



One Galleria Boulevard, Suite 700  
Metairie, Louisiana 70001-7510  
[www.lammico.com](http://www.lammico.com) | 800.452.2120

Presort Standard  
U.S. Postage  
**Paid**  
New Orleans, LA  
Permit No. 2250



LAMMICO

RISK MANAGEMENT  
& PATIENT SAFETY  
EDUCATION & SERVICES

2020

The services presented in this  
booklet are provided at no cost to  
LAMMICO insureds.



One Galleria Boulevard, Suite 700  
Metairie, Louisiana 70001-7510  
504.831.3756 | 800.452.2120  
Email: [riskmanagement@lammico.com](mailto:riskmanagement@lammico.com)  
Fax: 504.841.5312  
[www.lammico.com](http://www.lammico.com)

© 2020 LAMMICO

## TABLE OF CONTENTS

Practice Solutions .....	1
Cybersecurity .....	4
LAMMICO Risk Management Education Program.....	5
Maintenance of Certification (MOC).....	7
Procedural Rules for LAMMICO Live Events/Courses .....	8
<b>Lectures</b>	
EHR Documentation .....	9
<b>Consultations</b>	
Physician Litigation Stress Peer Consultation.....	11
Provider Well-Being Consultation.....	12
<b>Webinars</b>	
Prescribing in the Year 2020 & Beyond.....	13
Diagnostic Error: Identification & Prevention for Advanced Practice Providers .....	14
Practice Solutions Bimonthly Q & A.....	15
Online Continuing Medical Education (CME) .....	16



# PRACTICE SOLUTIONS

---

To meet the growing needs of our insureds, LAMMICO's Risk Management and Patient Safety Department augmented its risk reduction services to include services that address key operational and financial processes in a physician's practice. These services, collectively referred to as Practice Solutions, were developed to help physicians, administrators and staff manage the risks associated with the business side of medicine.

Practice Solutions is aimed at providing assistance to address the daily challenges of managing risk, compliance and safety in medical practices. The cornerstone of Practice Solutions is our consultation service. It is practice specific, issue specific and is what differentiates us. We will meet on-site or can work via phone and internet to address a variety of issues, help you develop plans and provide customized resources. We also offer one-on-one education or a formal lecture format. We tailor our delivery to your practice!

## QUALITY PAYMENT PROGRAM

The Quality Payment Program (QPP) was created in 2015 when Congress passed the MACRA legislation. Beginning in 2017, this law provides eligible clinicians reimbursement incentives and penalties for those who fail to submit data or take on risks for quality outcomes and costs while treating Medicare patients. Practice Solutions services in this area are aimed at simplifying the QPP and helping practice staff and their providers avoid a reimbursement penalty or earn a bonus. We can provide consultation as you:

- Develop a participation plan
- Select relevant measures and activities to report
- Identify exemptions and bonuses
- Report and attest the measures and activities performed



If a practice is already participating in the Quality Payment Program, we can be an additional resource to help you improve scores, evaluate measures or discuss options regarding MIPS reporting. If a practice is new to QPP, we can help you get started!

## REVENUE CYCLE MANAGEMENT

LAMMICO offers policyholders a personalized assessment of their RCM processes. Our self-assessment is available online or on paper and can be delivered to our practice management specialist electronically, by mail or discussed by phone. Based on the results of the assessment, our Practice Solutions services can include assistance as you:

- Develop and/or review relevant financial policies
- Seek to improve one or more of the processes included in the revenue cycle
- Make use of key financial indicators
- Decrease the claims error or denial rate

## TELEPHONE CONSULTATION SERVICES

Certified risk managers and a practice management specialist are available during regular business hours to answer questions about risks in the office practice. Healthcare providers and their office managers are encouraged to call **504.841.2727** for advice on key risk issues in the medical practice.

# CYBERSECURITY



## PRACTICE ASSESSMENTS

Our Risk Management and Patient Safety Department offers a comprehensive practice assessment program to LAMMICO policyholders. Through on-site assessment of medical practices, risk managers evaluate key areas in the practice and provide tailored recommendations to reduce practice risk and improve patient safety. Risk Managers are available to provide on-site education presentations specific to assessment findings.

## HIPAA

HIPAA compliance services include risk management consultation, sample policies, procedures, templates, checklists, privacy and security training resources and requirements. Risk Managers are available for HIPAA compliance consultations and on-site education.

In partnership with cyber risk experts, Tokio Marine HCC, formerly NAS Insurance, LAMMICO offers policyholders CyberNET®, an advanced cyber risk management resource center. Registered lammico.com Members are encouraged to log in and access the CyberNET® portal through LAMMICO Practice Solutions.

Because cybersecurity risks are constantly evolving, LAMMICO wants our policyholders to be as knowledgeable and prepared as they can be. CyberNET® provides access to continually updated information, resources and on-demand advice. This exclusive, complimentary access to the CyberNET® can help you and your practice mitigate — or even prevent — damages resulting from a data breach.

Topics and resources available on CyberNET® include:

- Assess your cyber resiliency through a comprehensive data security risk assessment
- Manage and reduce risks from third-party vendors that handle sensitive information
- HIPAA and business associate agreement information
- Cyber training courses and guides
- Recorded webinar training from leading legal, regulatory and data security experts discussing topics ranging from social engineering and data breaches, to more technical topics of encryption or tokenization
- Creating, testing and implementing incident response plans
- Best practices for medical cybersecurity, data security requirements and breach notification obligations
- Complying with privacy and data protection laws
- Building a business continuity plan
- Sample policies, plans and agreements to address privacy and data security risks

## 📍 PRACTICE SOLUTIONS LOGIN DIRECTIONS

### Login Directions

Go to lammico.com and log in with your Office Manager user name and password. While there, subscribe to LAMMICO's weekly emails for access to the latest trends in medical professional liability, regulatory updates, and other late-breaking information pertaining to physician practices.

### First-Time Users

Locate the Log In button on the lammico.com home page to display the Account Access page. Select the Register button. Register as a LAMMICO Office Manager and complete the appropriate form to submit your membership credentials.

# LAMMICO RISK MANAGEMENT EDUCATION PROGRAM

## 📍 2020 CHANGES TO SIGN-IN PROCESS FOR ALL LIVE LECTURES

We will implement a new sign-in process using iPads at the check-in desk for all live lectures. Refer to page 8 for more information. We encourage pre-registration.

## 10% RISK MANAGEMENT PREMIUM DISCOUNT OPPORTUNITY

LAMMICO insureds can earn a discount toward their premium by successfully completing designated risk management activities. The Risk Management Premium Discount credit is a 10% credit on the basic limits portion of the LAMMICO premium applied in the insured's policy renewal year.

The credit is awarded for successful completion of two (2) risk management credit hours, either online, webinars 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, and those approved and designated by LAMMICO prior to attending, will be accepted for Risk Management Premium Discount purposes.



## CME ACCREDITATION STATEMENT

LAMMICO/Medical Interactive is accredited by the Accreditation Council for Continuing Medical Education (ACCME®) to provide continuing medical education for physicians.

## ACCREDITATION WITH COMMENDATION

LAMMICO/Medical Interactive has been reviewed by the Accreditation Council for Continuing Medical Education (ACCME) and awarded Accreditation with Commendation for 6 years as a provider of continuing medical education (CME) for physicians. Accreditation in the ACCME System seeks to assure the medical community and the public that LAMMICO/Medical Interactive delivers education that is relevant to clinicians' needs, evidence-based, evaluated for its effectiveness, and independent of commercial influence.

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.



## ANCC ACCREDITATION WITH DISTINCTION

LAMMICO/Medical Interactive is accredited with distinction as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

## CME/CNE DISCLOSURE POLICY

LAMMICO/Medical Interactive requires planners, speakers, faculty and all those who influence the content of a CME/CNE activity to disclose any financial relationships they have with commercial interests that are relevant to the activity. The disclosures shall be reviewed for any conflict of interest and subject to a mechanism to identify and resolve all conflicts of interest. A disclosure statement of relevant financial relationships will be made to the audience prior to the activity.

## MAINTENANCE OF CERTIFICATION (MOC)

---

Many of our physicians have turned to LAMMICO for help fulfilling their MOC requirements. We have submitted all applicable courses through the approval process and nearly all of our courses have been approved by at least one of the various participating medical specialty boards.

Each online course lists the specialty boards that have approved the course in the description section on our website. Please log in as a Member at [lammico.com](http://lammico.com) and proceed to the Medical Interactive Community™ website. You may select courses through the alphabetized listing or select your specialty. Check back frequently since new titles are added to our website often and specialty board reviews and approvals are ongoing.

If you are a diplomate of the American Board of Internal Medicine, American Board of Pediatrics, American Board of Anesthesiology, American Board of Pathology, American Board of Otolaryngology, or American Board of Ophthalmology, please provide us with your board certification identification number when you log in for the first time. Providing this identification number to LAMMICO/Medical Interactive gives us permission to send your transcript of approved courses directly to the appropriate board.



## PROCEDURAL RULES FOR LAMMICO LIVE EVENTS/COURSES

---

- 1 At check-in, please type your first and last name in the designated fields on the iPad. Once your name appears on the screen, click the sign-in button. A message verifying you are signed in will be displayed. Note: We encourage pre-registration on [lammico.com](http://lammico.com). However, the only verification LAMMICO will accept for attendance is your completed sign-in verified during registration. A LAMMICO representative will be available to assist with any questions.
- 2 Participants are not allowed to sign-in for others. Participants who sign-in for anyone other than themselves will not receive Risk Management Discount Credit or any educational credit.
- 3 Physicians should claim only the 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).
- 4 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 online, webinars or live lectures.
- 5 Check [lammico.com](http://lammico.com) for all dates, times and locations for educational activities statewide. Please mark your calendar with the dates you are interested in attending.

# LECTURES

## EHR DOCUMENTATION

LAMMICO/Medical Interactive designates this live activity for a maximum of one (1) *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

LAMMICO insureds will receive one (1) Risk Management Premium Discount Credit.



**KENNETH E. RHEA, M.D.,  
FASHRM**

📌 In the event of inclement weather, please check [lammico.com/lectures](http://lammico.com/lectures) for event confirmation or feel free to call LAMMICO's Risk Management and Patient Safety Department at **504.841.5211** for a status update.

### 📌 NORTH SHORE

**Thurs., April 2, 6-7 p.m.**  
(Mandeville/Covington Rooms)  
St. Tammany Parish Hospital  
1202 S. Tyler St.

### 📌 MONROE

**Wed., April 22, 6-7 p.m.**  
(Enaut Conference Room)  
St. Francis Medical Center  
408 Hall St.

### 📌 LAFAYETTE

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

### 📌 LAKE CHARLES

**Wed., May 20, 6-7 p.m.**  
(Large Conference Room)  
Reeves Uptown Catering  
1639 Ryan St.

### 📌 NEW ORLEANS

**Wed., June 10, 5:30-6:30 p.m.**  
(Foucher Room)  
Touro Infirmary  
1401 Foucher St.

### 📌 HOUMA

**Thurs., June 25, 6-7 p.m.**  
(Medical Atrium Auditorium)  
Terrebonne General  
Medical Center  
8166 W. Main St.

### 📌 ALEXANDRIA

**Tues., July 7, 6-7 p.m.**  
(Camellia/Wisteria Rooms)  
Best Western Inn  
Conference Center  
2720 N. MacArthur Dr.

### 📌 MARRERO

**Wed., July 29, 6-7 p.m.**  
(Fonseca Auditorium)  
West Jefferson Medical Center  
1101 Medical Center Blvd.

### 📌 SHREVEPORT

**Wed., Aug. 12, 6-7 p.m.**  
**Thurs., Aug. 13, 12-1 p.m.**  
(Magnolia Room)  
Wyndham Garden  
1419 E. 70th St.

### 📌 BATON ROUGE

**Wed., Sept. 16, 6-7 p.m.**  
(Cypress Room #1)  
Crowne Plaza  
4728 Constitution Ave.

### 📌 METAIRIE

**Wed., Oct. 14, 6-7 p.m.**  
**Thurs., Oct. 15, 12-1 p.m.**  
(Esplanade I Room)  
East Jefferson General Hospital  
4200 Houma Blvd.



# CONSULTATIONS

## PHYSICIAN LITIGATION STRESS PEER CONSULTATION

Malpractice litigation can impact all aspects of a healthcare provider's life. LAMMICO offers insureds a unique opportunity to address the situation head-on, before the strain negatively influences other aspects of your profession.

LAMMICO is committed to providing a positive and proactive culture of support for our policyholders by offering realistic strategies to cope with the anger, fear and frustration of the litigation process. Together, we can help strengthen physician/healthcare provider wellness in the face of malpractice claims.

Through its subsidiary, Medical Interactive Community, LAMMICO provides videos, 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.

To request a physician litigation stress peer consultation or any of these services, please call LAMMICO's Risk Management and Patient Safety Department during regular business hours at **504.841.5211**.



**PAMELA J. PARSONS, M.D.**  
Psychiatry

## PROVIDER WELL-BEING CONSULTATION

Stress in the healthcare setting is high. Studies across healthcare professionals show increasing stress levels, and as many as 30 to 60% of providers meet criteria for burnout. Burnout contributes to a poor quality of life for healthcare professionals who are experiencing it. In addition, stress and burnout can affect quality of care and safety of patients. This peer consultation offers strategies to reduce burnout and promote provider well-being.

To request a provider well-being consultation for an individual or a group, please call LAMMICO's Risk Management and Patient Safety Department during regular business hours at **504.841.5211**.



**PAMELA J. PARSONS, M.D.**  
Psychiatry





# WEBINARS

## DIAGNOSTIC ERROR: IDENTIFICATION & PREVENTION FOR ADVANCED PRACTICE PROVIDERS

Others are welcome to participate.

LAMMICO/Medical Interactive designates this live internet activity for a maximum of one (1) contact hour. APPs will receive CE certificates for the amount of credit commensurate with the extent of their participation in the activity.

LAMMICO insureds will receive one (1) Risk Management Premium Discount Credit.

Diagnostic error is one of the primary causes of malpractice claims but until recently, it flew under the patient safety radar. The National Academy of Medicine (NAM), formerly known as the Institute of Medicine, released a report on this issue. This webinar will review what is known now about diagnostic error, and will present improvement strategies advanced practice providers can use in their own practice, involving both system and cognitive factors.

➔ Thurs., Feb. 13, 6 p.m.

➔ Thurs., Feb. 20, 12 noon

Registration is required. Register at [lammico.com/webinar](http://lammico.com/webinar).



KARL N. HANSON, M.D.,  
FAAFP

## PRESCRIBING IN THE YEAR 2020 & BEYOND

All prescribers are welcome  
to participate.

LAMMICO/Medical Interactive designates this live internet activity for a maximum of one (1) *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

LAMMICO insureds will receive one (1) Risk Management Premium Discount Credit.

With the prevalence of the electronic health record (EHR), the process of prescribing medication has changed in many ways. Some of the changes have been very beneficial, but others have increased risks. The use of drop-down menus requires the prescriber to be precise in choosing the correct medication and dose. Medical malpractice claims have also revealed situations involving bypassing system alerts, look-alike/sound-alike drugs, prescribing in handoffs of care, and office prescribing practices. These situations and others have been implicated in adverse events related to EHR medication prescribing.

➔ Thurs., Sept. 10, 6 p.m.

➔ Thurs., Sept. 24, 12 noon

Registration is required. Register at [lammico.com/webinar](http://lammico.com/webinar).



KENNETH E. RHEA, M.D.,  
FASHRM

# WEBINARS

## PRACTICE SOLUTIONS BIMONTHLY Q & A

Physicians & Practice Staff (others are welcome to participate)

Join LAMMICO's Practice Management Specialist for a bimonthly Q & A session and webinar. Each session will begin with a short introduction of a pertinent practice management topic and will be followed by an open phone line question and answer session. Topics will include:

- Credentialing
- Coding
- Billing and appeals
- MIPS reporting
- APM participation
- General compliance



NATALIE B. COHEN,  
MBA, MHA

All sessions will begin at 12 noon.

- ➔ Tues., Feb. 11
- ➔ Tues., April 21
- ➔ Tues., June 9
- ➔ Tues., Aug. 11
- ➔ Tues., Oct. 13
- ➔ Tues., Dec. 8

Registration is required. Register at [lammico.com/webinar](http://lammico.com/webinar).

## ONLINE CONTINUING MEDICAL EDUCATION (CME)

### SPECIALTIES

- Adult Primary Care (Internal Medicine and Family Practice)
- Emergency Medicine
- General Surgery
- Hospitalists
- Neurosurgery
- Orthopedics
- Pediatrics
- Perinatal

### COURSE TOPICS

- Controlled Substances
- Diagnostic Error
- Documentation
- Medical, Legal & Ethics
- Medication Therapy
- Perinatal
- Practice Management
- Professional Interaction
- Provider Burnout
- Quality Improvement
- Risk & Claims

For a complete list see  
online catalog.

### ➔ DIRECTIONS FOR FIRST-TIME USERS OF LAMMICO'S ONLINE EDUCATION

1. Visit [lammico.com/insured-registration](http://lammico.com/insured-registration)
2. Complete the registration form and log in
3. Select the "GO TO MI" button to access our CME/CNE education pages

For assistance, please contact our website coordinator at **504.841.5242**.