



Medical Defence Malaysia Bhd

[540548-X]

Here When You Need Us

*M-3-4, Block M, Plaza Damas,
No. 60, Jalan Sri Hartamas 1,
Sri Hartamas,
50480 Kuala Lumpur.*

*Tel : 03-6201 6086
Fax: 03-6201 6087
E-mail: admin@mdm.org.my
Website: www.mdm.org.my*

GOVERNANCE AND CONFLICT MANAGEMENT SYSTEMS TRAINING

BY

MEDICAL DEFENCE MALAYSIA BHD

OVERVIEW

This training event which is organized by Medical Defence Malaysia (MDM) Berhad, with the support of Dr. Richard Veerapen and Associates, will be delivered as a one-day interactive workshop. The training will cover practical issues in hospital governance and conflict management, which have important medico-legal implications for institutions as well as individual practitioners.

Who should attend:

- *Hospital CEO's & other senior administrators
- *In-house legal professionals / Legal firms
- *Medical Directors / Heads of Clinical Departments
- *Public relations / Customer service administrators
- *Nursing leadership
- *Financial controllers
- *Medical Practitioners

The Workshop will examine:

- 1) **Provider-Patient Relationships** – *complaints, cost overrun, adverse events and errors, fee waiver demands, futility of treatment, dealing with insurers*
- 2) **Intra-Institutional conflict** – *practising agreements, credentialing processes, over-servicing and non-indicated treatment, fiduciary responsibilities of hospitals for monitoring practice, non-delegable duty of care. Conflict between professional groups*
- 3) **Culture, diversity and healthcare conflict**
- 4) **Legal considerations** – *value of in-house legals, mediation, consent standards, documentation, safety of health records, institution-practitioner liability issues*

WORKSHOP FACILITATORS:

Dr. Richard Veerapen FRCSEd(SN), LL.B, LL.M, MA in Dispute Resolution (UVic) - practised as a neurosurgeon in Malaysia until 2004. Currently in the PhD (Law and Society) program, University of Victoria, BC, Canada, researching autonomy in informed consent. A former office bearer at Medical Defence Malaysia, his area of interest is the development conflict management systems within healthcare institutions.

Ms Leanne Laidler RN BN MBA – has been a healthcare professional for over 30 years working in health systems in Australasia. She has held senior positions in hospitals, health corporations and has experience in acute, intermediate & longterm care, medical centres, & radiology & pathology services. Her clinical background is primarily operating room nursing.

WORKSHOP INFORMATION

1. Venue : Medical Academies of Malaysia
210 Jalan Tun Razak
50400 Kuala Lumpur
2. Date & Time: 1st July 2012, Sunday
8.00am Registration
9.00am to 5.00pm Workshop
3. Registration Fees:
 - Registration RM800
 - Early Bird Registration RM700 before 1st June 2012
 - Payable to “MEDICAL DEFENCE MALAYSIA BERHAD”
 - Includes two teas and one lunch
4. Secretariat: Medical Defence Malaysia Berhad
M-3-4, Plaza Damas,
No. 60, Jalan Sri Hartamas 1,
Sri Hartamas
50480 Kuala Lumpur

Tel: 03 – 6201 6086
Fax: 03 – 6201 6087
Email: admin@mdm.org.my
Website: www.mdm.org.my

We encourage you to sign up early as limited spaces will be available to maximise the learning experience

APPLICATION FORM FOR GOVERNANCE AND CONFLICT MANAGEMENT SYSTEMS TRAINING

Title : Professor/Dr./Mr./Ms.

Name :

Position in Healthcare facility :

Hospital :

Address for Correspondence :

.....

Contact Numbers:

Handphone : Email :

Fax :

Payment :

Cheque No..... Early Bird Registration RM700 before 1st June 2012

Regular Registration RM800

.....

Signature