



**HWCF** 

managed by Inspiren

# WELCOME!

TO THE SIXTEENTH ANNUAL WORK COMP SEMINAR

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**ATTENDEE INFORMATION KIT**



HEALTHCARE HEROES,  
**THANK YOU  
FOR ALL YOU DO!**

# Agenda

**0900 - 0910**

**Margaret Nekic, CEO**  
Inspirien and HWCF

*Welcome*

**0910 - 1000**

**Frederick L. Fohrell, J.D.**  
Wilmer & Lee, P.A.

*Protecting our Everyday Heroes – Evolving Legal Issues Related to Workers' Compensation*

**1000 - 1050**

***Panel Discussion***

**Christy Knowles, PHR, SHRM-CP, Chief Human Resources Officer**  
Coosa Valley Medical Center

**Ben Rogers, Director of Operations**  
The Learning Tree, LLC.

**Vivian Thompson, Corporate Recruiter**  
Schmidt Wallace Healthcare Management

*Supporting Our Heroes – Strategies for Identifying and Addressing Employee Issues related to the Pandemic*

**1050 - 1100**

***Break***

**1100 - 1150**

**Shannon Davila, MSN, RN, CIC, CPHQ, FAPIC, Associate Director**  
Patient Safety Organization and ECRI

*Building a Successful Culture for Our Heroes – How Building a Culture of Safety Promotes Organizational Success*

**1150 - 1200**

***Questions and Adjourn***

# Speaker Bios

## **Frederick L. Fohrell, J.D.**

Attorney  
Wilmer & Lee, P.A.

Attorney Fred Fohrell is a shareholder in the Huntsville, Alabama, law office of Wilmer & Lee, P.A. He is a frequent speaker at national and state workers' compensation seminars, including national seminars sponsored by the National Conference of Insurance Guaranty Funds and the Self Insurance Institute of America. In Alabama, he has regularly spoken at seminars sponsored by the University of Alabama School of Law, Cumberland School of Law, and Alabama Department of Labor. He has been a keynote speaker at the State of Alabama Governors Health & Safety Conference.

Fred obtained his law degree from the University of Alabama where he won the Moot Court Competition, was selected as Outstanding Oral Advocate, and co-authored the Best Brief in the National Moot Court Competition. He has served as Chair of the Alabama State Bar Worker's Compensation Section, President of Huntsville-Madison County Bar Association, and on the Legal Advisory Committee of the Alabama Department of Labor's Workers' Compensation Division.

Fred has been selected multiple times to The Best Lawyers in America, has been featured multiple times in Alabama Super Lawyers, and has received an AV Rating in legal ability and ethical standards from Martindale-Hubbell for more than a decade. In addition to his time in private practice, Fred has served as a prosecutor and as counsel to the Governor of Alabama.

# Speaker Bios

## **Christy B. Knowles, PHR, SHRM-CP**

Chief Human Resources Officer  
Coosa Valley Medical Center

Christy B. Knowles, PHR, SHRM-CP, has been in the Human Resources profession for 25 years. She currently serves as Chief Human Resources Officer for Coosa Valley Medical Center. Ms. Knowles oversees all aspects of Human Resources Management including employee relations, benefits, compensation, recruitment and training. She also has administrative responsibility for other operational departments within the Medical Center such as, Employee Health, Materials Management, Therapy Services, Environmental Services, Facilities Management and Information Technology.

Ms. Knowles is a past President and current Board member for the Alabama Healthcare Human Resources Professional group. She has served on the regional workforce development Board, now known as East Alabama Works since 2010, was appointed to the Alabama Workforce Council in July of 2017 and recently appointed to the Alabama Committee on Credentialing and Career Pathways.

She attended the University of Montevallo and completed her Bachelor's degree at Kennedy-Western University. In 1999, Ms. Knowles received the certification of Professional in Human Resources and in 2015 became SHRM-CP certified.

## **Ben Rogers**

Director of Operations  
The Learning Tree, Inc.

Ben Rogers is the Director of Operations for The Learning Tree, Inc., a non-profit company serving children and adults with intellectual and developmental disabilities. Ben has over 23 years of successful experience in employee hiring, development, and management. Ben currently oversees the recruitment & retention efforts of over 700 employment positions across multiple work sites and programs in Alabama. Ben holds a Master of Science in Business Management from Faulkner University. Ben stays engaged with current trends in the field of human resource management through his active participation and membership in the Society for Human Resource Management, various area chambers of commerce, and attending national seminars in the field. Ben enjoys spending time outside or at a ballpark with his three kids.

# Speaker Bios

## **Vivian Thompson, BBA, LNHA**

Corporate Recruiter

Schmidt Wallace Healthcare Management

Vivian Thompson has worked in long term care for almost 40 years with experience ranging from staff nurse to nursing home administration. She currently serves as Corporate Recruiter for Schmidt Wallace Healthcare Management and has filled this role for 30 years. Before joining Schmidt Wallace Healthcare Management, she worked as a staff nurse and Assisted Living Administrator. Ms. Thompson shares “I have always had and continue to have a passion for the elderly and our industry tasked with caring for and protecting them. My current mission is to recruit, train and foster this passion in the current and upcoming generation(s).”

Ms. Thompson is a past President of the Anniston City Board of Education.

She completed her LPN license at Gadsden State Community College and has a B.S. in Business Administration from Faulkner University. Ms. Thompson is a Certified Conflict Resolution Mediator.

## **Shannon Davila, MSN, RN, CIC, CPHQ, FAPIC**

Associate Director

Patient Safety Organization & ECRI

Shannon currently serves as the Associate Director of the ECRI and the Institute for Safe Medication Practices Patient Safety Organization. With a clinical background in adult critical care nursing, Shannon specializes in infection prevention and healthcare quality improvement. Shannon has provided leadership throughout several state and national patient safety programs including the New Jersey Sepsis Learning Action Collaborative and CMS Hospital Improvement Innovation Network. She has authored a book and published several articles that focus on the importance of infection prevention. In 2016, Shannon was honored with the APIC Heroes of Infection Prevention Award. She has served as APIC Northern New Jersey Chapter President and Chapter Legislative Representative. Shannon is certified in infection control, healthcare quality, as a TeamSTEPPS Master Trainer and High Reliability coach. She received her BSN from the University of Southern Maine, her MSN from Walden University, and in 2020 was inducted into the APIC Fellow program.

# Objectives

- Review legislation affecting current workers' compensation claims trends
- Identify approaches organizations can take to prepare for and address concerns expected from workers' compensation claims
- Identify and discuss strategies to mitigate stress and burnout in the healthcare professional
- Identify and discuss strategies to mitigate staffing issues related to the pandemic and current healthcare picture
- Describe the impact of pandemic stressors on organizational culture of safety
- Discuss how to use a learning systems approach to engage multidisciplinary teams in improving culture of safety
- List high impact strategies to improve communication, teamwork and event reporting

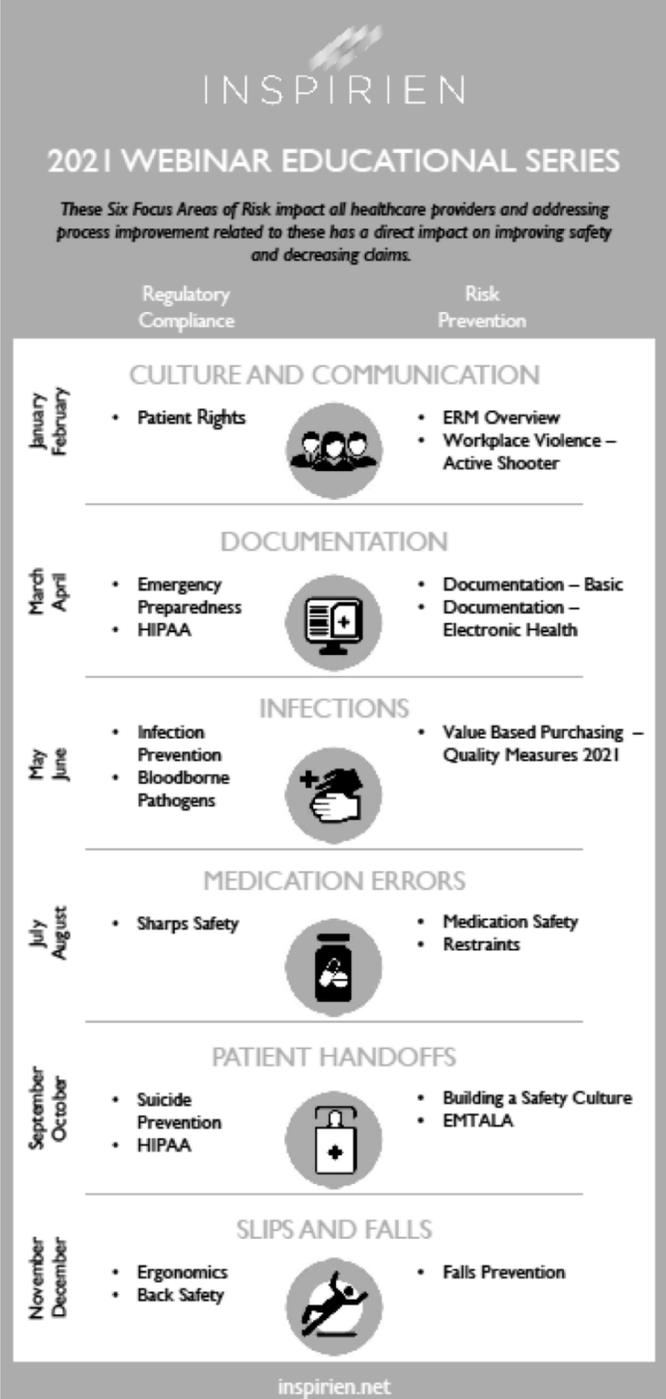
# Friendly Reminders

- Each participant must complete an on-line evaluation.
- Please make sure all questions are answered, including for nurses - name as it appears on your license and license number to obtain CE Credit.
- Credit will only be issued to individuals who attend the entire program. To assure credit for attendance, please complete an attestation included in the post webinar evaluation.
- Once all the information is verified a certificate will be emailed to you and CE information uploaded to the ABN for nurses.
- If one person registered for this class at your facility and offered the class to 'multiple' participants; the registered contact will be responsible for:
  - Ensuring each participant signs in on the 'Attendance' sheet provided in the handout section of this class. Please ensure that the signature and spelling is accurate and legible.
  - If the participant is a nurse, the license number is required.
  - A certificate will NOT be provided for any participant that this information is not complete and legible.
  - Have each participant complete an 'Evaluation' form for the webinar class offered.
  - Scan and email to the Inspirien email provided with the class registration – 1) 'Attendance' sheet and 2) completed evaluations – please make sure you have a completed evaluation for each participant.
  - This MUST BE completed within 3 business days of the class date for certificates and CE credit to be processed. If we do NOT receive this within the required time frame – certificates, nor CE credit will be offered.

# 2021 Risk Prevention Strategy

Join us throughout the year for this very important process designed to support your strategic initiatives to build the best risk prevention strategy for your organization.

- Comprehensive risk strategy including ‘virtual’ webinars focused on Six Risk Areas scheduled throughout the year
- Education tracks include Regulatory/Compliance and Risk Prevention Strategies
- The strategy also includes best practices and resources, blog posts and other communication designed to help organizations assess risks related to these risk areas and build process improvement strategies
- Encompasses an organizational-wide risk strategy



The poster is titled "INSPIRIEN 2021 WEBINAR EDUCATIONAL SERIES". Below the title is a subtitle: "These Six Focus Areas of Risk impact all healthcare providers and addressing process improvement related to these has a direct impact on improving safety and decreasing claims." The poster is organized into two columns: "Regulatory Compliance" and "Risk Prevention". It lists six focus areas, each with a corresponding icon and a list of topics. The focus areas are: 1. Culture and Communication (January/February), 2. Documentation (March/April), 3. Infections (May/June), 4. Medication Errors (July/August), 5. Patient Handoffs (September/October), and 6. Slips and Falls (November/December). The website "inspirien.net" is listed at the bottom.

	Regulatory Compliance	Risk Prevention
January February	<b>CULTURE AND COMMUNICATION</b>	
	<ul style="list-style-type: none"><li>• Patient Rights</li></ul>	<ul style="list-style-type: none"><li>• ERM Overview</li><li>• Workplace Violence – Active Shooter</li></ul>
March April	<b>DOCUMENTATION</b>	
	<ul style="list-style-type: none"><li>• Emergency Preparedness</li><li>• HIPAA</li></ul>	<ul style="list-style-type: none"><li>• Documentation – Basic</li><li>• Documentation – Electronic Health</li></ul>
May June	<b>INFECTIONS</b>	
	<ul style="list-style-type: none"><li>• Infection Prevention</li><li>• Bloodborne Pathogens</li></ul>	<ul style="list-style-type: none"><li>• Value Based Purchasing – Quality Measures 2021</li></ul>
July August	<b>MEDICATION ERRORS</b>	
	<ul style="list-style-type: none"><li>• Sharps Safety</li></ul>	<ul style="list-style-type: none"><li>• Medication Safety</li><li>• Restraints</li></ul>
September October	<b>PATIENT HANDOFFS</b>	
	<ul style="list-style-type: none"><li>• Suicide Prevention</li><li>• HIPAA</li></ul>	<ul style="list-style-type: none"><li>• Building a Safety Culture</li><li>• EMTALA</li></ul>
November December	<b>SLIPS AND FALLS</b>	
	<ul style="list-style-type: none"><li>• Ergonomics</li><li>• Back Safety</li></ul>	<ul style="list-style-type: none"><li>• Falls Prevention</li></ul>

inspirien.net

# Available Classes

TOPIC	CLASS ID	CLASS LENGTH (Minutes)	CONTACT HOURS	NAME OF CLASS	IIC	HWCF
Accident Investigation	048-D	60	1.2	Accident Investigations and OSHA Requirements	X	X
Active Shooter	068-A	75	1.5	Preparing for the Unexpected – The Active Shooter (plus video)	X	X
Advance Directives	018-C	90	1.8	Advance Directives and DNR in Alabama	X	
Back Safety	006-D	80	1.6	Preventing Back Injuries (plus Video and Quiz)	X	X
Bio-Terrorism	027-C	60	1.2	Bio-Terrorism 101 (plus Handout)	X	X
Bloodborne Pathogens	021-E	80	1.6	Bloodborne Pathogens Training (plus Video, Quiz and extra Handouts)	X	X
Communication	060-B	60	1.2	Effective Communication Strategies to Promote Patient Safety and Quality of Care	X	
Confidentiality & Patient Rights	003-D	60	1.2	Confidentiality: Exploring Patient Rights & Responsibilities	X	
Critical Thinking	064-B	50	1.0	Critical Thinking in Healthcare – Developing Skills to Enhance Patient Care	X	
Defensive Driving	DDC	240	4-hour Certificate/ National Safety Council	Defensive Driving Course		X
Difficult Patient	037-E	105	2.1	Personalities and Diagnoses Contributing to Disruptive Behavior	X	X
Discharge Planning	022-D	60	1.2	Review of Discharge Planning for Hospitals	X	
Documentation	001M	90	1.8	Documentation Practices: Including Electronic Processes [plus handout]	X	
Documentation	001-L	90	1.8	Documentation Best Practices Including Specifics to the Psych Setting	X	

# Available Classes

TOPIC	CLASS ID	CLASS LENGTH (Minutes)	CONTACT HOURS	NAME OF CLASS	IIC	HWCF
EMTALA/COBRA	007-F	100	2.0	EMTALA Regulations (plus handout)	X	
Emergency Department	014-C	70	1.4	NAME THAT RISK! In the Emergency Department	X	
ERM	069-A	60	1.2	Building an ERM Strategy	X	
Ergonomics	045-C	60	1.2	Ergonomics For Your Safety	X	X
Falls	008-E	60	1.2	Mitigating Falls at Your Facility	X	X
HIPAA	016-F	70	1.4	Understanding HIPAA Privacy & Security Regulations	X	X
Hospital State Survey	053-D	100	2.0	CMS Survey Regulations & Interpretative Guidelines for Hospitals	X	
Human Trafficking	061-C	60	1.2	Human Trafficking: Strategies for Healthcare	X	X
Impaired Employee	010-E	50	1.0	Impaired Employee and Drug Diversion	X	X
Lean Healthcare	056-B	60	1.2	Introduction to Lean Healthcare	X	
Mandatory Reporting	033-D	90	1.8	Alabama Reporting Requirements (Handout)	X	
Medication	004-I	60	1.2	Medication Safety Practices	X	
Nursing Home	049-B	100	2.0	Preparing for a State Survey – A Long Term Care Facility's Guide	X	
Nursing – new	063-B	125	2.5	Building Best Practices for Your Nursing Role (new nurse)	X	

# Available Classes

TOPIC	CLASS ID	CLASS LENGTH (Minutes)	CONTACT HOURS	NAME OF CLASS	IIC	HWCF
OSHA and Infection Control	036-C	70	1.4	Infection Control Practices in Healthcare	X	X
OSHA Recording & Reporting	067-A	50	1.0	Your Guide to OSHA Recording and Reporting	X	X
Pain Management	023-E	90	1.8	Meeting Patient Needs for the Management of Pain	X	
Pressure Injuries	065-A	60	1.2	Pressure Injuries: Strategies for Effective Wound Care	X	
Quality Assurance & Performance Improvement	052-B	60	1.2	Quality Assurance and Performance Improvement Process [QAPI]: CMS Regulations	X	
Quality Care	051-D	90	1.8	Quality Care – CMS Measures & VBP (plus Handout)	X	
Quality Care & Patient Safety for New Nurses	063-A	125	2.5	How to Build 'Best Practices' for Your Nursing Role	X	
Restraints and Seclusion	019-F	120	2.4	Restraints & Seclusion Review [plus Handout]	X	
Root Cause	020-E	90	1.8	RCA, RCA2 and FMECA in Healthcare	X	
Safety	055-B	90	1.8	Steps to Building a Safety Culture	X	X
Safety	035-C	70	1.4	Your Safety Matters! A Guide for Home Health & Hospice Providers	X	X
Sharps Safety	062-A	50	1.0	Sharps and Needlestick Injury Prevention	X	X
Social Media	066-B	50	1.0	Risks of Social Media in the Healthcare Setting	X	X
Suicide	059-C	75	1.5	Reducing the Risk of Patient Harm & Suicide in Healthcare	X	X

# Available Classes

TOPIC	CLASS ID	CLASS LENGTH (Minutes)	CONTACT HOURS	NAME OF CLASS	IIC	HWCF
Violence in the Workplace	050-C	80	1.6	Workplace Violence in Healthcare (plus video)	X	X
Emergency Preparedness	070-A	60	1.2	Elements of Emergency Preparedness	X	X
CAH Survey Prep	071-A	90	1.8	Regulations & Interpretive Guidelines for CAH Survey	X	

# Webinars

TOPIC	CLASS ID	CLASS LENGTH (Minutes)	CONTACT HOURS	NAME OF CLASS	IIC	HWCF
Bloodborne Pathogens	W001-B	50	1.0	Bloodborne Pathogens	X.	X
Confidentiality	W002-A	50	1.0	Confidentiality and Patient Rights	X	X
HIPAA	W003-C	50	1.0	HIPAA Overview	X	X
Infection Control	W004-C	50	1.0	Infection Control Practices in Healthcare – 2021 Update	X	X
Social Media	W007-B	50	1.0	Social Media Risk in Healthcare	X	X
Suicide	W008-C	50	1.0	Suicide Risk Assessment and Prevention in Healthcare	X	X
Human Trafficking	W009-B	50	1.0	Human Trafficking: Recognition in Healthcare	X	X
Sharps Safety	W010-A	50	1.0	Sharps and Needlestick Injury Prevention	X	X

# Webinars

TOPIC	CLASS ID	CLASS LENGTH (Minutes)	CONTACT HOURS	NAME OF CLASS	IIC	HWCF
Physician Offices	W011-A	50	1.0	Managing Risks in the Physician Practice Setting Part 1 - Administrative	X	X
Physician Offices	W012-A	50	1.0	Managing Risks in the Physician Practice Setting Part 2 - Clinical	X	X
OSHA in the Clinic	W013-A	50	1.0	OSHA and the Clinic: Six Tips to Keep your Clinic Compliant	X	X
OSHA Recording & Reporting	W015-A	50	1.0	Your Guide to OSHA Recording and Reporting	X	X