

2019 Webinar Series

Risk Control

Join Coverys Workers' Compensation Services for its timely, engaging, and information-packed webinars designed specifically for you. As the healthcare industry continues to evolve, we know you understand the importance of continued education on health and safety in the work environment. The webinars in the 2019 series will be instructive and relevant as both internal experts and well-known specialists from around the country will speak on the important topics that healthcare providers encounter daily.

**“This was an A+ webinar.
I really appreciated it
and know that it is
applicable in my practice.
Thank you!”**

Libby Peterson, RN
Employee, Education & Occupational
Health, Lakewood Health System



Workers' Compensation Services
800.313.5888, ext. 2

The Importance of Properly Written Job Descriptions and the Role They Play

Wednesday, March 20, 2019 • 11 a.m.–noon Eastern

Program Description

Appropriately written job descriptions are of critical significance in the hiring and recruitment process, but they are also key in a number of ways that affect management of workplace safety, workers' compensation claims, substance abuse prevention programs, personal protective equipment (PPE) use, and when evaluating "direct threat to safety" issues arising under the Americans with Disabilities Act (ADA). This session will review how job descriptions can be used by OSHA to determine "agency" or "employee" status, restricted duty or fitness for duty, and implications for the use of respirators and other PPE. The presentation will cover how to determine "essential functions" of a position, what positions can (or should) be classified as "safety sensitive," and the implications for issues including medical marijuana protections and reasonable accommodation of workers under the ADA.

Our Presenter



Adele L. Abrams, Esq., CMSP

President, Law Office of Adele L. Abrams PC
www.safety-law.com

Adele Abrams is a nationally recognized expert on occupational safety and health issues. She provides training on regulatory compliance and best practices to groups including the National Safety Council; the American Society of Safety Professionals; a variety of construction, manufacturing, and mining associations; and private companies.

Dr. Abrams is an attorney, safety professional, and trainer who is president of the Law Office of Adele L. Abrams P.C. in Beltsville, MD; Charleston, WV; and Denver, CO; a multi-attorney firm focusing on representing employers in OSHA/MSHA matters and employment law nationwide. She also teaches employment law at two universities.

Who Should Attend?

- Nurses
- Department managers and supervisors
- Physical therapists and assistants
- Directors and assistant directors of nursing
- Safe patient movement/handling committee members
- Human resource personnel
- Workers' compensation managers
- Quality improvement team members
- Safety committee members
- Administrators

Continuing Education Credit

This session may be eligible for up to 1.0 credit hour through your affiliation with other professional or credentialing organizations. Please check with the governing board of these entities for applicability.

Workplace Violence: Assessment and Response

Wednesday, April 24, 2019 • 11 a.m.–noon Eastern

Program Description

Workplace violence continues to be a growing challenge for healthcare organizations. The Occupational Safety and Health Administration defines workplace violence as any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior. This webinar will explore the more common workplace violence challenges that employers face daily and strategies to mitigate these risks. These include applicable risk management policies and practices as well as what staff can do to proactively identify threats, strategies that can be applied to defuse situations at the earliest possible stages, and real life lessons learned.

Our Presenter



Bob Durand, CPP, CHEP, HEM, CHSS

Vice President - Training and Compliance, Healthcare Security and Shared Services
Blackstone Consulting, Inc.

Bob Durand is the Vice President of Training and Compliance for Blackstone Consulting, Inc.'s Enterprise Healthcare Security and Shared Services Division and has worked in healthcare safety, security, and emergency management since retiring from military service in 2005.

In his last professional position, he managed the violence prevention training and administration program for a 21-medical center hospital system in Northern California resulting in significant reductions in injuries to staff from violent and unpredictable patients. Mr. Durand currently consults, focusing on security operations and violence prevention, with multiple healthcare systems across the country.

Who Should Attend?

- Nurses
- Department managers and supervisors
- Physical therapists and assistants
- Directors and assistant directors of nursing
- Safe patient movement/handling committee members
- Human resource personnel
- Workers' compensation managers
- Quality improvement team members
- Safety committee members
- Administrators

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Anger Is Not a Stand-Alone Emotion: De-Escalation for the Emotional Adverse

Wednesday, May 15, 2019 • 11 a.m.–noon Eastern

Program Description

Learning Objectives

This presentation will enable participants to:

- Discuss the fear/anger to interpretation cycle.
- Describe how using three types of strategies work together to improve de-escalation safety.
- Identify key verbal de-escalation strategies.

Our Presenter



Geri Amori, PhD, ARM, CPHRM, DFASHRM

Vice President, Academic Affairs
Med-IQ®, a Coverys Company

Dr. Amori received a Ph.D. in counselor education from the University of Florida and an M.S. in counseling and human systems from Florida State University. She is an active member of the American Society for Healthcare Risk Management (ASHRM) and is a past president of the society. She is the 2004 recipient of the coveted ASHRM Distinguished Service Award and three-time recipient of the ASHRM Journal Author Excellence Award. Dr. Amori is a CPHRM, an ASHRM Distinguished Fellow, and past president of the Northern New England Society for Healthcare Risk Management. Dr. Amori is the author of the chapter on communicating with patients and families for the 6th edition of the Risk Management Handbook for Healthcare Organizations as well as publications on disclosure of unanticipated outcomes, office practice risk management, communication issues in root cause analysis, knowledge management in healthcare, and more.

Who Should Attend?

- Caregivers
- Department managers and supervisors
- Physical therapists and assistants
- Directors and assistant directors of nursing
- Safe patient movement/handling committee members
- Human resource personnel
- Workers' compensation managers
- Quality improvement team members
- Safety committee members
- Administrators

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Sharps Injury Prevention for Employees

Wednesday, June 19, 2019 • 11 a.m.–noon Eastern

Program Description

Each year, countless thousands of healthcare workers are at risk of incurring a sharps injury with the resultant potential exposure to a bloodborne illness. The direct and indirect costs of these injuries are extensive, and the emotional toll these incidences place on employees is immeasurable. The risk of these injuries can be mitigated. This program is designed to provide employees with education and laws that have been enacted to protect them from sharps injuries, diseases that may be transmitted via sharps injuries, and various controls that can help prevent employees from sustaining a sharps injury.

Our Presenter



Debra A. Cooper, RN, MSN, MBA/HCM, CIC, CPHRM

Senior Risk Specialist, Risk Management
Coverys

With over 30 years of combined clinical and administrative experience in community hospitals, long-term care, and emergency services, Ms. Cooper has extensive experience in infection control, risk management, and quality improvement. She is currently employed by Coverys as a Senior Risk Specialist. Before joining Coverys, she worked as an infection preventionist for a large healthcare system in Michigan. She also spent nearly 15 years directing infection control, quality improvement, risk management, employee health, and nursing education programs at a community hospital and served four years as the director of nursing in a 117-bed skilled nursing facility. Ms. Cooper earned her BSN, MSN, and MBA degrees from the University of Phoenix. She has obtained certifications in infection control and healthcare risk management. She is a member of the Michigan Society of Healthcare Risk Management, the Association of Professionals in Infection Control and Epidemiology, and a past member of the Association of periOperative Registered Nurses.

Who Should Attend?

- Nurses
- Phlebotomists
- Anyone who gives injections
- Directors and assistant directors of nursing
- Quality improvement team members
- Safety committee members
- Workers' compensation managers

Continuing Education Credit

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Driver Safety: More Than Distractions—Effective Fleet Management Practices

Wednesday, September 25, 2019 • 11 a.m.–noon Eastern

Program Description

Although we tend to focus on driver safety training, effective fleet safety practices should be a workplace's first priority. Making sure you have the right driver behind the wheel, a vehicle in its best condition, and a driver safety program in place that protects your business, all starts before the ignition.

Our Presenter



Maryann Hoff, MEHS, ARM, ASP

Senior Risk Control Manager
Safety National Casualty Corp

Maryann Hoff is a risk control professional with over 13 years of experience. She is currently a Senior Risk Control Manager for Safety National, responsible for managing risk control services for a portfolio of policyholders. Ms. Hoff's passion has always been to increase safety knowledge and awareness at all levels of an organization in order to establish and sustain a positive safety culture. Prior to joining Safety National, she worked as a Senior Risk Control Consultant, providing strategic risk control solutions and management education on effective safety leadership practices.

Ms. Hoff holds both Associate Risk Management (ARM) and Associate Safety Professional (ASP) designations. She obtained her Master of Environmental Health and Safety degree and Bachelor of Science degree in chemical engineering from the University of Minnesota. She is an active member of the American Society of Safety Professionals and Women in Safety Excellence.

Who Should Attend?

- Department managers and supervisors
- Directors and assistant directors of nursing
- Human resource personnel
- Workers' compensation managers
- Quality improvement team members
- Safety committee members
- Administrators

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Employee Safety and the Just Culture Model

Wednesday, October 23, 2019 • 11 a.m.–noon Eastern

Program Description

Everyone makes mistakes, and these mistakes can result in employees getting hurt. When a punitive approach that blames individuals is used, the problem is not solved but perpetuated instead. Yet when organizations respond justly to behaviors, whether they are accidental, risky, or outright reckless, a learning culture is supported, barriers are identified, and problems can be solved.

This session covers the core beliefs of Just Culture, the three types of behaviors and how to respond, what organizations can do to reduce the risk of employee injury, and how to justly investigate events and foster a learning culture.

Our Presenter



Janice Homola, ARM

Senior Consultant, Risk Control
Coverys

Janice Homola has more than 23 years of experience in healthcare safety. She serves healthcare organizations in the area of occupational safety and health, with a primary focus of preventing employee injuries. Ms. Homola also provides consulting services, including organizational analysis, problem solving for injury prevention improvements, and support for various quality improvement initiatives.

Ms. Homola holds a Bachelor of Science degree in industrial health and safety from Oakland University, associates degrees in both risk management and hospital pharmacy, and has completed training in advanced ergonomics from the University of Toledo. She is a certified Just Culture Champion and currently serves as the Past President of the Michigan Health Care Safety Association.

Who Should Attend?

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2019 Webinar Series

Risk Control

Registration Is Fast and Easy

Workers' Compensation Risk Control members and those with Members Only access are welcome to attend the 2019 Risk Control Webinar Series free of charge. Please log into the Members Only site and register at coverys.com/rc.

All other healthcare organizations are welcome to join us at a discounted rate of \$49 per webinar. To register, please contact us at 800.313.5888, ext. 2. Registration will remain open until one week prior to the session. We encourage you to share this information with other personnel in your facility. As the conference dates approach, you will receive log-in instructions via email.

Can't Attend the Live Webinar?

We record many of our live webinar programs. They will be available on our website. Visit us on our Members Only site at coverys.com/rc, click on Webinars, and enjoy.