



WEBINAR

## What Happened? Patient Safety & Risk Management Tips Through Case Studies

(W1039)

Date: **Thursday, June 17, 2021**

Time: **9:00 – 10:30 a.m. CT**

### **Speaker:**

Laura A. Dixon, BS, JD, RN, CPHRM

President, Healthcare Risk Education and Consulting, LLC

**Cost: \$195 to NHA members** (per hospital, no charge for additional lines, recordings available up to 60 days after the webinar)

### **Target Audience**

Chief Executive Officer, Chief Operating Officer, Chief Nursing Officer, Compliance Officer, Joint Commission Coordinator, Quality Improvement personnel, Risk Manager, Legal Counsel

### **Course Curriculum**

Patient Safety and Risk Management systems are in place at all healthcare facilities. Electronic medical records are utilized to improve documentation. Healthcare providers are highly trained, yet patients, at times, still sustain injuries while in a healthcare facility. What can we learn from situations where a patient has been injured? Could we have done something more, different, or was the injury a result of the course of the illness?

This program will cover the basics of a professional liability action and what tips or other methods can be incorporated to prevent future occurrences.

Topics to be covered include:

- Credentialing, Privileging and Background checks
- Importance of documentation
- Internal risk management “checks and balances”
- Follow up on diagnostic test results
- Communication between provider and patients

The discussions in this session will focus on case studies, and how the above factors led to each of the exemplified outcomes.

## Learning Objectives

At the conclusion of this session, participants should be able to:

- Recall basic principles for documentation.
- Describe the regulatory and professional guidelines for credentialing, privileging, and background checks.
- Outline the basic risk management techniques in a facility and in an outpatient clinic setting.
- Explain how healthcare providers can improve upon communication between each other and with the patient.

## Speaker Bio

Laura A. Dixon is the president of Healthcare Risk Education and Consulting. She previously served as the Director, Facility Patient Safety and Risk Management and Operations for COPIC from 2014 to 2020. In her role, Ms. Dixon provided consultation and training to facilities, practitioners and staff in multiple states. Ms. Dixon has more than twenty years of clinical experience in acute care facilities, including critical care, coronary care, peri-operative services and pain management. Prior to joining COPIC, she served as the Director, Western Region, Patient Safety and Risk Management for The Doctors Company, Napa, California. In this capacity, she provided consultation to the physicians and staff for the western United States.

As a registered nurse and attorney, Laura holds a Bachelor of Science degree from Regis University, a Doctor of Jurisprudence degree from Drake University College of Law, and a Registered Nurse Diploma from Saint Luke’s School Professional Nursing. She is licensed to practice law in Colorado and California.

*This speaker has no real or perceived conflicts of interest that relate to this presentation.*