



Meeting Location: The DoubleTree by Hilton™—Chicago Magnificent Mile
300 E. Ohio Street
Chicago, IL 60611
Telephone: 1-312-787-6100
Website: <http://www.doubletreemagmile.com>

Workshop Date: **Wednesday, October 8, 2014**

12:00p.m. – 01:00p.m. **Lunch for Participants**

01:00p.m. – 01:15p.m. **Welcome and Introductions**
Laura Lally and Linda Wallace

01:15p.m. – 01:45p.m. **Who Are We?**
Lauren Crow and Linda Wallace

Session Description: This presentation will present the backgrounds and licensing for the Caring Communities Reciprocal Risk Retention Group (CCrRRG) and the Peace Church Risk Retention Group, a reciprocal (PCRRG) and explain which organizations belong to each company. The relationship between Caring Communities Shared Services, CCrRRG, Resource Partners, PCRRG and ECRI Institute will be explored. The governing structures for each insurance organization and the board-driven Prescriptives (CCrRRG) and Requirements (PCRRG) will be discussed.

Session Learning Objectives:

- ▶ Discuss the background and licensing for the *Caring Communities Reciprocal Risk Retention Group (CCrRRG)* and the *Peace Church Risk Retention Group, a reciprocal (PCRRG)*
- ▶ Explain the relationships between Caring Communities Shared Services, CCrRRG, Resource Partners, PCRRG and ECRI Institute
- ▶ Identify the board-driven Prescriptives and Requirements
- ▶ Recognize the collaborative relationship between the member organization and Caring Communities regarding incidents and claims management.

01:45p.m. – 02:15p.m. **Caring Communities/PCRRG Model Risk Management Working Plan**
Linda Wallace



Session Description: This presentation will address the key principles and elements of the CCrRRG and PCRRG Model Working Risk Management Plan and how to incorporate it throughout an organization. We will also discuss participants' challenges and successes experienced to date in implementing the plan.

Session Learning Objectives:

- ▶ Identify key principles and elements of the Caring Communities and PCRRG Risk Management Model Working Plan
- ▶ Recall how to incorporate the plan throughout the organization
- ▶ Recognize challenges and successes experienced to date in implementing the plan
- ▶ Identify how to best evaluate the effectiveness of the risk management plan during the annual review of the risk management program

02:15p.m. – 02:30p.m. Break

02:30p.m. – 03:15p.m. Internal Adverse Event Reporting and Risk Management Techniques
Linda Wallace

Session Description: At this session we will provide tips for improved internal adverse event reporting and data analysis.

Session Learning Objectives:

- ▶ Recall the goals of event reporting
- ▶ Identify reasons to encourage event reporting
- ▶ Define adverse events, near misses, hazardous conditions, and critical/sentinel events
- ▶ Identify barriers to event reporting
- ▶ Identify strategies to overcome barriers to event reporting
- ▶ Recall methods to improve existing internal adverse event reporting systems
- ▶ Recall methods of analyzing and presenting event report data

03:15p.m. – 03:45p.m. Event Investigation
Linda Wallace

Session Description: At this session we will provide guidance on event investigation and immediate post-event management.

Session Learning Objectives:

- ▶ Identify elements of a post-event investigation
- ▶ Recall appropriate post-event communication techniques
- ▶ Identify elements of a post-event systems analysis
- ▶ Recognize the applicable uses of post-event systems analysis

03:45p.m. – 04:45p.m. CCrRRG/PCRRG Reportable Incidents
Laura Lally

Session Description: At this session we will review the CCrRRG and PCRRG reportable incidents policy and claims management manual.

Session Learning Objectives:

- ▶ Identify the purpose behind the Caring Communities reporting philosophy.
- ▶ Explain the concept of a “claims made policy” and the reasons for early reporting under such a policy.
- ▶ Understand the Caring Communities incident reporting policies and procedures.
- ▶ Define the characteristics of a Class 1 Incident; a Class 2 Claim and a Class 3 Claim.
- ▶ Discuss the collaborative partnership between the member, Caring Communities and defense counsel in claims handling.
- ▶ Identify the components of the Caring Communities Claims Manual.

04:45p.m. – 05:00p.m. Wrap Up and Evaluations
Laura Lally