



MMA First Fridays

Annual Risk Management Seminar

SEPTEMBER 6, 2013 • 9:00 AM - 12:00 PM

TWO WAYS TO ATTEND This program is available both live in Manchester and over the web via Webex. In either case, please register using the form below. Webex capacity is limited to 25 sites, so don't delay!

AGENDA

- 8:30am** Breakfast and Networking
- 9:00** Welcome & Introduction *Gordon Smith, Esq.*
- 9:10** Now You See It, Now You Don't: Patient Care Reflected in the Eyes of the Electronic Health Record
Stacey Doten, Sr. Risk Manager, MMIC
- 10:00** BREAK
- 10:15** Improving Patient Safety with Effective Medication Reconciliation *Nancy Brandow, Sr. Risk Manager, MMIC*
- 11:00** Are Your Office Systems Putting Your Practice In Jeopardy? *Lou Anne McLeod, Sr. Risk Manager, MMIC*
- 11:45** Q&A
- NOON** Adjourn

FACULTY

Stacey Doten is a Senior Risk Manager with Medical Mutual Insurance Company of Maine. She has Associate Degrees in both Laboratory Science from the University of Maine at Augusta and Nursing from Northern Maine Community College. She has more than 20 years of healthcare experience, including healthcare quality and risk management. She is a Certified Professional in Healthcare Quality (CPHQ) and a Certified Professional in Healthcare Accreditation (HACP). She is a member of the Northern New England Society for Healthcare Risk Management (NNESHHRM), National Association of Healthcare Quality (NAHQ), and the Maine Medical Group Management Association (MEMGMA).

Nancy Brandow is a Senior Risk Manager with Medical Mutual Insurance Company of Maine. She has a Bachelors Degree in Health Education from the University of Maine and a Masters Degree in Business Science with a concentration in Healthcare Administration from Husson College. She has over 25 years of experience in hospital operations and healthcare risk management. She is a Certified Professional in Healthcare Accreditation (HACP). She has served on local, state and national committees advising on healthcare issues. She is a member of the Northern New England Society for Healthcare Risk Management (NNESHHRM) and the National Association of Healthcare Quality (NAHQ).

Lou Anne McLeod is a Senior Risk Manager at Medical Mutual Insurance Company of Maine. She has been involved in Quality Improvement and Risk Management since 1986. Lou Anne graduated from the University of New Hampshire with a BS in Health Administration and Planning and a Master of Health Administration. She is a Certified Professional in Healthcare Risk Management (CPHRM) and a Certified Professional in Healthcare Accreditation (HACP). Lou Anne is a member of the American Society of Healthcare Risk Management (ASHRM), the New Hampshire Medical Group Management Association (NHMGMA) and the Massachusetts Society for Healthcare Risk Management (MASSHRM). She serves on the Board of the Northern New England Society for Healthcare Risk Management (NNESHHRM).



First Fridays September 6, 2013 Registration • Please select: Manchester Webinar

Attendee(s) (Please include titles) _____

Office/Practice Name _____ Tel. _____ Fax _____

Office Address _____ City _____ State _____ Zip _____

E-mail _____

Total Fee: _____ x \$70 per Seminar, per Attendee (\$60 if attending three or more in one calendar year)
(Registration fee includes breakfast for those participants attending in Manchester and all course materials.)

Payment Enclosed **Please make checks payable to Maine Medical Association**

Visa _____ MasterCard _____ Credit Card # _____ Exp. Date _____

Cardholder Name (Please print): _____ Signature _____

Please register in advance. Same day registration will be offered on space available basis only; an additional \$10.00 will be charged for same day registration. No refunds, but substitutions from same office will be allowed.

**Register online at www.mainemed.com, or mail registration form with payment to:
Maine Medical Association, PO Box 190, Manchester, ME 04351 Tel: (207) 622-3374 Fax: (207) 622-3332.**