

# FEDERAL TORT CLAIMS ACT UNIVERSITY CONFERENCE

June 13-14, 2019

New Orleans, Louisiana

**The Federal Tort Claims Act University (FTCAU):** An innovative training conference 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 Louisiana and surrounding states.

## Day 1

**7:30am – 8:30am**

Registration & Continental Breakfast

**8:30am - 8:45am**

Opening Remarks

**8:45am - 10:00am**

Site Visit Preparation

**10:00am - 10:15am**

Break

**10:15am - 11:45am**

Telehealth

**11:45am - 12:45pm**

Lunch

**12:45pm - 1:45pm**

Risk Management

**1:45pm – 2:00pm**

Break

**2:00pm - 3:00pm**

Emergency Management

**3:00pm - 3:15pm**

Break

**3:15pm - 4:15pm**

Identifying and Addressing  
Clinical Burnout

**4:15pm – 4:30pm**

Questions & Answers/ Closing Remarks

## Day 2

**8:00am - 8:30am**

Continental Breakfast

**8:30am - 9:45am**

Claims Management

**9:45am - 10:00am**

Break

**10:00am – 11:30am**

Malpractice/Claims and Risk  
Management

**11:30am - 12:30pm**

Lunch

**12:30pm – 1:30pm**

Infection Control and Prevention

**1:30pm - 1:45pm**

Break

**1:45pm - 3:00pm**

Communication/Continuum of Care

**3:00pm - 4:00pm**

Informal Questions & Answers/Closing  
Remarks

*\* Agenda subject to change*



## Enroll In FTCAU

### Today!

If you are a health center grantee in Louisiana and surrounding states, enroll to learn from experts in their fields. 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
- Patient Safety Administrators
- Clinicians
- Board Members

*Questions? Contact  
Louisiana Primary  
Care Association  
Ruth Johnson*

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Federal Tort Claims Act University Agenda  
June 13-14, 2019 New Orleans, Louisiana  
Day 1

7:30 am - 8:30 am

**Registration & Continental breakfast**

8:30 am - 8:45 am

**Opening Remarks**

8:45 am - 10:00 am

**Session: FTCA Site Visit Preparation**

**Speaker:** Christopher Gibbs, JD, MPH

**Summary:** HRSA may conduct an FTCA site visit at any point during the FTCA application review process and/or as part of its oversight responsibilities relative to the FTCA program. The primary focus of the site visits program aligns with the main parts of the annual FTCA application. This session will help participants understand factors that might prompt a site visit, site visit overview, and identify key elements of the site visit requirements. This session will also focus on preparation for pre- site visit actions, during the site visit and post site visit activities. By the end of the session, participants will be able to recall and identify key concepts to prepare for a successful site visit.

10:00 am - 10:15 am

**Break**

10:15 am - 11:45 am

**Session: Telehealth**

**Speaker:** Dale Alverson, MD

**Summary:** This session will discuss the different terms of Telemedicine, Telehealth, and eHealth. It will also discuss in detail the realities of a telehealth program, as well as, the setting up of a telehealth program and management as it relates to the health center program. The attendees should be able to walk away with the ability to identify best practices and tools to establish a high functioning telehealth program.

11:45 am - 12:45 pm

**Lunch**

12:45 pm - 1:45 pm

**Session: Risk Management 101: Foundations in Clinical Risk Management & Safety**

**Speaker:** Cara Wzorek, MA, CPASRM, MWC

**Summary:** This session will provide attendees who are new to the field or as a refresher for seasoned risk managers on topics such as conducting risk assessments, ensuring that all health center staff receive risk management training, and reporting risk management information to the board. Sample tools, resources, and dashboards will be provided.

1:45 pm - 2:00 pm

**Break**

2:00 pm – 3:00 pm

**Session: Emergency Management**

**Speaker:** Tener Goodwin Veenema, PhD, MPH, MS, RN

**Summary:** This session will cover recent disasters, public health emergencies and the burden on federally funded community health care centers. Including current challenges for preparedness and response to 21<sup>st</sup> Century threats to public health. Strategies will be provided to enhance community health center surge capacity to improve population health outcomes. We will also go over rules and regulations impacting federally funded community health care center emergency preparedness. Lastly, we will cover the characteristics of an effective disaster/emergency response along with the health care provider (HCP) roles and responsibilities in disasters and public health emergencies.

3:00 pm - 3:15 pm

**Break**

3:15 pm - 4:15 pm

**Session: Identifying and Addressing Clinician Burnout**

**Speaker:** Carlye Hendershot, MSN, RN, CPPS, CPHRM

**Summary:** Research indicates that “engagement” of health care employees, their work environments, and colleagues increase their own sense of well-being and improves patient safety and satisfaction measures. The interactive scenarios in this presentation will be used to identify and address clinician burnout among staff, which can impact issues such as employee absenteeism. This in turn can directly affect delivery of patient care, and litigation risk. Strategies for encouraging good communication practices and keeping staff engaged will be covered.

4:15 pm - 4:30 pm

**Questions and Answers/Closing Remarks**



Federal Tort Claims Act University Agenda  
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Day 2

8:00 am – 8:30 am

**Sign in & Continental Breakfast**

8:30 am – 9:45 am

**Session: Claims Management**

**Speaker:** Sean Flaim, Esq., The General Law Division

**Summary:** A U.S. Department of Health and Human Services, Office of the General Counsel, General Law Division representative will provide an overview of the uniform procedure for handling claims against Federally Qualified Health Centers. This informative session will enhance 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.

9:45 am – 10:00 am

**Break**

10:00 am – 11:30 am

**Session: Malpractice/Claims and Risk Management: Behavioral Health, OB, Dental, and Other Ancillary Services**

**Speaker:** David A. Levin, Esq.

**Summary:** This session will focus on why patients file malpractice suits, what type of claims patients file, and how to improve medical practice to lessen the chances of being involved in a lawsuit. Patterns and trends in high payout claims for OB and other specialties will be discussed, along with actions the health center can implement to prevent recurrence and enable a stronger case in the event of a claim.

11:30 am – 12:30 pm

**Lunch**

12:30 pm – 1:30 pm

**Session: Infection Control and Prevention: CDC Guide to Infection Prevention for Health Centers**

**Speaker:** Erica Washington, MPH

**Summary:** This segment will cover the importance of oversight, responsibility of infection prevention and control in outpatient care. Along with examples of recent outbreaks and breaches in outpatient settings, which include medication handling, safe injection practices, medical instrument processing, and common gaps in themes. Best practices that will also be covered are injection safety, medication preparation, medical instrument reprocessing, outbreak detection and management, and patient notification.

1:30 pm – 1:45 pm

**Break**

1:45 pm – 3:00 pm

**Session: Communication/Continuum of Care**

**Speaker:** Carlye Hendershot, MSN, RN, CPPS, CPHRM

**Summary:** This session will focus on learning about the fundamental elements of effective communication in healthcare delivery. Including how to improve communication with patients and various healthcare team members both within and outside their health clinic.

3:00 pm - 4:00 pm

**Informal Questions & Answers/Closing Remarks**

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## SPEAKER BIOGRAPHIES



Christopher Gibbs, JD, MPH

Christopher Gibbs attended Cornell University, where he majored in Human Development with a focus on Psychopathology. He attended Yale University, where he received a Master of Public Health in Health Policy and Administration. He also attended the University of Wisconsin School of Law and focused on International Negotiations. Chris has completed externships in dental, thoracic surgery, maxillofacial surgery, and psychiatrics at various hospitals in New York City, such as Cornell Medical and Mount Sinai Hospitals. He clerked for the Wisconsin Supreme Court, acted as advisor to Wisconsin State Senator Lena C Tayler and was a legal advisor at the Wisconsin Aids Network. Christopher has worked with HRSA for 8 years, and has acted as an Analyst, Senior Analyst, and is currently the Team lead of the FTCA Deeming and compliance team.



Tener Goodwin Veenema,  
PhD, MPH, MS, RN

Professor of Nursing and Public Health at the Johns Hopkins School of Nursing and the Johns Hopkins Bloomberg School of Public Health. As an internationally recognized expert in disaster nursing and public health emergency preparedness, she has served as senior scientist to the DHHS Office of Human Services Emergency Preparedness and Response (OHSEPR), Department of Homeland Security, Veterans Affairs Emergency Management Evaluation Center (VEMEC), and the Federal Emergency Management Agency (FEMA). An accomplished disaster researcher, Dr. Veenema has sustained career funding over 2.2 million dollars, is a member of the American Red Cross National Scientific Advisory Board and is an elected Fellow in the American Academy of Nursing, the National Academies of Practice, and the Royal College of Surgeons, Faculty of Nursing & Midwifery, Dublin, Ireland.

Sean Flaim, Esq.  
(The General Law Division)

Sean Flaim is trial attorney with the U.S. Department of Health and Human Services, Office of General Counsel, General Law Division, where he handles administrative tort claims and related litigation on behalf of the agency. He is a 2012 graduate of the Catholic University of America, Columbus School of Law. Prior to joining HHS, he worked in the disability program at the Social Security Administration. Before law school, Mr. Flaim received a degree in chemistry from the University of Minnesota, worked as a research chemist for a major pharmaceutical company, and pursued graduate studies in medicinal chemistry and immunology at the University of Cincinnati and University of Toledo. When not at work, he enjoys sailing, cooking, and spending time with his wife and daughter.



Erica Washington, MPH

Erica Washington, M.P.H., is the healthcare-associated infections program coordinator at the Louisiana Department of Health. She previously was a 2016-17 Informatics-Training in Place Program antibiotic resistance fellow with Project Strengthening Health Systems Through Interprofessional Education (SHINE). Washington is a member of numerous epidemiological organizations, including the Council of State and Territorial Epidemiologists and the Society for Healthcare Epidemiology of America, and was a 2013 White House Champion of Change for Prevention and Public Health. Washington has a bachelor's degree in biological sciences from Louisiana State University and a master's degree in public health in epidemiology from Tulane University.

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Dale Alverson MD

Professor Emeritus of Pediatrics and Regents Professor on faculty at the University of New Mexico, School of Medicine. From 1995 through 2018, he has been the Medical Director of the Center for Telehealth at the University of New Mexico, Health Sciences Center and now serves as their strategic telehealth consultant. In these roles, he has been involved in the planning, implementation, research and evaluation of Telemedicine systems for New Mexico, primarily serving its rural communities using information technologies, videoconferencing and the internet to provide access to clinical services and health education. In 2007, the UNM Center for Telehealth was given the American Telemedicine Association (ATA) President's Institutional Award for its efforts in advancing telehealth locally, nationally, and internationally. He was the Project Coordinator of the Federal Communications Commission (FCC) Rural Health Care Pilot Program; Southwest Telehealth Access Grid, serving New Mexico, Arizona and the Southwest IHS Area Offices, funded at \$15.5 million designed to expand broad-band connectivity for telehealth and health information exchange. He is a founder and prior chairman on the Board of the New Mexico Telehealth Alliance that provides a platform for public-private collaboration and formation of a Telehealth network of networks in the state. He is also Chief Medical Informatics Officer of LCF Research assisting in their efforts to address the development and meaningful use of health information exchange, adoption of electronic health records, and integration with telemedicine. Nationally, he is Past President of ATA and a member of their College of Fellows. He is a founder and prior chairman of the Four Corners Telehealth Consortium addressing regional interstate coordination between Arizona, Colorado, Utah and New Mexico and assisted in forming the ATA Interstate Special Interest Group developed to address the use of telehealth between states. He has been involved in several ongoing international collaborative telehealth initiatives including Latin America, such as with Ecuador, Argentina, Chile, and other countries such as India, Nepal, Ukraine, Iran, Korea, and several countries in Africa.



David Levin, Esq.

David Levin is a founding member of Wharton Levin Ehrmantraut & Klein, P.A. He has extensive expertise in complex medical cases and is the lead counsel for the major medical malpractice insurer in the State of Maryland. Mr. Levin has tried over 250 cases to verdict. Mr. Levin also has represented many of the major hospitals based in Maryland and District of Columbia, and has been counsel to Holy Cross Hospital, a division of Trinity Health, for over 30 years. Mr. Levin is a past president of the Maryland Chapter of the American Board of Trial Advocates and has been a Fellow of the American College of Trial Lawyers. He has been selected by his peers to be listed in the Best Lawyers in America since 1995, and has been voted one of the top 50 attorneys in Maryland by Super Lawyers every year since 2007.



Cara Wzorek, MA,  
CPASRM, MWC

Cara Wzorek is program manager for ambulatory risk management services at ECRI Institute and editor of the *Physician Practice Risk Management System*. She has been with ECRI Institute's Patient Safety, Risk, and Quality team for more than 14 years, the last seven of which have been working with programs in support of health centers and free clinics on behalf of HRSA. As part of that program, Ms. Wzorek leads development of ECRI Institute's webinars, toolkits, guidance documents, and outreach to federally qualified health centers, providing evidence-based recommendations for improving patient safety and reducing risk to providers in FQHCs. She has written and spoken on a wide variety of topics, ranging from test tracking and follow-up to drug diversion and workplace violence prevention. Ms. Wzorek holds a Master's degree from Temple University (Philadelphia, PA); she is also a certified professional in aging services risk management (CPASRM) and medical writer certified™ (MWC).

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## SPEAKER BIOGRAPHIES



Carlye Hendershot,  
MSN, RN, CPPS,  
CPHRM

Carlye Hendershot joined ECRI Institute in 2017 as a Patient Safety, Risk, and Quality analyst and consultant, focusing on support of ambulatory risk management services for federally qualified health centers and free clinics on behalf of HRSA. Ms. Hendershot came to ECRI with varied and extensive clinical, medical-legal and patient safety/risk management experience. She practiced as an RN and Family Nurse Practitioner for 15 years, including acute and ambulatory care settings and nursing home surveying. For the past decade, Ms. Hendershot has focused on medical-legal, patient safety and risk management consulting and education. She worked as a Risk Management and Patient Safety Consultant for a medical malpractice insurer, which included on-site risk assessments, consulting, and individualized education for several hundred ambulatory care medical practices of various sizes and specialties. She also served as an in-house Legal Nurse Consultant for a mid-size defense-focused law firm, providing collaborative support to attorneys during all phases of medical malpractice and healthcare compliance-related litigation. Ms. Hendershot has presented extensively to diverse audiences throughout the U.S. on clinical, medical-legal, risk management and patient safety topics. She holds certifications in Healthcare Risk Management (CPHRM) and Patient Safety (CPPS) and is a member of several professional organizations, including American Society of Professionals in Patient Safety and American Society of Healthcare Risk Management, as well as previously serving on the Professional Development and Legislative Committees for the North Carolina chapter of the American Society for Healthcare Risk Management.