PLICO awards renewal premium credits to physicians who participate in PLICO Risk Management educational opportunities. Physicians may achieve Gold (6%), Silver (4%), or Bronze (2%) credit status by accumulating points for participation in educational activities focused on risk reduction techniques and strategies.

For 2015, named providers must complete an individual activity in order to be eligible to receive a risk management credit. PLICO insured physicians and providers have the opportunity to attend EXPLORE: Oklahoma Healthcare Summit to immediately attain Gold Status and qualify for the maximum 6% credit on their renewal premium. EXPLORE will be held August 13-14, 2015 in Norman at the beautiful Embassy Suites. Attendance for the full conference is required to attain Gold Status.

In addition, insured providers may achieve Gold Status by attending a PLICO Risk Management Premier Activity worth 20 points and also completing at least 10 points of additional activities for a total of 30 points. Silver Status requires a total of 20 points, and Bronze Status requires a total of 10 points. In the past, providers were awarded Bronze Status if office staff training was completed regardless of attendance of the provider. Going forward, PLICO will continue to provide this service, but no credit will be given unless ALL staff are in attendance (including PAs and APRNs) and one of the following:

- The provider attends the ancillary training; or
- The provider completes another individual activity valued at a minimum of 10 points.

Various activities including seminars, webinars, on-site training and online CME will be offered to accumulate points. A list of available activities is maintained on our website, plico.com/riskmanagement. The Risk Management credit point value is noted next to each activity.

If there is a risk management activity that you would like to submit for consideration for credit, you may do so. However, it must be pre-approved in order for points to be awarded. If you have a question as to whether an activity is eligible toward earning points, or if you have any other questions, please call the Risk Management Department at 405.815.4803.

To register for PLICO Risk Management activities, visit our website at plico.com. Those wishing to register for EXPLORE: Oklahoma Healthcare Summit 2015 may visit plico.com/EXPLORE.

For any questions, please call us at 405.815.4803.
REGISTER TODAY AT plico.com/EXPLORE

AUGUST 13-14, 2015
Embassy Suites Hotel & Conference Center
Norman, OK
Join us for the fourth annual EXPLORE: Oklahoma Healthcare Summit, where PLICO is once again the presenting sponsor! EXPLORE: Oklahoma Healthcare Summit is a comprehensive, statewide conference that explores and addresses the challenges faced in the ever-changing healthcare industry. With continuing education credits, breakout sessions, nationally renowned keynote speakers and more, EXPLORE is a first-class, industry-leading event that provides medical providers, administrators, and risk and quality professionals with valuable insight and information regarding the future of medicine.

EXPLORE: Oklahoma Health Care Summit is an opportunity to refresh the currency of your clinical and business knowledge and learn from keynote speakers, including: The Honorable William H. Frist, MD, former U.S. Senator from Tennessee and 18th Majority Leader of the U.S. Senate; Mark C. Crowley, author of Lead From The Heart; Donald J. Palmisano, MD, JD, FACS, Clinical Professor of Surgery and Clinical Professor of Medical Jurisprudence, Tulane University School of Medicine, Past President, American Medical Association; Kevin Pho, MD, founder and editor of KevinMD.com; and Aron Ralston, fearless adventurer and subject of the film 127 Hours.

THE HONORABLE WILLIAM H. FRIST, MD
DONALD J. PALMISANO, MD, JD, FACS
MARK C. CROWLEY, AUTHOR OF LEAD FROM THE HEART
KEVIN PHO, MD, FOUNDER AND EDITOR OF KEVINMD.COM

This live activity has been planned and implemented in accordance with the Accreditation Requirements and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Oklahoma State Medical Association (OSMA) and PLICO.

The OSMA is accredited by the ACCME to provide continuing medical education for physicians.

The OSMA designates this live activity for a maximum of 12 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The Faculty and OSMA CME Planning Committee have no relevant financial relationships to disclose.

American Academy of Physician Assistants (AAPA) accepts AMA PRA Category 1 Credits™ from organizations accredited by the ACCME.

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

This program has been submitted for approval by the AOA Council on Continuing Medical Education for ten (10) hours of AOA Category 1-B CME credit, (5) for a managed care course, and (5) credits for a risk management course. Approval is currently pending.
Join us for an educational seminar with relevant topics facing physicians and other healthcare providers. Medical ethicist, John Banja, PhD from Emory University and a variety of current experts on proper prescribing will be presenting.

**Diagnostic Error: Rethinking Our Relationship with Wrongness**

Many physicians are surprised to learn that the diagnostic error rates reported in medical literature range from 3-30%. The fact that diagnostic error is often unappreciated and unrecognized is extremely troubling given its high correlation with poor patient outcomes and its dubious status as the chief cause of medical liability claims.

We will examine various psychological features associated with the persistence of diagnostic error, including the role of overconfidence as a response to production pressures and the phenomenon of minimal feedback mechanisms available in the care delivery systems that might reduce the frequency of errors.

**Managing Emotionally Upsetting Conversations**

Emotionally difficult or painful conversations are very common in healthcare. We will discuss the architecture of the painful conversation by examining the effect on the professional’s sense of self, the critical role of feelings and emotions, and the nature and value of empathy. Strategies and practical recommendations will be provided so that challenging conversations might be conducted artfully, especially with “difficult” or “impossible” patients.

**Opioid Prescribing Guidelines for Oklahoma Physicians**

Prescription drug abuse is Oklahoma’s fastest-growing drug problem. Of the nearly 3,200 unintentional poisoning deaths in Oklahoma from 2007–2011, 81% involved at least one prescription drug. In 2010, Oklahoma had the fourth-highest unintentional poisoning death rate in the nation (17.9 deaths per 100,000 population), with opioids being the most common class of drugs involved in overdose deaths in the state.

A state plan, Reducing Prescription Drug Abuse in Oklahoma, was developed in 2013 to address this rapidly growing epidemic. Out of the plan came the development of Opioid Prescribing Guidelines for Oklahoma Health Care Providers in the Office-Based Setting. This program will review specific recommendations of the guidelines and their application to clinical care of patients.
John D. Banja, PhD is a Professor in the Department of Rehabilitation Medicine and a medical ethicist at the Center for Ethics at Emory University. He also directs the Section on Ethics for the Atlanta Clinical and Translational Science Institute at Emory. He received a doctorate degree in philosophy from Fordham University in New York and has lectured on topics in medical ethics throughout the United States.

Dr. Banja has authored or coauthored over 175 publications and has delivered over 800 invited presentations at regional, national and international conferences. He currently serves as the Editor of the American Journal of Bioethics-Neuroscience, the leading scholarly journal in the field of neuroethics. Dr. Banja has conducted research or educational projects with numerous federal and private organizations on topics including patient safety, neuroethics and ethical dilemmas occurring in clinical and translational research.

His most recent book, Medical Errors and Medical Narcissism, was published in 2005.

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<tr>
<th>LUNCH AND REGISTRATION: 12:00–1:00 PM</th>
<th>PROGRAM: 1:00–5:00 PM</th>
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<tr>
<td>September 24th Tulsa Tulsa County Medical Society</td>
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<tbody>
<tr>
<td>September 26th OKC Oklahoma State Medical Association</td>
<td>October 17th Tulsa Tulsa County Medical Society</td>
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This live activity has been planned and implemented in accordance with the Accreditation Requirements and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Oklahoma State Medical Association (OSMA) and PLICO.

The OSMA is accredited by the ACCME to provide continuing medical education for physicians.

The OSMA designates this live activity for a maximum of 4 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The Faculty and OSMA CME Planning Committee have no relevant financial relationships to disclose.

American Academy of Physician Assistants (AAPA) accepts AMA PRA Category 1 Credits™ from organizations accredited by the ACCME.

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

This program has been submitted for approval by the AOA Council on Continuing Medical Education for four (4) hours of AOA Category 1-B CME credit, (3) for a risk management course and (1) for proper prescribing. Approval is currently pending.
ELM Exchange, Inc. (ELM) is PLICO’s partner and the leading provider of online risk management and patient safety continuing medical education (CME). ELM’s case-based classes illustrate important risk and patient safety issues that arise in clinical situations. ELM’s goal is to teach PLICO’s healthcare providers how to identify and mitigate risk in their clinical practice, ultimately protecting their patients, their organizations and themselves.

PLICO has selected the following courses, structured into two phases:

**Phase I**
- Coordination of Patient Care (IV): Hand-off and Co-Provider Communication
- Preventing Physician-Nurse Communication Failures
- Risk and Safety Issues in the Office Practice (III): Preventing Communication Failures
- Documentation: Electronic Medical Records

**Phase II**
- Empathic Care: Desensitization
- Managing Difficult Patients (IV): Duty and Documentation
- Managing Difficult Patients (V): Situational Awareness of Difficult Patients
- Controlled Substance Prescribing: Risks in Managing and Terminating the Physician-Patient Relationship

Completion of PHASE I of the ELM education is valued at 5 points toward the PLICO Risk Management Premium Credit Program.

Completion of both PHASE I and PHASE II is valued at 10 points and qualifies the provider for 2% credit on their next renewal premium.

*(Completion of all eight courses awards up to 10 hours of CME.)*

ELM Exchange, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. ELM activities have been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME).

For information on ELM’s CME policies as they pertain to the courses listed above, please visit: elmexchange.com/ccc/intro/cme.asp.

ELM Exchange, Inc. designates each enduring material for a maximum of 1.5 AMA PRA Category 1 Credits™ (see each module for available credit). Physicians should claim only the credit commensurate with the extent of their participation in the activity.

American Academy of Physician Assistants (AAPA) accepts AMA PRA Category 1 Credits™ from organizations accredited by the ACCME.
I: DISCLOSURE, APOLOGY AND RELATIONSHIPS PREVENT MEDICAL MALPRACTICE CLAIMS
This program reviews the basics of disclosure, including how to apologize to patients and families without admitting fault.

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

II: FIVE-STAR SERVICE CULTURE
This program will provide you with a fresh look at the liability landscape literally from the front line, as well as a review of how to make five-star service a reality.

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

III: FIVE-STAR: WHAT, WHY AND HOW!
This program is designed to provide the physician’s staff members with practical ideas for implementing five-star service. Physicians will benefit by learning to identify processes and behaviors for staff members that are consistent with five-star customer service.

The OSMA designates this enduring activity for a maximum of 1 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

IV: TRACKING AND MANAGING TESTS, CONSULTS AND REFERRALS
This program provides an overview of the importance of having processes in place to manage tests, consultations and referrals, and provides examples and suggestions in implementing effective systems.

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

V: RISK MANAGEMENT STRATEGIES IN SUPERVISING MID-LEVEL PROVIDERS
The program discusses current regulations and recommendations as they pertain to midlevel providers and the roles and responsibilities of the supervising physician.

The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This enduring activity has been planned and implemented in accordance with the Accreditation Requirements and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Oklahoma State Medical Association (OSMA) and PLICO. OSMA is accredited by the ACCME to provide continuing medical education for physicians.

The Faculty and OSMA CME Planning Committee have no relevant financial relationships to disclose.

American Academy of Physician Assistants (AAPA) accepts AMA PRA Category 1 Credits™ from organizations accredited by the ACCME.
OFFICE STAFF TRAINING PROGRAMS

(10 points)**

PLICO offers office staff training programs designed to educate your employees in risk management principles and strategies. These one-hour sessions provide meaningful information regarding basic processes and behaviors that can impact the quality, efficiency and safety of your office environment.

**Current topics include:**
- Customer Service as a Risk Management Strategy
- The Challenging Patient: Strategies for Management
- Risk Management Essentials—Diagnostic Test Results, Referrals and Consults
- Medical Emergency Preparation
- Risk Management Strategies for the Physician Office Setting

By appointment—This activity must be scheduled by September 1, 2015. Call the PLICO Risk Management Department at 405.815.4803 to schedule.

**In the past, providers were awarded Bronze Status if office staff training was completed with ALL staff in attendance, regardless of attendance of the provider. Going forward, PLICO will continue to provide this service, but no credit will be given unless ALL ancillary staff including PAs and APRNs attend AND:**

- The provider attends the training; or
- The provider completes another individual activity valued at a minimum of 10 points.

PCEP: PERINATAL CONTINUING EDUCATION PROGRAM*

(5 points/book, max 20 points)

The Perinatal Continuing Education Program is a comprehensive, self-study program, which is useful in guiding bedside care for physicians, nurses and other professionals who care for pregnant women and/or newborns.

PCEP teaches concepts and skills important to the care of patients managed entirely in their birthing hospital, as well as patients stabilized in their birthing hospital before transferring to a specialty medical center.

Oklahoma physicians and other providers may participate in PCEP independently or while their hospital is participating in the program.

For more information, call 405.271.777 or go to oumedicine.com/opqi.

*Fee Required

Professional Education Services Group designates the IFMC educational activity for a maximum of 51 category 1 CME credits toward the AMA Physicians Recognition Award™.
AWHONN INTERMEDIATE FETAL MONITORING COURSE (IFMC)*
(10 points)
IFMC is a two-day course consisting of lecture, hands-on skill stations and testing. It is designed for physicians with sufficient experience supporting a strong foundation of knowledge and skills in intrapartum fetal heart monitoring.

February 17-18, 2015  
April 22-23, 2015  
June 10-11, 2015  
August 18-19, 2015  
September 15-16, 2015  
October 21-22, 2015  

For more information, call 405.271.7777 or go to oumedicine.com/opqi.

Professional Education Services Group designates the IFMC educational activity for 15.25 category 1 CME credits toward the AMA Physicians Recognition Award™.

AWHONN ADVANCED FETAL MONITORING COURSE (AFMC)*
(10 points)
AFMC is a one-day course focusing on the application of advanced concepts and knowledge within complex maternal-fetal scenarios. Prior successful completion of the IFMC by the physician is strongly recommended.

October 6, 2015

For more information, call 405.271.7777 or go to oumedicine.com/opqi.

Professional Education Services Group designates the IFMC educational activity for 6 category 1 CME credits toward the AMA Physicians Recognition Award™.

HIPAA PRIVACY & SECURITY RISK ANALYSIS*
(10 points)
Performed by Oklahoma Foundation for Medical Quality Health Information Technology.

Risk Analysis
- Exceeds Meaningful Use Core Measure 14 standards
- Performed onsite with your staff
- Includes physical walkthrough and assessment
- Detailed results with remediation techniques

Development Services
- Assists in security program development
- Technical implementation assistance
- Policy & Procedure guidance
- Disaster Recovery & Contingency Planning
- Security Awareness Training

Call 877.9.OFMQHIT (877.966.7448) or contact ofmqhit@ofmq.com for more information.

*Fee Required
MEANINGFUL USE, PQRS, AND ECQM ASISSTANCE*

The Oklahoma Foundation for Medical Quality offers technical assistance for Meaningful Use, PQRS, and eCQM reporting.

- MU education
- MU attestation assistance
- MU audit readiness
- eCQM reporting assistance

- PQR education
- PQR analysis
- PQR submission assistance
- Pay for performance initiatives

Call 877.9.OFMQHIT (877.966.7448) or contact ofmqhit@ofmq.com for more information.

RICHARD C. STAAB, D.O. MEMORIAL SYMPOSIUM*

This program is intended for primary care physicians, with an emphasis on those practicing in the area of general Internal Medicine and Internal Medicine subspecialties.

April 10-12, 2015
OSU Center for Health Sciences College of Osteopathic Medicine, Tulsa, OK

Call 918.551.7300 or go to osteopathicfounders.org or staabsymposium.com to register.

16 AOA Category 1-A CME credits including 1 hour of proper prescribing credit.
16 Internal Medicine Specialty credits.

PROPER PRESCRIBING

This program is offered as a service by the Osteopathic Founders Foundation. The program meets the Oklahoma requirements for 1-hour proper prescribing credit.

April 8, 2015, 12:00pm-1:00pm
OSU Medical Center Auditorium, Tulsa, OK

April 21, 2015, 5:30pm-6:30pm
Hillcrest South Education Center, Tulsa, OK

May 6, 2015, 8:00am-9:00am
Jack C. Montgomery VA Medical Center, Muskogee, OK

May 20, 2015, 6:00pm-7:00pm
Tahlequah City Hospital, Tahlequah, OK

June 17, 2015, 6:30pm-7:30pm
Doubletree Hotel at Warren Place, Tulsa, OK

Call 918.551.7300 or go to osteopathicfounders.org to register.

*Fee Required
14TH GERIATRIC UPDATE FOR PRIMARY CARE PROVIDERS*
PRACTICE GUIDELINES FOR MANAGING THE OLDER PATIENT
(5 points)

This intensive one-day course provides clinical pearls and evidence-based practice guidelines for management of complex older patients.

May 4, 2015
Reed Convention Center, Midwest City, OK

Contact OUHSC Office of CPD at 888.682.6348 or 405.271.2350 x6 or visit cme.ouhsc.edu for more information.

18TH ANNUAL PRIMARY CARE UPDATE*
(5 points/day, max 10 points)

This intensive five-day course includes a review and update on major subject areas in family medicine. The course combines best practice strategies and education through case studies and lectures.

May 13-17, 2014
Reed Convention Center, Midwest City, OK

Contact the OUHSC-Office of CPD at 888.682.6348 or 405.271.2350 x1 for more information.

18TH ANNUAL EMERGENCY MEDICINE REVIEW*
(5 points)

The objective of the 18th Annual Emergency Medicine Review is to enhance the knowledge of emergency care providers, thereby improving patient care in the emergency department, as well as in the private office setting.

Participants in this program will become aware of new updates in emergency medicine treatment and practice and gain a better understanding of the variety of patient types and conditions seen in the emergency department in the urban and rural setting.

June 5-7, 2015
Doubletree by Hilton Hotel Tulsa—Warren Place, Tulsa, OK

For more information about this program, please call the OSU-COM CME Office at 800.274.1972, 918.561.1411 or 918.561.1412.

20 AOA Category 1-A CME credits (pending approval of the AOA Council on Continuing Medical Education).
20 Emergency Medicine Specialty credits (pending approval of the American Osteopathic Board of Emergency Medicine).
20 AAFP Prescribed credits (pending approval of the American Academy of Family Physicians).

*Fee Required
OKLAHOMA ACADEMY OF FAMILY PHYSICIANS (OAFP)
PRIMARY CARE UPDATE*
2015 ANNUAL SCIENTIFIC ASSEMBLY: WILD ABOUT FAMILY MEDICINE
(5 points)

This conference will be filled with educational opportunities such as SAMs Group Sessions and Education Workshops. This year’s program will include a half-day workshop on Opioids, Pain Management and Proper Prescribing. There will also be a Practice Management Track in addition to the traditional Scientific Track.

June 18-21, 2015
Embassy Suites Hotel & Conference Center, Norman, OK

For information, please contact Kari Ames at ames@okafp.org.

32ND ANNUAL PRIMARY CARE UPDATE*
(5 points)

The 32nd Annual Primary Care Update is planned for physicians with emphasis on problems encountered by the primary care practitioner on a daily basis. The goal of this conference is to enhance the knowledge of primary care providers, thereby improving patient care outcomes.

Participants in this program will become aware of new updates in family medicine treatment and practice and gain a better understanding of the variety of patient types and conditions seen in the hospital, clinic or private office setting.

November 6-8, 2015
Doubletree by Hilton Hotel Tulsa—Warren Place, Tulsa, OK

For more information about this program, please call the OSU-COM CME Office at 800.274.1972, 918.561.1411 or 918.561.1412.

20 AOA Category 1-A CME credits (pending approval of the AOA Council on Continuing Medical Education).
20 AAFP Prescribed Credits (pending approval of the American Academy of Family Physicians).

*Fee Required
To register for PLICO Risk Management activities, please visit plico.com.

For more information or to register for EXPLORE: Oklahoma Healthcare Summit, please visit plico.com/EXPLORE.

For any questions, please call us at 405.815.4803.