

# Medical Alliance Insurance Company

## Risk Management Essentials for the Physician Office Practice

Thursday,  
July 23, 2009, 5:00 - 8:00 pm

SIH Corporate Office  
1239 East Main Street, Room 101A & C  
Carbondale, IL

### Learning Needs:

Basic risk management skills are essential to the delivery of quality patient care in any physician office practice. Physicians, office managers, and nurse providers should have a clear understanding of what risk management is and how it can be utilized to improve patient safety and decrease potential liability exposure.

This program will provide the participant with an introduction to proactive office-based risk management practices, including: risk management problem identification and reporting, effective communication, documentation skills, and specific claims examples.

### Upon completion of this course, participants will be able to:

- ✓ Identify the key components of a proactive office-based risk management program;
- ✓ Identify the implications of poor patient-provider communication skills, and understand the importance of effective patient communication;
- ✓ Understand the basic elements and purpose of documentation, while learning about the “pitfalls” in documenting patient information;
- ✓ Apply proactive risk management principles and claim examples to formulate an understanding of how this information can be used to decrease liability exposure.

This program is sponsored by MAIC at no charge for MAIC insured physicians.

### Speakers:

Mary Stankos, R.N., M.J  
Director, Risk Management  
Illinois Risk Management Services

Tammy Gamrat, R.N., CPHRM  
Senior Risk Management Consultant  
Illinois Risk Management Services



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## Register:

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

Return by July 16th to:

Lisa Galvan  
MAIC  
Phone: 630/276-5694  
Fax: 630/276-5694  
E-mail: lgalvan@ihastaff.org

## Accreditation/Discounts:

Insured MAIC physicians who attend this program may be eligible for premium discounts.

This program is being considered for CME credits. If approved, a maximum of 2 category I credits will be awarded for completion. Each physician should claim only those credits that he/she actually spent in the activity.

