



MHCSA Fall Conference

OCTOBER 15, 2021

8:30 am — 4:00 pm

Registration

FREE. To attend, send an email to info@mhcsa.org and we will send you connection information. Please feel free to pass the connection information on to others you think may be interested.

Conference features

National speakers. Hot topics. Networking.

For more information

Contact: John Bolde | jbolde@mhc.net | 231-935-6798



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Emotional Intelligence

Human and Organizational
Performance

Impacts from Healthcare
Workplace Violence
(WPV) and the New Joint
Commission
Requirements

Overview of the OSHA
COVID-19 Emergency
Temporary Standard for
Healthcare

Recovery Model
Strategies to Address
Fatigue and Burnout

The Joint Commission
Update

ONLINE
Presentations

MHCSA Fall Conference Agenda

October 15, 2021 | 8:30 am — 4:00 pm

8:30 – Networking and Connections – Open Forum

8:50 – Introduction and Association Business

9:00 – Keynote Speaker – Emotional Intelligence - [60 min.]

Dr. Claire Muselman, VP of Workers' Compensation, Center of Excellence, North American Risk Services, Inc.

Emotional Intelligence is defined by the Cambridge Dictionary as “the ability to understand the way people feel and react to use this skill to make good judgements and to avoid or solve problems.” Dr. Muselman explains more on this and how it relates to you.

10:00 – Human and Organizational Performance (HOP) - [90 min.]

Janice Homola, ARM, CSPHA, Senior Risk Consultant, Workers' Compensation Services, Coverys

HOP is a powerful philosophy that incorporates a specific way of thinking in order to learn and improve. Applying HOP supports moving a culture from external accountability to ownership, improving resilience, and finding workable fixes that are often cheaper and stay fixed longer. The methods encouraged through HOP help us better understand how employees behave in the context of work, and then come together to find lasting, workable improvements.

11:30 – Lunch and Networking - [30 min.]

12:00 – Impacts from Healthcare Workplace Violence (WPV) and the New Joint Commission Requirements - [60 min.]

Chris Powell, CHEP, CHS-V, CDP-I, System Director, Public Safety & Security at SCL Health

This presentation covers recent national and SCL Health trends, impacts to WPV from the pandemic and current healthcare/social/political climate, and impacts from WPV on healthcare delivery and patient outcomes/mortality, healthcare worker retention/recruiting/costs. The presentation will also include what organizations like IAHS are doing to provide further guidance to healthcare organizations and healthcare professionals to better respond to and prevent WPV and what SCL Health is doing to improve their WPVP program. The presentation will finish with a summary of the new TJC accreditation requirements for WPVP in Healthcare.

1:00 – Overview of the OSHA COVID-19 Emergency Temporary Standard (ETS) for Healthcare - [60 min.]

Audrey Carlstrom, Industrial Hygienist, MIOSHA CET

This presentation will cover the scope and application of the standard including common exemptions. Other areas discussed include standard requirements and resources available for the COVID-19 ETS.

2:00 – Recovery Model Strategies to Address Fatigue and Burnout - [60 min.]

Vicki J. Missar, MS, CPE, CSPHP, CHSP, SSBB, Associate Director, Global AGRC Healthcare Quarterback Risk Control, Claims and Ergonomics

Health care workers need a more structured, institutionalized approach to recovery if we are going to improve their health, safety and well-being. The purpose of this presentation is to explore the current physiological need for recovery and what models are readily available to assist organizations in deploying a strategic approach. This is particularly essential for health care workers who are dealing with a pandemic, the effects of aging (e.g. reduced muscle strength, co-morbidities) combined with a physically demanding job. The impact of fatigue is well researched and points to the issues like increased errors, but what we do not see in the industry is a recovery model for health care workers that takes a systemic approach to managing the effects of fatigue for employees.

3:00 – The Joint Commission Update - [60 min.]

Kenneth J. Hébert Jr., MAOM, BS, CHSP, CHEP Engineer, The Joint Commission

An update from the Joint Commission

4:00 – Closing statements



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Presenter Biographies

KEYNOTE SPEAKER

Dr. Claire Muselman, VP of Workers' Compensation, Center of Excellence, North American Risk Services, Inc.



Dr. Claire Muselman is the Vice President of the Workers' Compensation Center of Excellence at North American Risk Services, Inc., bringing passion-filled purpose and energy with a dose of glitter and sparkles to the industry.

Using her knowledge with over 17 years of direct claims experience, Claire is a thought leader in workers' compensation. She created the first-ever Workers' Recovery Unit, co-hosted ADJUSTED, a claims podcast, co-founded The Transitions, and is a monthly contributor for WorkersCompensation.com, Captive.com, as well as Just Begin Magazine, sharing her love for innovation in the workers' compensation space. Claire also has her own column with IN TOUCH WC where she shines light into sparkly parts of life twice per month.

By combining a solid technical foundation with her passion for creating a better experience through emotional intelligence, empathy, and customer-centricity, Claire inspires others to ultimately make good things happen for people. Claire also believes it is her duty and a responsibility to add seats to any table she is invited to participate. She is an Ambassador for the Alliance of Women in Workers' Compensation, Board Member for Kids Chance of Iowa, Board Member for the Claims and Litigation Management Alliance (CLM) – Workers' Compensation Advisory Board, and President of the Insurance Association of Greater Des Moines (part of the International Association of Insurance Professionals).

Claire also speaks nationally on the topic of Humanity in Claims looking to change the industry one insurance professional at a time. She believes that "The adjusters we are empowering today will be the decision-makers tomorrow. Advocacy is not enough, we need empathic, emotionally intelligent leaders who understand the bigger picture of returning injured humans to functional, contributing members of society and more importantly, returning injured humans to their own lives. The ripple effect matters."



Janice Homola, ARM, CSPHA, Senior Risk Consultant, Workers' Compensation Services, Coverys

Janice Homola is a President Emeritus of the Michigan Health Care Safety Association. She is a Human and Operational Performance Advocate and a certified Just Culture Safety Champion.

Ms. Homola serves healthcare organizations through problem solving to prevent injury, reduce risk, and find innovative solutions that work. She provides data analytics and goal setting support, identifies hazards and solutions, provides education, and assists organizations in improving their

culture of safety.

Janice has also been instrumental in developing ergonomic and injury prevention programs, both statewide and nationally. She assisted MIOSHA in ergonomic standard development and conducted numerous national seminars outlining the



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musculoskeletal issues that face healthcare, as well as solutions to these challenges. She also created tools that apply scientific principles to analyzing and quantifying ergonomic hazards and solutions.

Ms. Homola has more than 20 years of experience in risk control. In addition to her role with Coverys, she worked for several hospitals in various positions, providing her with first-hand knowledge of the internal hospital environment.

Janice holds a Bachelor of Science degree in industrial health and safety from Oakland University, associates degrees in risk management and hospital pharmacy, and has completed training in advanced ergonomics from the University of Toledo. She also earned an insurance designation from the Insurance Institute of America.



Chris Powell, CHEP, CHS-V, CDP-I, System Director, Public Safety & Security, SCL Health

Chris Powell is the System Director of Public Safety & Security and Chair of the System Workplace Violence Prevention Operating Committee at SCL Health, an eight acute care site health system based in Broomfield, CO.

He is a professional member of the International Association of Healthcare Security & Safety (IAHSS) and ASIS and was recently appointed as a subject matter expert to serve on the IAHSS Board for Workplace Violence Prevention. Chris also serves as a Threat

Liaison Officer (TLO) with the Colorado Information Analysis Center (CIAC). He previously held the role of SCL Health's System Manager of Emergency Management after having honorably retired from the United States Navy as a Chief Petty Officer. While in the Navy, he served as an Independent Duty Corpsman (IDC), Disaster Preparedness Operations Specialist and Anti-Terrorism & Force Protection Officer with multiple overseas and combat tours of duty as well as a tour assigned to the White House Medical Unit and Camp David.

Chris is an instructor of Workplace Violence Prevention, Crime Prevention and Active Threat Response and is a subject matter expert for Physical Security, Operational Security and Crime Prevention through Environmental Design (CPTED). Chris is married to his wife and best friend of 16 years and proud father to his 14-year-old son. As a family they enjoy traveling and camping across the western US with their two dogs.

Audrey Carlstrom, Industrial Hygienist, MIOSHA CET

Audrey Carlstrom is an Industrial Hygienist with MIOSHA's Consultation Education & Training Division. She's been with MIOSHA since 2019 and is a consultant for the western counties in lower Michigan. Prior to working with the state, Audrey worked as a wastewater lab technician in West Michigan for two years. Audrey also served about 9 years in the Air Force as a Bioenvironmental Engineering Technician. Audrey has a Bachelor of Science degree in Ecology and Evolutionary Biology from the University of Michigan.

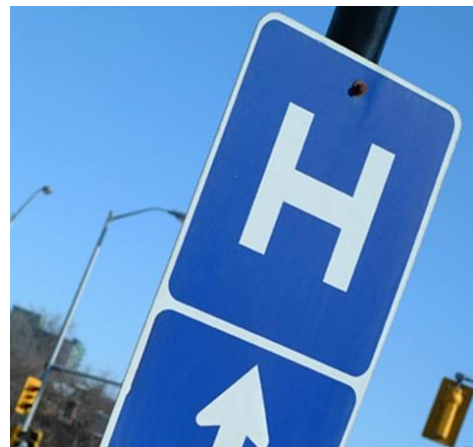


Vicki J. Missar, MS, CPE, CSPHP, CHSP, SSBB, Associate Director, Global AGRC Healthcare Quarterback Risk Control, Claims and Ergonomics

Vicki is the Global AGRC Healthcare Quarterback where she is responsible for aligning strategy, collateral and thought leadership for North America, Europe, Middle East and Africa. She works with captive, actuarial, and risk control service lines globally to improve client outcomes.

Vicki is responsible for aligning current and emerging trends impacting the healthcare industry with Aon's services. She leads the Risk Control and Claims Healthcare Practice delivering market leading results to clients through a dedicated team of certified professionals. In this role, she is responsible for solution alignment and managing Aon's internal certification process while acting as a liaison with Commercial Risk Services (brokerage). Vicki consults with health care risk retention groups to deliver effective safety frameworks across the continuum of care.

Ms. Missar is the thought leader for Aon's Musculoskeletal Claim Validation Service and Ageonomics™ Practice. In this capacity she supports team members in delivering exceptional results to clients that drive overall total cost of risk reduction, greater quality and improved employee health and wellbeing. She supports the One Aon model to create synergies in Client Promise deliverables, authors white papers and partners with writing industry specific actuarial benchmarking reports. Vicki also supports the Health Promotion, Health Protection team at Aon Hewitt as a workers' compensation expert.



Kenneth J. Hébert Jr., MAOM, BS, CHSP, CHEP Engineer, The Joint Commission

(SIG) at The Joint Commission. In this role, Mr. Hébert interfaces with internal and external customers, responding to questions on The Joint Commission's Life Safety (LS), Environment of Care (EC) and Emergency Management (EM) chapters and how these chapters interface with their corresponding National Fire Prevention Association (NFPA) codes and government regulations.

Mr. Hébert has worked in health care for over 30 years. In the hospital setting, he specialized as an emergency management professional with over 20 years of experience as a hospital-based emergency, employee safety, life safety, and environment of care manager. Mr. Hébert developed and coordinated numerous disaster exercises, including all stages of planning activities, and was involved with drafting after action reports and working with teams to construct improvement plans. He also worked with other groups as part of an exercise controller and evaluator team.

Mr. Hébert is a Certified Hospital Safety Professional (CHSP) and Certified Healthcare Emergency Professional (CHEP). He is also a Certified Yellow Belt. With this designation, he supports The Joint Commission's activities associated with establishing and sustaining a Robust Process Improvement® (RPI®) culture. As a Certified Yellow Belt, he is trained in the foundational concepts and tools of problem solving and makes improvements to better meet customer expectations and organization objectives.

Mr. Hébert completed his Master of Organizational Management degree from Spring Arbor University and bachelor's degree in Microbiology from the University of Louisiana - Lafayette. His undergraduate degree brings understanding and knowledge regarding infectious diseases that are common disaster scenarios experienced by health care today. He also achieved certification as a Medical Technologist and served as a hospital laboratory technologist.



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