

Seminar CME Information

This activity has been planned and implemented in accordance with the Essentials and Standards of the Accreditation Council For Continuing Medical Education through the joint sponsorship of Medical Risk Management, Inc. and Medical Protective. Medical Risk Management, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Medical Risk Management, Inc. designates this educational activity for a maximum of 2.5 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Home Study Course

Each attendee will receive Medical Risk Management, Inc.'s *Risk Management Consult: Repairing Difficult Patient Relationships*. This independent study course reinforces key topics presented during the seminar. The course uses numerous resources to demonstrate how to interact with difficult patients in ways that enhance the quality of care delivered while reducing healthcare providers' frustration level and improving patient safety. The book contains 78 pages, including the CME test.

Home Study Course CME Information:

Medical Risk Management, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Medical Risk Management, Inc. designates this educational activity for a maximum of 6 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Premium Credit

Medical Protective insureds who attend one of the seminars and successfully complete the home study course, *Risk Management Consult: Repairing Difficult Patient Relationships*, with a score of 80 percent or higher, will earn a five percent premium credit on their next three policy years. Participating doctors need to submit their tests at least four weeks prior to their policy renewal date, or the premium credit will be applied to begin with the following year's renewal. Doctors currently in the first year of receiving a five percent risk management credit from a previous program are welcome to attend this program, but a further premium credit will not be applied. Physicians seeking CME and premium credit for this activity should complete the test and return it for scoring within one calendar year of the date the course was obtained. (Premium credit eligibility and amount are subject to state insurance filings and policy type. Completion of a risk management course does not imply or guarantee renewal of insurance.)

Medical Protective and Medical Risk Management, Inc., encourage the participation of all people. Individuals requiring auxiliary aids or services identified in the Americans with Disabilities Act should contact Crystalyn Schmeltz at 800-463-3776 or Crystalyn.Schmeltz@MedPro.com.



5814 Reed Road
Fort Wayne IN 46835

Visit us at www.medpro.com or call 800-4MEDPRO.

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The Less-Than-Perfect Doctor-Patient Relationship: Case Studies & Tips

2010 Spring Risk Management Seminar Schedule for Physicians in Indiana, Kentucky & Ohio



Registration Form

- Tuesday, March 16 in Louisville, KY
- Thursday, March 18 in Indianapolis, IN
- Wednesday, April 14 in Columbus, OH
- Wednesday, April 21 in Cincinnati, OH
- Wednesday, May 19 in Cleveland, OH

Registration fee:
\$195 - early bird
\$215 - later than three days prior to seminar
\$225 - walk-ins

Remit payment to:
The Medical Protective Company
Attn: Risk Management Department
PO Box 15021; Fort Wayne IN 46885-5021
T: 800-4MEDPRO F: 972-543-9243

Please submit payment by check or by completing credit card information below.

Name _____

Street _____

City _____

State _____ ZIP _____

Phone _____

Fax _____

Policy # _____

if an insured of Medical Protective

Mastercard Visa Check enclosed

Card number _____

Expiration date _____

Name on card _____

Signature _____

Locations

Tuesday, March 16, 2010
Galt House Hotel
140 North 4th Street
Louisville, KY
T: 502-589-5200

Thursday, March 18, 2010
Indianapolis Marriott North
3645 River Crossing Parkway
Indianapolis, IN
T: 317-705-0000

Wednesday, April 14, 2010
Hilton Columbus at Easton
3900 Chagrin Drive
Columbus, OH
T: 614-414-5000

Wednesday, April 21, 2010
Cincinnati Marriott North
6189 Muhlhauser Road
West Chester, OH
T: 513-874-7335

Wednesday, May 19, 2010
Cleveland Marriott East
26300 Harvard Road
Warrensville Heights, OH
T: 216-378-9191

Upon receipt of payment, registrants will receive confirmation and directions to the seminar site.

Registration and payment must be received at least three days before the date of the seminar.

Logistics

Registration for each program will begin at 6:30 p.m., and a dinner buffet will be available at that time. Each seminar will begin at 7:00 p.m. and end at 9:30 p.m. and will conclude with a question and answer session. The early bird program fee is \$195. (The program fee is \$215 if the registration is received later than 3 days prior to the seminar, and the fee for walk-ins is \$225.)

Refund policy: *If your plans change, your registration fee (less a \$50 administrative charge) will be refunded if you notify the Risk Management Department, Medical Protective, P.O. Box 15021, Fort Wayne, Indiana 46885-5021 (F: 972-543-9243) in writing at least 24 hours before the seminar.*

Objectives

This combination seminar-home study program is appropriate for any physician who has ever been frustrated in the attempt to work with a difficult or non-compliant patient. At the conclusion of the program, you should be able to:

1. Differentiate between the non-compliant and the difficult patient.
2. List environmental, clinical, and physician factors commonly associated with difficult patients.
3. Describe methods you can use to improve working relationships with difficult and non-compliant patients.
4. Summarize the process for discharging a patient from your practice.
5. Discuss evolving regulatory and case law issues.

Faculty

Columbus, Cincinnati & Cleveland:
Joyce Bruce, RN, MSN, JD, CPHRM, Senior Clinical Risk Management Consultant, provides comprehensive services to healthcare systems, hospitals and clinics in the Midwest. She has more than 20 years of experience in the healthcare industry working in clinical practice, hospital administration, law and consulting. Joyce is a graduate of Indiana University with a Bachelor of Science Degree in Nursing, a Master of Science Degree in Nursing Administration and received her Juris Doctorate from Indiana University-Indianapolis. She is a member of the Indiana Bar, Ohio Bar, The American Association of Nurse Attorneys, the American Society for Healthcare Risk Management and the Ohio Society for Healthcare Risk Management. She is a certified professional in healthcare risk management (CPHRM).

Louisville & Indianapolis:
Rachel Rosen, RN, MSN, Senior Clinical Risk Management Consultant, has over 20 years of experience in patient safety, quality and risk management, both as an internal leader as well as an external consultant. Her healthcare industry customers have included multi-hospital systems, large acute hospitals, long term acute care facilities, critical access hospitals, healthcare services and managed care organizations. Ms. Rosen is a graduate of Ball State University with a Bachelor of Science Degree in Nursing and a Master of Science Degree in Nursing Administration from Indiana University. She is a member of the American Society for Healthcare Risk Management and the Indiana Society for Healthcare Risk Management.

At each location a local defense attorney will share his/her legal expertise regarding malpractice defense and strategy. Legislative issues will be specific to the state in which the seminar is being held.