

QAPI

QUALITY

AHCA

RISK  
MANAGEMENT



Florida Society of  
**FSASC**  
Ambulatory Surgical Centers

# MANAGING RISK TO SECURE YOUR FUTURE

2012 Quality & Risk Management Conference  
April 12- 13, 2012 - Rosen Shingle Creek, Orlando FL

# ABOUT THE CONFERENCE

The FSASC Quality & Risk Management Seminar is the nation's premier conference focusing solely on the development of superior quality outcomes in ambulatory surgery centers and reducing the risks present in patient encounters. An array of experienced ASC speakers will address topics crucial to your ASC's delivery of care. You will also have time to network with other ASC professionals to discover and discuss your own best practices. It's an event you don't want to miss!



## CONFERENCE LOCATION

Rosen Shingle Creek  
9939 Universal Blvd.  
Orlando, FL 32819

Rosen Shingle Creek in Orlando is situated on 230 acres of lush landscape and is Central Florida's **most luxurious meeting destination**. The history of Shingle Creek reveals the captivating tale of how its majestic cypress trees provided some much needed shelter for early settlers and their homes. Today, our stunning grand lobby welcomes you into a world of lavish choices, complete with luxury accommodations, enticing restaurants and a championship golf course.

Reservations can be made by calling the **Rosen Shingle Creek** directly at 1.866.996.6338 and asking for the "FSASC Quality & Risk Management Conference" room rate of \$149 Single/Double. The hotel is only guaranteeing this rate through Wednesday, March 21, 2012.

## 2012 Quality & Risk Management Conference Schedule of Events

### THURSDAY, APRIL 12, 2012

12:00 p.m. - 12:30 p.m.	<b>Registration</b>
12:30 p.m. - 1:30 p.m.	<p><b>Back to Basics - Risk Management 101</b> <i>Donna Slosburg, RN, BSN, LHRM, CASC &amp; Sandra Jones, CASC, LHRM</i> AHCA requirements for Risk Management are a foundation for a Risk Management program. Discover the potential simplicity and complexity when a Risk Management program interrelates with Quality Assurance and Performance Improvement, CMS and accreditation.</p>
1:30 p.m. - 2:30 p.m.	<p><b>Comprehensive Risk Assessment for the Ambulatory Surgery Center</b> <i>Sandra Strickland, RN, LHRM, CPHRM</i> Frequently malpractice claims in the ambulatory surgery setting may be attributed to factors other than medical negligence. Contributing factors may be related to inadequate systems and processes in the ambulatory surgery center. This session focuses on assessing the surgical setting to identify risk factors and risk points in the delivery of surgical care so that corrective measures may be implemented to reduce the exposure to malpractice claims.</p>
2:30 p.m. - 2:45 p.m.	<b>Break</b>
2:45 p.m. - 3:45 p.m.	<p><b>Top 10 CMS Deficiencies</b> <i>Sandra Jones, CASC, LHRM &amp; Cindy Young, RN, CASC</i> CMS inspection deficiencies continue to surprise. Just when you think you have everything covered, you learn about someone else's experience. Hear the top CMS deficiencies. Learn how administrators can react during the survey, respond to the Plan of Corrections, and implement compliance checks.</p>
3:45 p.m. - 4:45 p.m.	<p><b>Data Analysis and Action Plan</b> <i>Marie Kokol, LHRM - Agency for Health Care Administration</i> Ms. Kokol will discuss the Annual Reporting Form, on-line reporting and will provide a data analysis of the effectiveness of the program. In addition, she will speak to action plans and how to design one for internal and external use. She will provide examples of the things that AHCA looks for in a corrective action plan when an ASC is cited during a survey.</p>

## THURSDAY, APRIL 12, 2012 continued

4:45 p.m. – 5:45 p.m.

### **CMS Final Rule - Pay for Reporting**

*Donna Slosburg, RN, BSN, LHRM, CASC*

Under the CMS Final rule, details emerged of the new quality reporting program for ASCs, which begins in 2012. This session will provide information about those quality measures as well as answer some frequently asked questions about the program. Under the program, ASCs that fail to report required information will face a reduction in their Medicare payments.

## FRIDAY, APRIL 13, 2012

7:45 a.m. – 8:30 a.m.

### **Continental Breakfast**

8:30 a.m. – 9:30 a.m.

### **Recommended Practices for Ambulatory Settings**

*Jan Davidson, RN, MSN*

This presentation will provide the learner with an understanding of how the AORN *Standards and Recommended Practices* can be used to help with mitigation of risk for their organization. It will include examples of real medical malpractice claims or adverse patient outcomes involving perioperative events, and will provide examples of risk reduction strategies that could have been implemented to avoid or reduce the risk of the event occurring altogether. In addition, it will inform the learner of how the specific cases talked about would most likely not have occurred had the AORN *Standards and Recommended Practices* been used as written.

9:30 a.m. – 10:30 a.m.

### **Dealing with Difficult Physicians**

*Gregory Chaires, Esq.*

During this session, problems and risks associated with a disharmonious environment will be considered. Additionally, the importance of consistent criteria and implementation when it comes to disruptive behavior will be examined. Participants in the conference may expect to analyze methods to address disruptive issues and feuds, as well as methods for the discipline of disruptive physicians. Finally, the issue of reporting disruptive conduct to the National Practitioner Data Bank will be considered.

10:30- a.m. - 10:45 a.m.

### **Break**

10:45 a.m. - 11:45 a.m.

### **Medicare & Medicaid Abuse**

*Gregory Chaires, Esq.*

Medicare and Medicaid Abuse are certainly primary issues of concern facing practitioners and health care entities. This session will educate participants about the most prominent areas of exposure when it comes to matters of abuse, including issues of upcoding/ overpayment, inappropriate coding and so forth. Additionally, participants will be provided with a detailed overview of the audit process and available defense remedies for an ASC as well as the associated penalties when a determination of abuse or overpayment has been made. Finally, participants will be updated on Florida law as it relates to the impact of determinations of fraud and abuse on practitioner licenses.

11:45 a.m. – 12:45 p.m.

### **Lunch**

12:45 p.m. – 1:45 p.m.

### **QAPI to Effect Positive Change**

*Nancy Burden, RN, CPAN, CAP*

Brainstorming ideas for improvement, setting goals, assigning roles, determining and monitoring measures – process improvement should not stop there. Implementing real world change in processes and outcomes is the value of any QAPI process. Learn about QAPI projects that have resulted in true “real world” changes in the ASC setting. Whether you have service, outcome or cost challenges, using a defined QAPI process should lead to effective and positive changes that will improve patient care and business success.

1:45 p.m. – 2:45 p.m.

### **Patient Safety Organizations (PSO's) - Improving Quality Care through Confidential and Privileged Reporting**

*Arnold Mackles, MD, LHRM*

Patient Safety Organizations (PSO'S) were created by the US Congress to “improve patient safety by encouraging voluntary and confidential reporting of events that adversely affect patients.” These organizations serve as data banks for the voluntary reporting of safety event information. All information reported is privileged & confidential. The information collected is analyzed and is available to members as a source of advice for health care providers to decrease risk and improve care. This presentation describes the function of Patient Safety Organizations and the benefits that PSO's offer to healthcare providers and healthcare organizations.

2:45 p.m. – 3:00 p.m.

### **Roundtable /Questions & Wrap Up**

Florida Society of

# FSASC

Ambulatory Surgical Centers

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Tallahassee, Florida 32312  
850.222.3000 – [www.fsasc.org](http://www.fsasc.org)

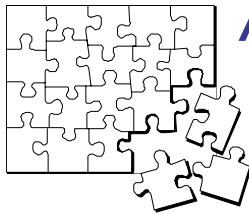
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April 12-13, 2012  
Rosen Shingle Creek  
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### CONTACT HOURS

The Florida Board of Nursing has approved FSASC to provide 10 hours of contact hours during the 2012 FSASC Quality & Risk Management Conference. Register online at [www.fsasc.org](http://www.fsasc.org).

# 2012 FSASC QUALITY & RISK MANAGEMENT CONFERENCE REGISTRATION INFORMATION

**April 12-13, 2012 - Rosen Shingle Creek - Orlando, FL**

Please make copies of this form for additional registrants.

## Personal Information

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

MD #  RN # \_\_\_\_\_  Other \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Registration Information

	<i>Prior to 3/12/12</i>	<i>After 3/12/12</i>
<input type="checkbox"/> FSASC Member Full Registration	\$375/person	\$425/person
<input type="checkbox"/> FSASC Non-Member Full Registration	\$475/person	\$525/person

**TOTAL AMOUNT DUE \$** \_\_\_\_\_

## Payment Information

- Check enclosed. Please make checks payable to the Florida Society of Ambulatory Surgical Centers.
- Credit Card. Please register online at [www.fsasc.org](http://www.fsasc.org).

If you would like to pay with a credit card (Visa, MC or AMEX), please register online at [www.fsasc.org](http://www.fsasc.org). If paying by check, please make checks payable to the Florida Society of Ambulatory Surgical Centers and mail the form with a check to: FSASC, 1400 Village Square Blvd. #3-175, Tallahassee, FL 32312.



**Refund Policy:** Written notification is required for all refunds and must be received by the FSASC office by March 12, 2012. Written refund requests received by March 12, 2012 will receive a refund minus a \$25 administrative fee. No refunds will be issued after March 12, 2012.



**Special Needs:** Please call the FSASC office at 850.222.3000 by March 12, 2012 if you require any special accommodations or assistance.



**Questions:** Contact the FSASC Office at 850.222.3000. For more information on the conference, please visit the FSASC website [www.fsasc.org](http://www.fsasc.org).