Please feel free to contact members of the LAMMICO Risk Management and Patient Safety Department during regular business hours at 504.841.5211 for the following services:

- Telephone consultation for questions on managing risk in daily practice
- Litigation stress management
- Risk exposure office assessment and personalized risk management recommendations
- Risk management intervention/tools
- Information regarding live lectures, online seminars, LAMMICO website access and other risk management programs

Scan the code below to view our live lecture schedule:
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAMMICO Risk Management Education Program</td>
<td>1</td>
</tr>
<tr>
<td>Procedural Rules for LAMMICO Live Events/Courses</td>
<td>2</td>
</tr>
<tr>
<td>Live Lecture I Diagnostic Error in Medicine: What We Know Now</td>
<td>3</td>
</tr>
<tr>
<td>Live Lecture II Changing Medical Practice: The Internet &amp; Social Media</td>
<td>4</td>
</tr>
<tr>
<td>Litigation Stress Management</td>
<td>5</td>
</tr>
<tr>
<td>Maintenance of Certification (MOC)</td>
<td>6</td>
</tr>
<tr>
<td>2016 Continuing Medical Education (CME) Online Titles</td>
<td>7</td>
</tr>
<tr>
<td>Practice Management Resources</td>
<td>10</td>
</tr>
<tr>
<td>Risk Management Education for Office Staff</td>
<td>11</td>
</tr>
<tr>
<td>Hospital, Facility and Nursing Resources</td>
<td>12</td>
</tr>
</tbody>
</table>
CME Designation Statement
LAMMICO designates CME activity for a maximum of one (1) AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Risk Management Credit Statement
LAMMICO-insured participants will also earn Risk Management credit toward the annual Premium Risk Management Discount for successfully completing designated activities. The Premium Risk Management Discount is a 10 percent of the basic limits portion of the LAMMICO premium applied in the insured's policy renewal year. The credit is awarded for successful completion of a total of two (2) risk management credit hours, either online or by attending live lectures. Please complete the activities at least 60 days prior to the first day of your renewal month to allow time for processing. Only Risk Management activities presented by LAMMICO or approved and designated by LAMMICO prior to attending will be accepted for Premium Risk Management Discount purposes.

In 2011, the Accreditation Council for Continuing Medical Education (ACCME) awarded LAMMICO Accreditation with Commendation, its highest national level of accreditation for continuing medical education providers. LAMMICO's Risk Management Continuing Education Program focuses on Risk Management and Patient Safety issues, which are continually reviewed for current medical and legal studies and findings.

CME Accreditation Statement
LAMMICO is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.
1. Please place your signature next to your name on the sign-in roster. The only verification LAMMICO will accept for attendance is your signature placed at the time of attendance on the sign-in roster or a completed yellow information sheet at the time of attendance (See #2).

2. If your name does not appear on the sign-in sheet, fill out a separate yellow information sheet and give it to the LAMMICO representative at the sign-in table.

3. Participants are not allowed to sign in for others. Participants who sign in or complete a yellow sheet for anyone other than themselves will not receive risk management discount credit or any educational credit.

4. Physicians should claim only credit commensurate with the extent of their participation in the activity. Time spent should be rounded to the nearest quarter hour (e.g., 35 minutes would be rounded to ½ hour; 40 minutes would be rounded to ¾ hour; 20 minutes would be rounded to ¼ hour).

5. Participants who complete an educational activity more than once will not receive additional credit for the subsequent time(s). This applies to activities of the same title whether live lecture, Internet or any combination.

6. LAMMICO will notify you of all dates, times and locations for educational activities statewide. Please mark your calendar with the dates you are interested in attending.

In the event of inclement weather, please feel free to call LAMMICO’s Risk Management and Patient Safety Department at 504.841.5211 for a status update.

Scan the code below to view our live lecture schedule:
Lecture I, Diagnostic Error in Medicine: What We Know Now

Kenneth E. Rhea, M.D., FASHRM

Note: Pre-registration is not required, but is encouraged at lammico.com/lectures.

Alexandria
Thurs., May 26, 6-7 p.m. (Courtyard Room)
Parc England Hotel – Bistro on the Bayou
1321 Chappie James Ave.

Baton Rouge
Thurs., March 31, 6-7 p.m. (Mississippi/Delta Room)
Crowne Plaza, 4728 Constitution Ave.

Hammond
Thurs., June 9, 6-7 p.m. (ODC Conference Room A)
North Oaks Medical Center, E. Brent Dufreche Building
15790 Paul Vega MD Dr.

Lafayette
Wed., April 20, 6-7 p.m. (Tuscany Room)
Thurs., April 21, 12-1 p.m. (Tuscany Room)
River Oaks Event Center, 520 E. Kaliste Saloom Rd.

Lake Charles
Thurs., April 14, 6-7 p.m. (Large Conference Room)
Reeves Uptown Catering, 1639 Ryan St.

Marrero
Thurs., Feb. 11, 6-7 p.m. (Fonseca Auditorium)
West Jefferson Medical Center, 1101 Medical Center Blvd.

Metairie
Wed., Feb. 17, 6-7 p.m. (Esplanade 2 Room)
Thurs., Feb. 18, 12-1 p.m. (Esplanade I Room)
East Jefferson General Hospital, 4200 Houma Blvd.

Monroe
Wed., April 6, 6-7 p.m. (Main Auditorium)
St. Francis Conference Center, 309 Jackson St.

New Orleans
Thurs., June 23, 5:30-6:30 p.m. (President’s Room)
Touro Infirmary, 1401 Foucher St.

North Shore
Thurs., March 3, 6-7 p.m. (Mandeville/Covington Rooms)
St. Tammany Parish Hospital, 1202 S. Tyler St.

Shreveport
Tues., May 3, 6-7 p.m. (Magnolia Room)
Wed., May 4, 12-1 p.m. (Magnolia Room)
Savoie’s Catering Place, 2441 E. 70th St.

Thibodaux
Wed., March 23, 6-7 p.m. (Multipurpose Rooms A-B)
Thibodaux Regional Medical Center, 602 N. Acadia Rd.
Lecture II, Changing Medical Practice: The Internet & Social Media

Note: Topic and speaker subject to change pending release by the Louisiana Medical Disclosure Panel of the new Informed Consent form and the updated list of the risks associated with procedures (scheduled for release in 2016).

Note: Pre-registration is not required, but is encouraged at lammico.com/lectures.

Alexandria  Thurs., Sept. 8, 6-7 p.m. (Courtyard Room)
Parc England Hotel – Bistro on the Bayou
1321 Chappie James Ave.

Baton Rouge  Thurs., July 28, 6-7 p.m. (Bayou-Levee)
Crowne Plaza, 4728 Constitution Ave.

Hammond  Wed., Sept. 14, 6-7 p.m. (ODC Conference Room A)
North Oaks Medical Center, E. Brent DuFresne Building
15790 Paul Vega MD Dr.

Houma  Thurs., July 14, 6-7 p.m. (TGMC Conference Center)
Terrebonne General Medical Center, 8166 Main St.

Lafayette  Wed., June 29, 6-7 p.m. (Tuscany Room)
Thurs., June 30, 12-1 p.m. (Tuscany Room)
River Oaks Event Center, 520 E. Kaliste Saloom Rd.

Lake Charles  Thurs., Sept. 22, 6-7 p.m. (Large Conference Room)
Reeves Uptown Catering, 1639 Ryan St.

Marrero  Wed., July 20, 6-7 p.m. (Fonseca Auditorium)
West Jefferson Medical Center, 1101 Medical Center Blvd.

Metairie  Wed., July 6, 6-7 p.m. (Esplanade I Room)
Thurs., July 7, 12-1 p.m. (Esplanade 1 Room)
East Jefferson General Hospital, 4200 Houma Blvd.

Monroe  Wed., Aug. 3, 6-7 p.m. (Main Auditorium)
St. Francis Conference Center, 309 Jackson St.

New Orleans  Thurs., Sept. 15, 5:30-6:30 p.m. (Foucher Room)
Touro Infirmary, 1401 Foucher St.

North Shore  Thurs., Aug. 25, 6-7 p.m. (Mandeville/Covington Rooms)
St. Tammany Parish Hospital, 1202 S. Tyler St.

Shreveport  Tues., Oct. 4, 6-7 p.m. (Magnolia Room)
Wed., Oct. 5, 12-1 p.m. (Magnolia Room)
Savoie’s Catering Place, 2441 E. 70th St.
This is an interactive activity offered to LAMMICO physicians, mid-level providers and their spouses who are the target of malpractice litigation. This activity provides an overview of the litigation process and an appreciation of the toll it takes on healthcare providers and their families; promotes an open dialogue between the participants about the effects of litigation; and enables participants to share ways of coping with the stress of litigation.

The activity includes a dinner followed by a short film entitled, “Malpractice Litigation: Managing the Stress,” followed by a discussion among the participants, facilitated by Dr. White and Dr. Rigamer.

Baton Rouge  
Wed., April 27, 6-9 p.m. (Cypress 1)  
Crowne Plaza, 4728 Constitution Ave.

Lafayette  
Wed., June 22, 6-9 p.m. (Camellia Room)  
River Oaks Event Center, 520 E. Kaliste Saloom Rd.

Metairie  
Tues., May 24, 6-9 p.m. (Louisiana Room)  
LAMMICO, One Galleria Blvd., Ste. 700.

Shreveport  
Wed., Sept. 28, 6-9 p.m. (Pelican Room)  
Savoie’s Catering Place, 2441 E. 70th St.

Lake Charles  
Thurs., June 23, 6-9 p.m. (Large Conference Room)  
Reeves Uptown Catering, 1639 Ryan St.

LAMMICO / Medical Interactive offers films, resources and tools to prepare healthcare providers to assist in their own defense, testify in depositions, and manage the personal and professional stress of litigation.

Physician Litigation Stress peer consultation is available upon request by calling LAMMICO Risk Management and Patient Safety department during regular business hours at 504.841.5211.
Physicians earn Board certification as a means of demonstrating expertise in their medical specialty. Initial certification is achieved through an intense testing and eligibility process. To maintain certification over the years of practice, a physician remains competent through continuing their education along with other professional accomplishments. Each medical specialty has specific requirements for physicians to maintain their certification. The Maintenance of Certification (MOC) program provides physicians with a formal mechanism to maintain certification through continuous, specialty-specific learning, assessment and improvement activities through a four part MOC framework.

The American Board of Medical Specialties (“ABMS”) and the Association of American Medical Colleges’ (“AAMC”) have created an approval process to provide a wide array of Maintenance of Certification (“MOC”) Activities. The American Board of Internal Medicine has established a separate approval process for their certified physicians.

Many of our physicians have asked us to help them with their MOC requirements and we are proud to announce that you asked for it and we have accomplished it for you. We have submitted all applicable courses through the approval processes available to us and over 95% of our submitted courses have been approved by at least one of the various participating medical specialty boards.

All courses that have been approved list the specialty boards that have approved it in the description on our website. Please login to your LAMMICO account and proceed to the Medical Interactive site. You may select courses through the alphabetized listing, select your specialty on the left or click on the MOC button to the right. Check frequently since new titles are added to our site monthly and the specialty board reviews and approvals are ongoing.
Directions for first-time users of the LAMMICO website:

1. Visit www.lammico.com/registration
2. Choose to register as a LAMMICO policyholder
3. Complete the registration form and log in
4. Select the “GO TO MI” button to access our CME/CNE education pages

For further assistance, please contact our Website Coordinator at 504.841.5242.

General Topics (Found in All Specialty Categories)
- Beyond Informed Consent
- Patient Satisfaction Ratings
- Clinical Practice Guidelines and the Standard of Care
- Disclosure of Medical Error
- Diagnosis Error Series
- Opioid Mortality Epidemic: What Prescribing Physicians Can Do
- Communication Topics: Medical Mobile Communication; Beyond the Office Visit; Jousting
- Who Heals the Healer? Improving Physician Health and Quality of Care
- “I’m Sorry”: The Benefits and Limitations of State Apology Laws
- Obstructive Sleep Apnea for All Specialties
- How Physicians Make Decisions: Analytic and Intuitive Modes

Adult Primary Care
- Evaluation and Risk Stratification of Patients with Acute Chest Pain
- Early Recognition and Treatment of Severe Sepsis and Septic Shock: A New Paradigm

Anesthesiology
- Emerging Risks in Anesthesiology

Cardiology
- Risks and Claims in Cardiology
- Aortic Disease I: Diagnosing Aneurysm
- Aortic Disease II: Diagnosing Dissection

Dermatology
- Risk Issues in Dermatology: Diagnosing Melanoma

(List continued on the following page)
Emergency Medicine
- Evaluation and Risk Stratification of Patients with Acute Chest Pain
- Early Recognition and Treatment of Severe Sepsis and Septic Shock: A New Paradigm
- How Physicians Make Decisions: Analytic and Intuitive Modes
- Cognitive and Affective Biases: ED Case Studies
- Cognitive Debiasing Strategies
- Stroke Treatment in the ED
- Emergency Medicine Risk and Claims
- EMTALA: What Physicians Need to Know

Gastroenterology
- GI Claims I: The Connection Between Complications and Consent
- GI Claims II: The Emerging Risk of Deep Sedation

General Surgery
- Surgical Checklists and Patient Outcomes: What’s the Verdict?
- Surgical Readmissions
- General Surgery Claims and Case Study

Geriatrics
- Nursing Home Patients: Reducing the Risk in Long-Term Care
- Polypharmacy in the Elderly

Neurosurgery
- Surgical Checklists and Patient Outcomes: What’s the Verdict?
- Surgical Readmissions

Orthopedics
- Surgical Checklists and Patient Outcomes: What’s the Verdict?
- 2013 AAOS Guidelines for OA Knee: A Risk Management Review
- VTE Prophylaxis in Joint Replacement

Otolaryngology
- New Developments in Sinusitis for Otolaryngologists

Ophthalmology
- Risk Issues in General Ophthalmology: Retinal Tears
- Ophthalmology Closed Claims Analysis

Pediatrics
- Risk and Claims in Pediatrics: Case Study in Sepsis
- Obstructive Sleep Apnea for All Specialties
- Diagnostic Error: “Just a Sore Throat”
- Psychotropic Medication Management for Primary Care

(List continued on the following page)
Plastic Surgery
- Surgical Checklists and Patient Outcomes: What’s the Verdict?
- Risk and Claims in Plastic Surgery I: An Overview
- Risk and Claims in Plastic Surgery II: Special Issues
- MediSpas: Managing Physician Risk

Psychiatry/Neurology
- Stroke Treatment in the ED
- Diagnostic Error and Dizziness
- Diagnostic Error and Stroke

Pulmonology
- Early Recognition and Treatment of Severe Sepsis and Septic Shock: A New Paradigm
- Risk Issues in Pulmonology: Lung Cancer Screening

Radiology
- Diagnostic Error in Radiology
- CT Radiation Dosing

Thoracic Surgery
- Surgical Checklists and Patient Outcomes: What’s the Verdict?
- Surgical Readmissions
- Risk and Claims in Cardiovascular Thoracic Surgery
Our Risk Management and Patient Safety Department offers a complimentary section of Risk Management products and services to LAMMICO policyholders. These products and services are focused on reducing risk exposure in medical practices, enhancing patient safety, and improving workflow efficiency. These resources include:

**Telephone Consultation Services**
Certified Risk Managers are available during office hours to answer questions on risk in the office practice. Healthcare providers and their office managers are encouraged to call for advice on key risk issues in the medical practice, such as:

- Dismiss/discharge a patient from the practice
- Documentation guidelines
- Follow-up of patients who miss appointments
- Follow-up of patients who fail to see a consultant
- Handling noncompliant patients
- HIPAA
- Medical records, including release of records, allowable charges for copies of records, retention of records

**Practice Assessments**
Our Risk Management and Patient Safety Department offers a comprehensive practice assessment program to LAMMICO policyholders. Through onsite assessment of medical practices, Risk Managers evaluate twenty key areas in the medical practice and provide tailored recommendations to reduce practice risk. Regional Risk Managers are available to provide onsite education presentations specific to assessment findings.

**Areas covered in the practice assessment include:**
- Documentation
- Informed Consent
- Patient Education
- Patient Tracking and Follow-Up
- Referral and Consultation
Risk Management Education for Office Staff

“Identifying Key Risk Areas in the Physician’s Practice” a Half-Day Seminar

- E-Communications
- Medical Records Documentation
- Patient Tracking and Follow-Up
- Perception of Care
- HIPAA and the Medical Office Staff

Cost for attendance is $50 per person for LAMMICO policyholders and their staff, or $95 per person for non-insureds. LAMMICO-insured physicians and other insured providers will earn 1 RM Credit toward their premium discount. Employees of LAMMICO policyholders will earn 0.5 credits for attending.

Covington
Thurs., March 24, 8 a.m.–1 p.m.
Clarion Inn & Suites Conference Center, 501 N Hwy 190

Houma
Tues., March 29, 8 a.m.–1 p.m.
Ellendale Country Club, 3319 LA-311

Monroe
Thurs., April 7, 8 a.m.–1 p.m. (Magnolia Room)
Hilton Garden Inn West Monroe, 400 Mane St.

The above locations are a continuation of this series, which was begun in 2015 in other cities.

Other Practice Management Resources
- Risk Management Reference Guide
- Hurricane Preparedness for Medical Practices

Online Practice Management Resources
- Articles & Tips
- OSHA and HIPAA Information
- Links to Organizations
- Sample Policies and Procedures
- Toolkits (information, resources and education for key risks in medical practice)

Online Risk Management Education Activities for Office Staff
- Patient Tracking and Follow Up
- Medical Records: A Patient Safety Tool
- Referral & Consultation Process: Closing the Loop
- Informed Consent for the Office Staff
- Professional Liability and Electronic Health Records for Office Staff
- Professional Liability and Electronic Health Records for Practice Managers
- What is Medical Professional Liability Insurance?

Go to www.lammico.com and log in with your Office Manager username and password. While you are there, sign up for our weekly emails with important information pertaining to physician practices.

First-Time Users
Go to www.lammico.com and click the Log In button on the home page to display the Account Access page. Select “Click here to register” and choose to register as a LAMMICO Office Manager. Complete the appropriate form to submit your membership credentials.
LAMMICO offers a variety of Risk Management and Patient Safety Education focused on current issues that impact healthcare. Risk topics will include those that affect the Hospital/Facility Industry from a patient safety and financial risk perspective, as well as other topics requested by hospitals and facilities. Topics also include high risk areas such as perinatal, perioperative and emergency room care.

Risk Management and Patient Safety Education
- **Live Lectures**
- **Online Courses**
  - Surgery Checklists and Patient Outcomes
  - Falls Prevention
  - Pressure Ulcer and Wound Assessment and Documentation
  - Surgical Site Infection Prevention: Create a Bundle for Your OR
  - NCC EFM Certification Review Course for Nurses
  - Operational Vaginal Delivery for Nurses
- **Webinars for Hospital Leadership**
  - Hospital Rating Agencies (Spring 2016)
  - EMTALA (Fall 2016)

Expert Materials
- **Toolkits:** Topics include Falls Prevention, Surgical Site Infection, Perinatal Electronic Fetal Monitoring, and Pressure Ulcer Prevention

LAMMICO Publications
- **The Central Line:** Newsletter for hospitals published three times per year
- **LAMMICO Weekly:** Emails delivered every Wednesday highlighting a singular issue relevant to our policyholders, including features on patient safety, regulatory updates and legal insights
- **LAMMICO.com:** Centralized location for corporate information and educational resource links
- **2016 Hospital and Facility Risk Management and Patient Safety Education booklet** containing complete descriptions of all aspects of LAMMICO’s Hospital Risk Management and Education opportunities and resources

Recognition and Rewards
- **Patient Safety Award and Grant:** Annual recognition for implementation of plans for patient safety based upon online education and resources provided by LAMMICO

Risk Management Premium Discount Program for Hospital and Ambulatory Surgery Centers: Hospitals and ambulatory surgery centers that improve patient safety and reduce risk through utilization of LAMMICO online CME and CNE courses will be eligible to earn this credit to the basic limits portion of their LAMMICO premium. This program will go into effect November 1, 2016. Upon annual policy renewal, premium credit will be awarded to professional policyholders who earn fully assessed credit.

Regulatory Guidance
- OSHA
- HIPAA
- CMS
- The Joint Commission (TJC)
- EMTALA

*Note: For a full menu of hospital education resources, please refer to the Hospital Booklet.*