2017 NC ASHRM
Spring Conference
April 26 - 28, 2017

Holiday Inn Resort  Wrightsville Beach, NC  28480

Come and enjoy great speakers, great people and some fun in the sun!

Early Bird Registration Ends:
March 27, 2017

Room Block Ends:
March 27, 2017

http://www.nc-ashrm.org
### Wednesday, April 26, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>12:00 pm - 5:00 pm</td>
<td>Registration</td>
</tr>
<tr>
<td>1:00 pm – 1:15pm</td>
<td>Opening Remarks – Lumina Ballroom</td>
</tr>
</tbody>
</table>
| 1:15 pm – 2:45 pm  | **Topic:** *Hurricane Matthew - Expect the Unexpected*  
                    **Speakers:** Elizabeth Kirschling, Elizabeth Hunt & Craig Kuhl, Southeastern Health                                              |
| 2:45 pm – 3:00 pm  | Break                                                                                                                                  |
| 3:00 pm – 4:30 pm  | **Topic:** *Transgender Care: Unique Risks, Unique Rewards*  
                    **Speaker:** Susan Boisvert, Coverys                                                                                      |
| 5:00 pm – 5:30 pm  | New Member Reception – Turtle & Oceanwatch                                                                                             |
| 5:30 pm – 6:00 pm  | Membership Reception – Turtle & Oceanwatch                                                                                            |

### Thursday, April 27, 2017

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>8:00 am – 9:00 am</td>
<td>Full Breakfast – Lumina Ballroom</td>
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</table>
| 9:00 am – 10:00 am | **Topic:** *Disruptive Patient and Visitor Management*  
                    **Speaker:** Lee Ann Jones, Duke University Health System                                                                              |
| 10:00 am – 11:00 am| **Topic:** *Care of Psychiatric Patients in the ED: The Challenges and Exposure for Hospitals*  
                    **Speaker:** Colleen Shea, Cranfill Sumner & Hartzog                                                                            |
| 11:00 am – 11:15 am| Break                                                                                                                                  |
| 11:15 am – 12:15 pm| **Topic:** *Take Back Control of Healthcare Litigation*  
                    **Speakers:** John E. Hall, Jr & Drew Graham, Hall Booth Smith                                                                            |
### Thursday, April 27, 2017 - Continued

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>12:15 pm - 1:30 pm</td>
<td>Business Meeting and Lunch</td>
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<tr>
<td>1:30 pm – 2:30 pm</td>
<td><strong>Topic: The Changing Payment Landscape</strong>&lt;br&gt;Speakers: Nathan Childs, Young Moore and Jan Mathews, Cape Fear Valley Health</td>
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<tr>
<td>2:30 pm - 2:45 pm</td>
<td>Break</td>
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<tr>
<td>2:45 pm – 3:45 pm</td>
<td><strong>Topic: Senior Living Acquisitions – What are the Risks?</strong>&lt;br&gt;Speakers: Sonya Conner &amp; Steve Barbour, BB&amp;T</td>
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<tr>
<td>3:45 pm – 4:00 pm</td>
<td>Closing Remarks</td>
</tr>
<tr>
<td>6:00 pm - 8:00 pm</td>
<td>Social including Dinner and Beach Music, featuring <em>Martin Davis Band</em></td>
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### Friday, April 28, 2017

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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>7:30 am – 8:30 am</td>
<td>Full Breakfast – Lumina Ballroom</td>
</tr>
<tr>
<td>8:30 am – 9:30 am</td>
<td><strong>Topic: Drones in Healthcare and the Essentials on Conducting an ERM Risk Assessment for Emerging Technology</strong>&lt;br&gt;Speaker: Mike Midgley, Swiss Re Corporate Solutions</td>
</tr>
<tr>
<td>9:30 am – 10:00 am</td>
<td>Break - Check Out</td>
</tr>
<tr>
<td>10:00 am – 11:30 am</td>
<td><strong>Topic: Let’s Risk It!</strong>&lt;br&gt;Speaker: Lisa Mills</td>
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<tr>
<td>11:30 am – 11:45 am</td>
<td>Closing Announcements Door Prizes</td>
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</table>
LOCATION

Holiday Inn Resort
1706 North Lumina Avenue
Wrightsville Beach, NC  28480

Reservations:  877-330-5050

NC ASHRM Room Block Rates:
$169 Sound View
$189 Ocean View

When Booking Mention:
American Society for Health Care
Risk Management NC

Room Block Ends March 27, 2017

PLEASE RESERVE NOW!

Complimentary on-site parking

If you are interested in extending your stay, rooms are offered at the conference rates, based on availability (2 days pre and post conference)

PROGRAM MATERIAL

Presentations will be available prior to the conference. Registrants will receive instructions regarding electronic access of program materials.

(Hand copies will not be provided)

EDUCATION CREDITS

CPHRM credits pending ASHRM approval.

Continuing Legal Education (CLE) pending North Carolina Bar approval.

NEXT CONFERENCE

NC ASHRM Fall Conference
November 15 - 17, 2017
Harrahs Cherokee
Cherokee, NC

SOCIAL EVENTS

Please join us at the Wednesday Night Reception and the Thursday Night Social and Dinner Event
A $10 processing fee applies to PayPal payments
Pay online using PayPal:
http://www.nc-ashrm.org

Make checks payable to:
NC-ASHRM
Send Check and Registration form to:

NC ASHRM
PO Box 72248
Durham, NC  27722

For questions contact: Rina Borg:
ncashrm@mgsolutions.org
919-309-0909

If paying by check, please complete the following Registration form, print this page and include with payment.

Name: ___________________________ Degree(s)/Designation(s): __________________________ Title: ______________

Organization Name: ___________________________ Street Address: __________________________

City/State/Zip: ___________________________ Phone: __________________________

Email Address: ___________________________ Guest Name: __________________________

CANCELLATION POLICY
A processing fee of $20.00 will be charged for cancellations prior to March 27, 2017.
No refunds available after that date, but alternate registrant(s) may attend the meeting.

REGISTRATION CHARGES

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<td>$330</td>
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Guest Fee $70
Includes admission to all meals, receptions and dinner

Total Registration Fee Included: $________

CONFERECE FEES

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“Hurricane Matthew – Expect the Unexpected”
- Elizabeth Kirschling, RN, MPH, JD, CPHRM, Chief Performance Officer, Southeastern Health
- Elizabeth Hunt, BA, JD, Director of Corporate Compliance, Southeastern Health
- Craig Kuhl, CPP, CEM, Manager, Safety & Security, Southeastern Health
On October 8, 2016, Hurricane Matthew unleashed its fury on Southeastern Health located in Lumberton, North Carolina. The speakers will discuss and share their experiences pertaining to:
- Southeastern Health Hurricane preparation; Emergency response during and immediately following the Hurricane;
- Support for their staff, visitors, community and shelters; Process of working effectively with FEMA; Risk issues related to insurance coverage, specifically flood coverage and lastly, Lessons learned.

“Transgender Care: Unique Risks, Unique Rewards”
- Susan Boisvert, BSN, MHSA, CPHRM, FASHRM, Senior Risk Specialist, Coverys
This program will focus on the unique challenges and risks associated with caring for transgender individuals. Topics covered include:
- A brief overview of sexual orientation and gender identity (SOGI); Age specific transgender healthcare; An overview of recent regulatory activity including a case example and risk management strategies and guidance for providing a safe, appropriate and welcoming environment for transgender individuals.

“Disruptive Patient and Visitor Management”
- Lee Ann Jones, NCCP, CPHRM, FASHRM, Associate Director of Risk Management, Duke University Health System
Attendees will learn about early identification and response to disruptive patients and visitors within the healthcare setting. This will incorporate current literature and fact scenarios to provide tool/reference points for healthcare providers to quickly identify behaviors that if left alone, could escalate to violent behavior. The presentation will focus on response team education and deployment in a 24/7 environment. It will also provide information regarding response plans for inpatient and ambulatory patient populations. The speaker will take the audience through real case scenarios that provide information on what worked well and learning opportunities to enhance the program. The speaker will also focus on a growing trend regarding violence in healthcare and the second victim problem for the employer – the healthcare systems.
“Care of Psychiatric Patients in the ED: The Challenges and Exposure for Hospitals”
• Attorney Colleen Shea, Cranfill Sumner and Hartzog
Due to the shortage of mental health services, lack of staff and local psychiatric professionals and the difficulty in either securing inpatient psychiatric treatment or finding bed availability at behavioral health facilities, patients are often boarded in the ED. These patients present unique challenges for hospitals, staff and other ED patients. How can we mitigate the hospital’s exposure?

“Take Back Control of Healthcare Litigation”
• Attorneys John E. Hall, Jr., & Drew Graham, Hall Booth Smith
Recent studies show the severity of claims against healthcare providers is down but the frequency is increasing. Since 2013 there were more than 80 verdicts in excess of $20 million. New strategies by the plaintiff bar are driving these aberration verdicts. In this session, we will address how the reptile theory, now more than 10 years old, has impacted healthcare litigation. In addition, we will address a relatively new plaintiff witness; the life care planner. The session will focus on the risks unique to hospitals, including: Release of Records; Spoliation due to Legacy EMR systems; Cyber Security; Premises Liability; Inadequate Staffing; Credentialing Claims and Social Media Risk.

“Changes in Healthcare Payment Reform”
• Attorney Nathan Childs, Young Moore
• Jan Mathews, RN, MPHA, CPHQ, NEA, BC & Black Belt, Corporate Executive Director Quality & Patient Safety, Infection Control and Patient Relations, Cape Fear Valley Health
Last year brought many payment changes to providers across the healthcare spectrum. With the election of Donald Trump as President and the confirmation of Dr. Tom Price as Secretary of Health and Human Services, 2017 promises to be even more lively. The presenters will provide a from-the-trenches overview of the new MACRA final rule and move to value-based reimbursement, including updates regarding CMS’s newly launched Quality Payment Program, risk-based alternative payment models, and the value driven health care initiatives being rolled out in North Carolina.
“Senior Living Acquisitions – What are the Risks?”
• Sonya Conner, RN, BSN, CPHRM, Health Care Risk Control Consultant, Senior Living Group, BB&T
• Steve Barbour, CPCU, CIC, ARM, BB&T Insurance Services
This session will explore the risk exposures unique to the senior living industry and how to integrate those exposures into an enterprise risk management program.

“Drones in Healthcare and the Essentials on Conducting an ERM Risk Assessment for Emerging Technology”
• Mike Midgley, BSN, JD, MPH, VP, Healthcare Risk Engineering, Swiss Re Corporate Solutions
The first US Federal Aviation Administration-approved drone delivery successfully dropped off medicine at a Virginia health fair in July 2015. The delivery took 24 packages of medicine and other medical supplies to an annual health fair in the middle of coal country in Appalachia. In the future, small indoor drones could deliver medicine to the bedside of a patient from the pharmacy, monitor frequent fallers or patients at risk for elopement. This presentation will discuss the future of drones in healthcare and demonstrate an ERM approach to conducting a risk assessment on this type of emerging technology.

“Motivational Presentation”
• Lisa Mills, Lisa Mills Speaks
The world of healthcare risk managers consists of an array of professionals all dedicated to ensuring a safe and trusted healthcare system. Many of these managers face daily obstacles while working to improve patient safety and reduce organizational liability. One of their more challenging obstacles can be summed up in a word – connection! Conveying methods and intentions that will increase organizational provision and patient protection will take more than simply communicating. It will require connecting. Today, risk managers need to see those they lead and serve as partners. Connecting in a way that enlists those partners is crucial to their success. This priceless collaborative effort is no place to play it safe, so let’s risk it! I’ll share four powerful strategies of connection that will enable managers to better engage patients, families, and other industry professionals. Using the principles of comedy, we’ll have a blast diving into sure-fire strategies for overcoming these challenges and more. Let’s laugh our way to discovering how connecting will strengthen your team, create higher productivity, develop personal job satisfaction, and enrich your organization’s customer service experience.