



**2022 NC ASHRM  
FALL CONFERENCE  
November 9-11, 2022**

**DoubleTree Biltmore  
Asheville, NC**

**Early Bird Registration Ends: October 14, 2022**

**Room Block Ends: October 18, 2022**

**North Carolina ASHRM**  
American Society for Healthcare Risk Management

<http://www.nc-ashrm.org>

# SCHEDULE AT A GLANCE

## Wednesday November 9, 2022

11:30am – 1:00pm	Registration
1:00pm – 1:15pm	Welcome & Opening Remarks – Katrina Jackson, President NC ASHRM (Cone Health)
1:15pm – 2:15pm	Trends in Cyber Security – Why Security Should be Top of Mind Outside of IT – Bryan Lesko (Microsoft Corporation)
2:15pm – 3:15pm	Trends in Jury Selection – Allison Becker, JD (Gordon Rees Scully Mansukhani, LLP)
3:15pm – 3:30pm	Break
3:30pm – 4:30pm	Ethical Perspectives in Risk Management Decision-Making – Josh Hyatt, DHSc, MBE, MHL, DFASHRM, CPHRM, HEC-C, CPPS, and Tricia Brooks-Phillips, MSN, RN, CPHRM (Coverys)
5:00pm – 6:00pm	Networking Reception – New members first 20 minutes

## Thursday November 10, 2022

7:30am – 9:00am	Breakfast – Burghley Ballroom
9:00am – 10:30am	Navigating the Aging Provider Quandary – Caroline Bell, JD, BSN, RN, DFASHRM, CPHRM (Lexington Specialty Insurance Agency, Inc.)
10:30am – 10:45am	Break
10:45am – 12:15pm	Consequences of Criminalization: Risk Management Issues Raised by the Vanderbilt Nurse's Verdict – Lisa Frye Garrison, JD, Anna Robertson, JD and Taylor Richards, JD (Garrison Law Group, PLLC)
12:15pm – 1:30pm	Business Meeting & Lunch – Burghley Ballroom
1:30pm – 2:30pm	Taming the Flame: A Check-up and Prescription for Burnout – Damian McHugh, MD, FACEP (Curi)
2:30pm – 2:45pm	Break
2:45pm – 3:45pm	Reducing Liability in Malpractice Claims – Andy Baer, MD (MagMutual Insurance Company)
3:45pm – 4:45pm	Recent Trends in Board Investigations and Tips to Avoid Board Action – Alex Hagan, JD (Ellis & Winters, LLP)
4:45pm – 4:50pm	Closing – Katrina Jackson, President NC ASHRM (Cone Health)
6:00pm – 8:00pm	SOCIAL EVENT – Dead Celebrity Trivia – Burghley Ballroom

## Friday November 11, 2022

7:30am – 8:30am	Breakfast – Burghley Ballroom
8:30am – 9:30am	Regulation and Grievance Reboot with Patient Relations – Michelle Anderson Squire and Shane Rogers (UNC Health)
9:30am – 10:00am	Break & Hotel Check-Out
10:00am – 11:30am	KEYNOTE: How to Have Successful Tough Conversations – Jami Ryan Goldberg, MA, CMC (Cone Health)
11:30am – Noon	Closing Announcements & Door Prizes

# PROGRAM DESCRIPTION

Wednesday November 9, 2022

11:30am – 5:00pm	<b>Registration</b>
1:00pm – 1:15pm	<b>Welcome &amp; Opening Remarks</b> – Katrina Jackson, President NC ASHRM (Cone Health)
1:15pm – 2:15pm	<b>Trends in Cyber Security – Why Security Should be Top of Mind Outside of IT</b> – Bryan Lesko (Microsoft Corporation) Overall theme of session will be to help non-IT individuals understand and interpret why cyber security is important and how to decipher industry terms <ul style="list-style-type: none"><li>• Refresh attendees' knowledge of cyber security basics</li><li>• What are the new and emerging cyber threats?</li><li>• What are the top assets you should be protecting?</li><li>• Understand why your organization is a target</li><li>• Next steps and questions you should be asking</li></ul>
2:15pm – 3:15pm	<b>Trends in Jury Selection</b> – Allison Becker, JD (Gordon Rees Scully Mansukhani, LLP) A discussion of recent trends affecting jury selection, including changes in juror attitudes following the COVID-19 Pandemic.
3:15pm – 3:30pm	<b>Break</b>
3:30pm – 4:30pm	<b>Ethical Perspectives in Risk Management Decision-Making</b> – Josh Hyatt, DHSc, MBE, MHL, DFASHRM, CPHRM, HEC-C, CPPS and Tricia Brooks-Phillips, RN, MSN, CPHRM (Coverys) The intersection of clinical risk management and clinical ethics to improve patient safety and reducing staff burnout. Deconstruct the roles and similarities that culture and organizational ethics play in risk management through a working model that structures ethical arguments from a risk management perspective. Critique the role that the risk manager plays in clinical ethics, research ethics, business ethics, and ethics committees. Develop a working model that structures risk management arguments from an ethical perspective that risk managers can take with them for future use.
5:00pm – 6:00pm	<b>Member Reception</b> (New members first 20 minutes)



# PROGRAM DESCRIPTION

Thursday November 10, 2022 (continued)

8:00am – 9:00am	<b>Breakfast – Burghley Ballroom</b>
9:00am – 10:30am	<b>Navigating the Aging Provider Quandary</b> – Caroline Bell, JD, BSN, RN, DFASHRM, CPHRM (Lexington Specialty Insurance Agency, Inc.) This program will explore the scope of the aging provider dilemma. For physicians the practice of medicine is more than just a job. Some have reported that it's the core of who they are. For some, retiring or slowing down may be equated with losing one's sense of purpose. The reality is that late career providers have accrued invaluable knowledge and experience through their years of practice. What should happen when a physician's cognitive or physical status declines to the point that their ability to provide safe and high-quality patient care is called into question?
10:30am – 10:45am	<b>Break</b>
10:45am – 12:15pm	<b>Consequences of Criminalization: Risk Management Issues Raised by the Vanderbilt Nurse's Verdict</b> – Lisa Frye Garrison, JD, Anna Robertson, JD & Taylor Richards, JD (Garrison Law Group,) An examination of the recent Vanderbilt Nurse criminal verdict and its practical impacts on hospitals, nurses, and risk managers moving forward – including issues like incident reporting, culture procedures, hiring criminal versus civil counsel, criminal defense consideration (such as pleading the 5th Amendment), employer “course and scope” implications, and insurance coverage implications – through skits and audience engagement.
12:15pm – 1:30pm	<b>Business Meeting &amp; Lunch – Burghley Ballroom</b>
1:30pm – 2:30pm	<b>Taming the Flame: A Checkup and Prescription for Burnout</b> – Damian McHugh MD, FACEP (Curi) A fun but thoughtful jaunt through a problem that has assumed epidemic proportions. A North Carolina focused summary of burnout in healthcare and its presence within other professions. North Carolina Physicians Health Plan (NCPHP) and North Carolina Lawyers Assistance Program (NCLAP) will be discussed as components of a multifaceted prescription that can help reduce the burnout.
2:30pm – 2:45pm	<b>Break</b>

# PROGRAM DESCRIPTION

Thursday November 10, 2022 (continued)

2:45pm – 3:45pm	<b>Reducing Liability in Malpractice Claims</b> – Andy Baer, MD (MagMutual Insurance Company) We will discuss the process of extracting the loss drivers from 10 years of Mag Mutual data. We will present the main loss drivers in a case-based format along with risk mitigation strategies.
3:45pm – 4:45pm	<b>Recent Trends in Board Investigations and Tips to Avoid Board Action</b> – Alex Hagan, JD (Ellis & Winters LLP) Mr. Hagan will discuss recent trends of both the North Carolina Medical Board and North Carolina Board of Nursing, which areas of investigation appear to be the focus of these licensing organizations, what actions are being taken, and what providers can do to avoid Board action.
4:45pm – 4:50pm	<b>Closing</b> – Katrina Jackson, President NC ASHRM
6:00pm – 8:00pm	<b>SOCIAL EVENT – Dead Celebrity Trivia – Burghley Ballroom</b>

Friday November 11, 2022

7:00am – 8:30am	<b>Breakfast – Burghley Ballroom</b>
8:30am – 9:30am	<b>Regulation and Grievance Reboot with Patient Relations</b> – Michelle Anderson Squire and Shane Rogers (UNC Health) A journey with Patient Relations on the life of a grievance and how partnerships are vital.
9:30am – 10:00am	<b>Break &amp; Hotel Check-Out</b>
10:00am – 11:30am	<b>KEYNOTE: How to Have Successful Tough Conversations</b> – Jami Ryan Goldberg, MA, CMC (Cone Health) An interactive session that teaches participants the art and science of having a tough conversation. Participants will explore several models to help successfully prepare and deliver a difficult message.
11:30am – 12:00pm	<b>Closing Announcements &amp; Door Prizes</b>



**Do you enjoy movies, music, sports?**

**Do you have useless dead celebrity knowledge just waiting to be tested?**

**If so, we want you to join us for**

## **DEAD CELEBRITY TRIVIA**

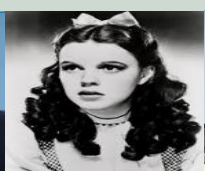
**Where: Burghley Ballroom**

**When: Thursday, November 10, 2022**

**Time: 6:00 pm - 8:00 pm**

**Everyone is encouraged to dress as their favorite Dead Celebrity!**

**PRIZES FOR THE WINNING TEAM!**





# CONFERENCE REGISTRATION FEES & INFORMATION

	<u>Member</u>	<u>Non-member</u>
<b>Early Bird</b> (Expires October 14)	\$275	\$405
<b>Regular</b> (Begins October 15)	\$315	\$445
<b>On-Site</b> (Begins November 9)	\$415	\$545

## ATTENTION!

### We now use an On-line Registration Process

To take advantage of member pricing, NCASHRM members **MUST LOG-IN** to the NCASHRM website before clicking the registration link. Check your pricing before filling out & submitting the registration form. If you don't see the Member price, you haven't logged in.

## Conference Hotel

DoubleTree Biltmore  
115 Hendersonville Rd.  
Asheville, NC 28803

### NC ASHRM Room Block Rates:

\$155 Doubles/Kings

#### Reservations

Call: (828) 274-1800

On-line:

[Click here for Hotel Registration](#)

When Booking Mention:  
NC Association of Healthcare  
Risk Management

Room Block Ends: October 18, 2022

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

NC ASHRM Members:

**REGISTER**

(Log-in Required)

Non-Members Register Here:

**REGISTER**

Or JOIN NOW to get Members-only Pricing



## Social Events

Please join us for the following Social Events:

November 9 Networking Reception  
November 10 Social and Dinner Event:  
*Dead Celebrity Trivia*

## Conference Materials

Registrants will receive instructions regarding electronic access to program materials prior to conference.  
*(Hard copies will not be provided)*

## Continuing Education Credits

This meeting has been approved for 11.5 contact hrs. for Continuing Education Credit toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and towards CPHRM renewal.

Continuing Legal Education (CLE) credit pending NC Bar approval.

## Next Meeting

### NC ASHRM Spring Conference

Holiday Inn Resort, Wrightsville Beach, NC

**April 26-28, 2023**

For questions contact Rina Borg: [ncashrm@mgsolutions.org](mailto:ncashrm@mgsolutions.org) or 919-309-0909