEMINAR 2010



## SEMINAR PRESENTATIONS

### Session One:

#### **Overview of HAI as a Risk and Liability Issue**

Presented by: **Russ Nassof**

While hospitals and other healthcare provider organizations have struggled with them for decades, healthcare-associated infections (HAIs) have recently become a source of intense scrutiny by government, the general public and now the legal community. In this opening session, Russ Nassof, a nationally known speaker on the issue of HAIs, will explain how several factors combined to create this "perfect storm" of heightened awareness and increasing liability and risk. This session will explain the regulatory and reimbursement changes that have caused healthcare organizations to focus more on infection prevention, and will describe how the evolution of the legal standard used in HAI cases is shifting to increase the burden on healthcare facilities. Finally, the session will outline some key components of successful infection prevention program implementation strategies, and insight into evaluating the legal viability of your program.

This session will help the participants to:

- Understand the emerging risks that HAIs are posing in healthcare organizations and how they affect the patient, the providers, and the provision of healthcare overall.
- Clarify how changes in regulatory requirements, reimbursement and legal standards are creating new risks and liabilities in addressing HAIs.
- Articulate organizational and structural approaches that facilities have successfully used to reduce the liability risk of HAI.

### Session Two:

#### **One Person's Journey with HAI: Advocating for Safe Care**

Presented by: **Victoria Nahum**

While healthcare organizations scramble to figure out how best to address the challenges of HAIs, the perspective of the patient is sometimes lost. Patients and their families have been greatly impacted by increasingly virulent HAIs. However, organizations can tap into their experience and support to make vital contributions to the efforts to prevent infections. In this session Victoria Nahum will explore her journey from average citizen and mother to someone greatly affected by HAIs, and on to becoming a nationally known patient advocate on patient and family involvement in HAI prevention. Through sharing of her experiences and work in HAI prevention, she will provide invaluable insights not just to the impact HAIs have on patients and families but how they can become an instrumental partner in your organization's HAI prevention program.

This session will help the participants to:

- Describe the devastating impact HAIs have on patients and their loved ones from the perspective of someone who has dealt with them in her family.
- Summarize the role that patients and their families can have in partnering with healthcare organizations to help reduce the risk of HAIs.
- Identify approaches healthcare organizations can take to further involve patients and their families in infection prevention.

### Session Three:

#### **Application of Patient Safety and Performance Improvement Principles to HAI Prevention Practices**

Presented by: **Denise Murphy**

The challenges that complex healthcare organizations face in controlling and preventing infections is daunting. The infection prevention field has traditionally had standard interventions which when implemented may have benefit, but emerging ideas drawn from patient safety, performance improvement and other disciplines have resulted in new and innovative approaches. In this session former APIC President Denise Murphy will discuss infection prevention approaches based upon systems engineering and human factors theory that have created positive results. Using case studies and other examples, this session will provide a variety of ideas on how to improve performance and utilize innovative techniques in healthcare settings.

This session will help the participants to:

- Illustrate how system engineering and human factors theory can effect change and improve patient and organizational outcomes related to infection prevention and control.
- Identify the various infection prevention and control interventions that have been successfully implemented in healthcare organizations that have driven HAI rates to near zero.
- Understand some of the challenges that infection preventionists, risk and patient safety professionals face in implementing solutions to infection prevention/control and patient safety interventions.

### Session Four:

#### **Panel Discussion: Specific HAI Prevention Challenges and Opportunities**

Presented by: **Russ Nassof, Denise Murphy, Victoria Nahum**

Over the course of the day in the three sessions many ideas using risk management and patient safety principles to improve infection prevention efforts will have been discussed. In this session our three presenters will interact in a panel discussion format to help provide ways to put prevention ideas into practice. Through questions and answers with the panel, the participants can obtain guidance on prevention and implementation issues in their own organization.

This session will help the participants to:

- Determine which specific patient safety based interventions to HAIs can be utilized in different healthcare organizations.
- Recognize potential problems that mandatory reporting and other issues may provide to healthcare organizations
- Identify unique ways to involve patients and families in infection prevention and control programs.

## 2010 SEMINAR FACULTY

### **Russell Nassof**

Russell Nassof, Esq., is the Director of New Strategic Initiatives at TRC, a publicly traded environmental and engineering consulting firm. Mr. Nassof has been in the field of risk consulting for over 20 years working actively in industrial hygiene, microbial contamination, toxic tort risk management, insurance defense, and infection control. He has presented many seminars to legal, insurance, and risk management audiences in the US, Canada, and Europe. He has co-authored books and book chapters, holds several patents, frequently provides expert testimony, and has been an innovator in the field of emerging environmental and healthcare issues. Most recently, he has focused on healthcare-associated infections as a legal and regulatory issue in collaboration with the Association for Professionals in Infection Control and Epidemiology (APIC). Mr. Nassof received his undergraduate and Juris Doctorate degrees from Emory University in Atlanta.



### **Victoria Nahum**

Victoria Nahum is a noted speaker and patient safety advocate. In 2006, after their family had personal experiences with HAIs, she and her husband Armando created the Safe Care Campaign to bring a sharper focus on infection prevention within the US healthcare environment. Safe Care Campaign partners with healthcare systems, hospital administrations and frontline caregivers to remind, provoke, motivate and inspire all who work within the continuum of care on these issues. Through their organization, Victoria has spread the message to several national media outlets, including CBS, CNN, and Fox News. Victoria currently sits on the Joint Commission's Patient and Family Safety Advisory, and in 2009 gained "Associate" status with the World Health Organization's Patients for Patient Collaborative and the Patients for Patient Safety Programme. She recently was voted as Co-Chair of an innovative patient safety collaborative project representing Consumers Advancing Patient Safety, being convened by The American College of Chest Physicians.



### **Denise Murphy**

Denise Murphy is Vice President for Quality and Patient Safety at Main Line Health System in Philadelphia. In this role, she has system-wide responsibilities for Patient Safety and Risk Management, Clinical Performance Improvement, Infection Prevention and Control, and Performance Measurement. Prior to joining MLH, Denise was Vice President, Chief Safety and Quality Officer at Barnes-Jewish Hospital (BJC HealthCare) in St. Louis. Denise is a Past President of APIC and has been an active member and leader in infection prevention for over two decades. She is currently a member of the CDC's Hospital Infection Control Practice Advisory Committee (HICPAC) as well as the infection prevention representative to the National Quality Forum's Patient Safety Advisory Committee. She graduated from the first AHA/National Patient Safety Foundation sponsored Leadership Fellowship training program in August, 2003. Recently, she has co-authored the Patient Safety Chapter for ASHRM's Risk Management Handbook for Healthcare Organizations (Sixth Edition). Denise holds a Bachelor of Science in Nursing and Masters of Public Health degrees from St. Louis University.



## AGENDA

**8:00 – 8:30 am**  
Registration and Breakfast

**8:30 – 9:00 am**  
*Welcome and Introductions*  
**Lexington Insurance Regional Underwriting Manager NPSF Faculty**

**9:00 – 10:30 am**  
*Overview of HAI as a Risk and Liability Issue*  
**Russ Nassof**

**10:30 – 10:45 am**  
Break

**10:45 – 11:45 am**  
*One Person's Journey with HAI: Advocating for Safe Care*  
**Victoria Nahum**

**11:45 am – 12:45 pm**  
Lunch

**12:45 – 2:30 pm**  
*Application of Patient Safety and Performance Improvement Principles to HAI Prevention Practices*  
**Denise Murphy**

**2:30 – 2:45 pm**  
Break

**2:45 – 3:30 pm**  
*Panel Discussion: Specific HAI Prevention Challenges and Opportunities*  
**Russ Nassof, Denise Murphy, Victoria Nahum**

**3:30 – 4:00 pm**  
Conclusion and Evaluations

# SEMINAR 2010

## LOCATIONS

Join Lexington Insurance and NPSF at any of the seminar locations listed below. All seminar participants are responsible for their own travel and lodging arrangements and costs.

<b>May 10</b> Monday	<b>Portland, Oregon</b> Tuality Health Education Center 334 S.E. 8th Avenue Hillsboro, OR
<b>May 27</b> Thursday	<b>Philadelphia, Pennsylvania</b> ECRI Institute Auditorium 5200 Butler Pike Plymouth Meeting, PA
<b>June 15</b> Tuesday	<b>Nashville, Tennessee</b> Quorum Health Resources Conference Center 105 Continental Pl. Brentwood, TN
<b>July 27</b> Tuesday	<b>Chicago, Illinois</b> Advocate Lutheran General Hospital/Olson Auditorium 1775 Dempster St. Park Ridge, IL
<b>August 12</b> Thursday	<b>Honolulu, Hawaii</b> Queens Medical Center Auditorium 510 S. Beretania St. Honolulu, HI
<b>August 13</b> Friday	<b>Honolulu, Hawaii</b> Hawaii Pacific Health/Kapi'olani Medical Center for Women & Children 1319 Punahou Street Honolulu, HI
<b>September 21</b> Tuesday	<b>New York, New York</b> The Helmsley Hotel 212 East 42nd Street New York, NY

## FEES

Seminars are complimentary for healthcare organizations that are professional liability clients of Lexington Insurance or members of the NPSF Stand Up for Patient Safety program. One or more individuals from an organization are welcome to attend at no charge.

The seminar fee is \$495 for those who are not Lexington Insurance clients or NPSF Stand Up for Patient Safety program members. If more than one individual is attending, the fee is \$250 for each individual after the first paid participant. Payment in full by check must be received at least two weeks prior to the seminar date. Make checks payable to Chartis. All seminar participants receive lunch and other refreshments. All seminar participants are responsible for their own travel and lodging arrangements and costs.

## REGISTRATION

All seminar participants must pre-register online.

- Register online at:  
<http://www.lexingtoninsurance.com/events/healthcare/m/>

An email confirmation will be sent to you. This will guarantee your space at the seminar date and location you selected. If you do not receive your email confirmation, contact Helen Nicolai at 770-671-2196; Email [helen.nicolai@chartisinsurance.com](mailto:helen.nicolai@chartisinsurance.com).

## SUBSTITUTIONS/CANCELLATIONS

Registered participants can substitute another individual from their organization anytime. Notice of cancellations must be received in writing by Helen Nicolai (email: [Helen.nicolai@chartisinsurance.com](mailto:Helen.nicolai@chartisinsurance.com)) at least 10 days prior to the seminar so that individuals on the waiting list can be accommodated. Please include names of those registered who are cancelling, names of substitutions and location and date of the seminar in your email.

Cancellations of paid registrations will qualify for a full refund if cancelled in writing to Helen Nicolai (email: [Helen.nicolai@chartisinsurance.com](mailto:Helen.nicolai@chartisinsurance.com)) at least 10 business days prior to the seminar; a \$50 administrative fee will be withheld. Cancellation of paid registrations that are received less than 10 business days prior to the seminar will receive a 50% refund. Lexington Insurance and NPSF are not responsible for nonrefundable travel expenses.

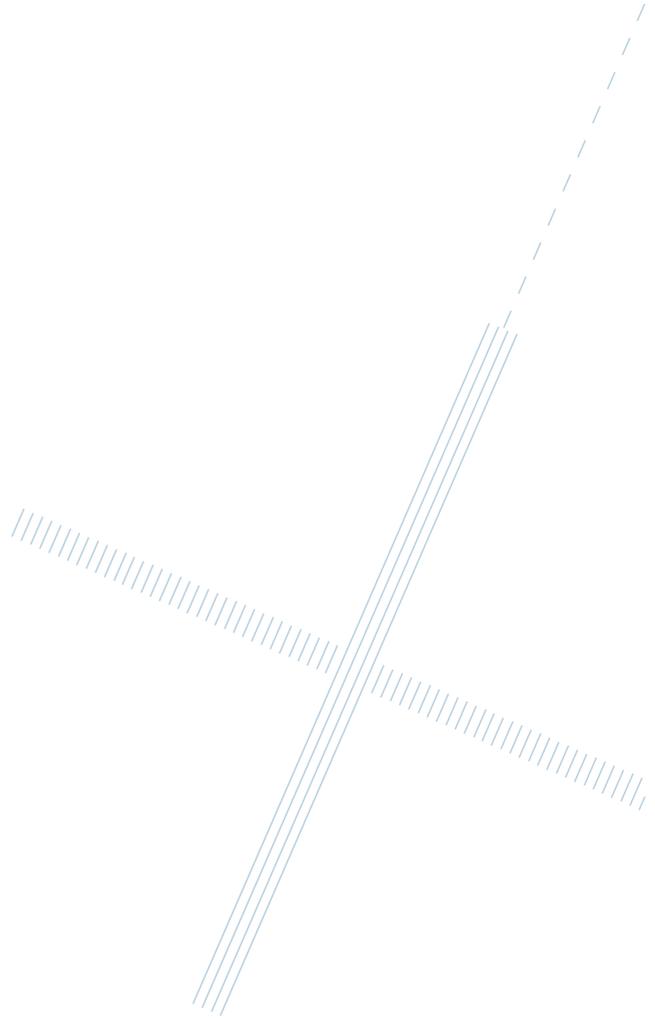
Lexington Insurance and NPSF reserve the right to make changes or cancellations without prior notice.

## CONTINUING EDUCATION CREDITS

An application has been submitted to the Georgia Nurses Association for approval of 5.0 contact hours.

Approved for 5.0 contact hours toward fulfillment of the requirements for the ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and toward CPHRM renewal.

CMEs have been applied for and are pending. This activity is free of commercial bias in accordance with ACCME commercial interest guidelines.



### ABOUT THE NATIONAL PATIENT SAFETY FOUNDATION®

The mission of the National Patient Safety Foundation (NPSF) is to improve the safety of patients. NPSF accomplishes this through its efforts to: identify and create a core body of knowledge; identify pathways to apply the knowledge; develop and enhance the culture of receptivity to patient safety; and raise public awareness and foster communications about patient safety.

### ABOUT LEXINGTON INSURANCE

Lexington Insurance Company (Lexington Insurance), a Chartis Company, is America's leading surplus lines insurer. Chartis is the marketing name for the worldwide property-casualty and general insurance operations of Chartis Inc. For additional information, please visit our website at <http://www.chartisinsurance.com>. All products are written by insurance company subsidiaries or affiliates of Chartis Inc. Coverage may not be available in all jurisdictions and is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds.

Chartis is a world leading property-casualty and general insurance organization serving more than 40 million clients in over 160 countries and jurisdiction. With a 90-year history, one of the industry's most extensive ranges of products and services, deep claims expertise, and excellent financial strength, Chartis enables its commercial and personal insurance clients alike to manage virtually any risk with confidence.

Chartis is the marketing name for the worldwide property-casualty and general insurance operations of Chartis Inc. For additional information, please visit our website at <http://www.chartisinsurance.com>. All products are written by insurance company subsidiaries or affiliates of Chartis Inc. Coverage may not be available in all jurisdictions and is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. Certain coverage may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds.

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