



*Wisconsin Society for
Healthcare Risk Management*

Fall Conference 2017

Diversity and Inclusion in Healthcare

September 21-22, 2017

Grand Geneva Hotel
7036 Grand Geneva Way
Lake Geneva, WI 53147
(262) 248-8811
www.grandgeneva.com



Wednesday, September 20, 2017

- 5:30-8:30 p.m. WSHRM Board of Directors Meeting**
Brissago Room
Please contact a Board member if you intend to attend.

Thursday, September 21, 2017

- 7:30-8:20 a.m. Registration and Continental Breakfast**
- 8:20-8:30 a.m. Opening Remarks**
- 8:30-9:30 a.m. Diversity & Inclusion –
The Dynamic Transformation, Benefits & Challenges**
Erickajoy Daniels, Senior Vice President, Diversity & Inclusion
This session will explore the evolution of diversity and inclusion, impactful benefits of adopting best practice D&I strategies and explore some of the hurdles and challenges of D&I in healthcare.
- 9:30-10:15 a.m. Cultural Competency – Patient Considerations**
David Hunt, JD, President and CEO, Critical Measures
This session will review the demographic megatrends (Race, Immigration and New Cultural Differences that Stem from Immigration) and explore their implications for healthcare including racial and ethnic disparities, language access for Limited English Proficient and Deaf and Hard of Hearing individuals and the emerging issue of global medicine.
- 10:15-10:30 a.m. Break**
- 10:30-11:15 a.m. Cultural Competency – Employment Considerations**
David Hunt, JD, President and CEO, Critical Measures
This session will review workforce implications of the megatrends including their impact on recruitment, hiring and retention; productivity and workforce incivility (including discussion of workplace bullying) and examine the pros and cons of a diverse workforce; and how employment law is rapidly becoming diversity law in the U.S. Additionally, the new science of unconscious bias and the skills needed to become a culturally competent leader and caregiver will be addressed.
- 11:15 a.m.-
Noon Maternal Refusals of Care –
Where Does Your Moral Compass Lead You?***
Paul Greve, JD, Willis Towers Watson
This session will discuss the morally and legally challenging situations obstetricians and gynecologists face, such as maternal refusal to have an emergency C-section, to have fetal heart monitoring, to have a male ob/gynecologist, etc. and will include a discussion of the relevant ACOG position statement.
** Title referencing “Refusal of C-Section: Where Does Your Moral Compass Lead You?” a blog by Paul Burcher MD, PhD, June 26, 2014 ObGyn.net*

- Noon-1:15 p.m. Annual Meeting and Lunch**
- 1:15-2:30 p.m. Civil Rights Law – Implications of Noncompliance**
Felicia Clay, JD, Office of Civil Rights
This session will review the Title VI, Section 504, Title II, and the ADA and explore OCR's regulatory perspective of civil rights laws.
- 2:30-2:45 p.m. Break**
- 2:45-4:30 p.m. Diversity & Inclusion Panel – The Impacted Community**
Debra J Edean, Ph.D. VP and COO AIDS Resource Center of Wisconsin; Kisa Gant, Outreach Coordinator Minority Health Program, WI Department of Health Services; Mitch Hagopian, JD, Disability Rights WI
The session will introduce participants to advocacy and public agencies supporting underserved members of our community and engage participants in exploring some of the hurdles and challenges of D&I among these groups and impactful benefits of adopting best practice D&I strategies among the groups.
- 5:00 p.m. Cocktails and Dinner**

Friday, September 22, 2017

- 7:30-8:15 a.m. Breakfast**
- 8:30-9:30 a.m. Armed Law Enforcement in the Emergency Department: Risk Management Considerations**
Jack Rozel, MD, re:solve Crisis Network
This session will review the cases for and against armed LE or security in the ED. Attendees will learn recommendations for consideration when utilizing armed security in the clinical setting. Additionally, attendees will learn what motivational interviewing is, and how it may aid discussions with patients and families concerning gun safety.
- 9:30-10:15 a.m. Workers' Comp Update**
Dan Zitzer, JD, Otjen, Gendelman, Zitzer, Johnson & Weir, S.C.
This session will summarize recent changes in Wisconsin's worker's compensation law and how those changes affect Wisconsin employers.
- 10:15-10:30 a.m. Break**
- 10:30-11:00 a.m. Fund Update: Injured Patients and Families Compensation Fund**
Terri Carlson, Fund Director & Diane Konsella, VP Wausau Med Mal Management
This session will educate attendees on risk management cooperation in medical malpractice claim management and pre-claim management between the insured, the primary carrier and the Injured Patients and Families Compensation Fund. The new LinkedIn page for the Injured Patients and Families Compensation Fund which will serve as an additional Risk Management topic/news messaging from IPFCF will be introduced.

11:00 a.m.-Noon Legislative Update

John Rather, JD, Chief Legal Officer, Wisconsin Medical Society

This session will review recent court decisions and legislation that impact health care in Wisconsin.

Attendees can expect to learn:

1. The evolution of diversity and inclusion – what and why we are where we are today
2. Some of the hurdles and challenges of D&I in healthcare and the benefits of adopting best practice D&I strategies
3. Demographic megatrends (Race, Immigration and New Cultural Differences that Stem from Immigration) and their implications for healthcare.
4. Patient care Implications of these trends including racial and ethnic disparities, language access for Limited English Proficient and Deaf and Hard of Hearing individuals and the emerging issue of global medicine.
5. Workforce implications of these trends including their impact on recruitment, hiring and retention; productivity and workforce incivility (including discussion of workplace bullying)
6. The pros and cons of a diverse workforce; and how employment law is rapidly becoming diversity law in the U.S
7. The new science of unconscious bias and the skills needed to become a culturally competent leader and caregiver
8. The ACOG position regarding maternal refusals of care and some of the ethical and legal considerations
9. OCR's regulatory perspective of civil rights laws Title VI, Section 504, Title II, and the ADA
10. The advocacy and public agencies supporting underserved members of our community and some of the hurdles and challenges of D&I among these groups
11. The case both for and against armed LE or security in the ED and recommendations for consideration when utilizing armed security in the clinical setting
12. What motivational interviewing is, and how it may aid discussions with patients and families concerning gun safety
13. The changes in Wisconsin's worker's compensation law that went into effect March 2016 and how those changes affect Wisconsin employers.
14. The implications of recent court decisions and legislation that impact health care in Wisconsin
15. The risk management cooperation in medical malpractice claim management and pre-claim management between the insured, the primary carrier and the Injured Patients and Families Compensation Fund
16. The new LinkedIn page for the Injured Patients and Families Compensation Fund which will serve as an additional Risk Management topic/news messaging from IPFCF

Terri Carlson

Terri Carlson is the director of the Injured Patients and Families Compensation Fund at the Office of the Commissioner of Insurance (OCI). She brings extensive governmental, legislative, financial service and employee benefit experience to OCI. Prior to joining OCI in 2011, Ms. Carlson served as a health insurance benefits consultant for a national financial services firm and with an independent agency. Terri's 20-plus years of experience in insurance, risk management and working with governmental entities provides first-hand knowledge of insurance products and regulatory compliance.

Felicia Clay, JD

Felicia Clay is an Investigator with the US Dept. of Health & Human Services, Office for Civil Rights (OCR)-Midwest Region Office. While at OCR, Felicia has investigated violations of the Privacy, Security, and Breach Notification Rules of HIPAA, as well as allegations of discrimination under various Civil Rights laws. She has drafted resolution agreements and negotiated corrective action plans to ensure compliance with federal laws and healthcare regulations. She is also a member of the Midwest Region's Outreach Committee. Prior to joining OCR in November 2009, Felicia worked primarily in the insurance industry. Felicia is a graduate of Northwestern University School of Law (J.D. 1994).



Erickajoy Daniels

Erickajoy Daniels Senior Vice President, Diversity & Inclusion is a community resource, with nearly two decades of development and consulting experience. She currently leads the system-wide diversity and inclusion program at Aurora Health Care, Wisconsin's largest private employer and one of the country's most comprehensive integrated health care systems. Previously, Erickajoy was responsible for organizational development and talent management at Brady Corporation. She also held employee development positions at the Federal Bureau of Prisons in Washington, D.C. Erickajoy serves on the board of Betty Brinn Children's Museum and is a trustee at Mt. Mary University. Additionally, she is active in TEMPO Milwaukee Professional Women's Network. She is co-founder and board member of One MKE, an organization dedicated to addressing cultural divides in Milwaukee. Daniels has a bachelor's degree in psychology from the University of Maryland, Baltimore County, and is earning a master's degree through Liberty University. She and her husband run a mentoring program called ALIVE which matches the interests of young people to seasoned professionals in potential career fields.



Debra Endean, PhD

Debra Endean has over 27 years of experience in health care administration. She earned a BA in Biology and French Literature at Lake Forest College, Lake Forest, IL, and a PhD in Genetics, from UW Madison. She was awarded the Danforth Fellowship and Milwaukee Business Journal's "Women of Influence" Class of 2017 which is a celebration of women and their accomplishments in aspects of business from mentoring to non-profit.



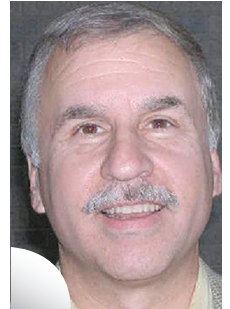
Kisa Gant

Kisa Gant is the Outreach Coordinator Minority Health Program in the state of Wisconsin and has worked and volunteered in public health for over 10 years. In that time, she has worked with a variety of populations to reduce health disparities and increase health equity. Her professional interests include mental health, women's health and health equity. She has a Bachelors in Psychology from Tennessee State and is pursuing a Masters of Public Health at The University of North Texas Health Science Center (UNTHSC) focusing on Community and Behavioral Health.



Paul Greve, JD

Paul Greve has been with Willis Towers Watson Health Care Practice for nearly 15 years, where he is an internal and external resource for all issues related to medical malpractice and insurance. He is a frequent speaker and author on national medical malpractice trends, with a particular interest in ob/gyn trends. Paul has authored numerous articles and chapters in insurance and risk management journals and texts, medical texts, nursing journals, law journals and seminar manuals. Paul received his Juris Doctor from Capital University and his BA from Ohio Wesleyan University. He is a Distinguished Fellow of the American Society of Healthcare Risk Management and a Registered Professional Liability Underwriter (RPLU).



Mitchell Hagopian, JD

Mitchell Hagopian has devoted his entire legal career to helping and representing economically disadvantaged and other traditionally unrepresented people. Since March of 2001 he has worked for Disability Rights Wisconsin (DRW) where he advocates on behalf of people with developmental and other disabilities. Prior to coming to DRW, he was the leader of the team of lawyers at the Elder Law Center that provided legal back-up to the elderly Benefit Specialist program. A 1981 graduate of the University of Illinois and 1985 graduate of the University of Wisconsin Law School, he has also worked at Western Wisconsin Legal Services in Dodgeville, the civil legal services provider for indigent people in western Wisconsin at that time (1985-1989) and the Center for Public Representation (1989-1991). In the course of his work he has trained hundreds of lay advocates and attorneys in the nuances of public benefits programs that help the poor, elderly and people with disabilities. In more recent years, his practice has expanded to include protective services issues.



David Hunt, JD

David Hunt is one of the nation's leading experts on cultural competence in healthcare and diversity-related issues in law and business. Prior to entering the diversity field, David practiced law as an employment law and civil rights attorney. After serving as Vice President and General Counsel for a leading national diversity training company, he founded



Critical Measures in 2001 as a wholly-owned subsidiary of a large Minneapolis law firm. Critical Measures has since become privately owned and operated and has developed a national reputation for excellence and cutting-edge, strategic advice on diversity-related matters in law, business and medicine.

Diane Konsella

Diane Konsella has managed claims for 37 years, 23 in medical malpractice. Currently she is the vice president of Wausau Med Mal Management, which provides management services for the Wisconsin Health Care Liability Insurance Plan and claim management services for the Injured Patients and Families Compensation Fund.

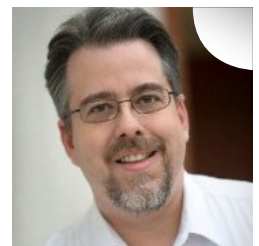
John Rather, JD

John Rather is General Counsel for the Wisconsin Medical Society and its affiliated entities. John handles all legal affairs of the Society, including overseeing all judicial advocacy, legal services and legal education activities. John has been with the Society since 2012, prior to which he was a litigator and defense attorney.



Jack Rozel, MD

John “Jack” Rozel, MD, MSL is the Medical Director of re:solve Crisis Network, Western Psychiatric Institute and Clinic of UPMC, as well as an Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine and an Adjunct Professor, University of Pittsburgh School of Law. Dr. Rozel has been working in emergency mental health for over 25 years and has been the medical director of the re:solve Crisis Network since 2010. He is the President-Elect of the American Association of Emergency Psychiatry, the leading national organization dedicated to the improvement of compassionate, evidence based care for people with behavioral emergencies. In addition to being a Fellow of the American Psychiatric Association, he is an associate member of the Health Law Section of the American Bar Association and the Physicians’ Section of the International Association of Chiefs of Police as well as a lifetime member of CIT International.



Daniel Zitzer, JD

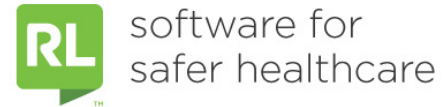
Mr. Zitzer is a shareholder of Otjen, Gendelman, Zitzer, Johnson & Weir, S.C., and is a lawyer in the firm’s worker’s compensation group. Since 2000, he has devoted his practice exclusively to defending insurance carriers and employers in worker’s compensation matters statewide. Honors B.A. Marquette University College of Arts and Sciences, J.D. Marquette University Law School, Member - Marquette Law Review, Law Clerk to the Honorable Michael T. Sullivan - Wisconsin Court of Appeals - 1989-1990.



Sponsors



LEIB KNOTT GAYNOR



Accommodations

A limited number of [rooms are available](#) through August 30th at the WSHRM special rate of \$149 per night (A \$20 daily campus fee will also apply).

Grand Geneva Hotel
7036 Grand Geneva Way
Lake Geneva, WI 53147
(262) 248-8811
(877) 741-9598
www.grandgeneva.com

Door Prizes

- WSHRM 2018 membership
- 2018 Spring conference registration certificate
- One night stay certificate for 2018 Spring conference venue
- 2018 Fall conference registration certificate
- One night stay certificate for 2018 Fall conference venue

Registration Form

Use this form to register by mail, or visit the WSHRM website to register and pay online.

Name _____

Title _____

CPHRM Certified ASHRM Member

Facility _____

Mailing Address _____

City/State/Zip _____

Phone _____

Email _____

Dietary Restrictions _____

A question I have for the Panel is: _____

Cocktail Reception/Dinner on Thurs., Sept. 21: Yes, will attend No, will not attend

Select one: WSHRM Member: \$150 Non-member: \$250

Make check payable to WSHRM. Mail completed registration with payment to:

WSHRM
10240 W. National Ave., #193
West Allis, WI 53227-2029

No refunds issued unless written cancellation notice is received by September 15, 5 p.m.

If you wish to join WSHRM now to be eligible for the member rate for this conference, visit the WSHRM [website](#) for membership information or email WSHRM membership coordinator [Karen Whyms](#).

Questions? Contact [Monica Marton](#).

ASHRM 9.5 CPHRM and WI CLE 11 Credits.