

UCOP RISK SUMMIT 2013



University of California department and unit staff throughout the system are invited to attend this year's UCOP Risk Summit. This annual gathering of UC professionals is an opportunity to connect with colleagues to share perspectives, best practices, challenges and solutions that you can use to improve efficiency in your workplace.

Conference Schedule At-a-Glance

JUNE 5-7th, 2013
MARRIOTT OAKLAND CITY CENTER

WEDNESDAY

5

8:30 am	Registration Open
7:00 am–9:00 am	Vendor and Booth Set-up
9:00 am–4:30 pm	Program Workgroup Meetings
10:00 am–4:00 pm	ERM University
2:30 pm–4:30 pm	Smoke and Tobacco Free Policy Workgroup Meeting
4:30 pm–6:30 pm	Reception

THURSDAY

6

7:30 am–8:30 am	Breakfast
8:30 am–10:00 am	Opening Session
10:00 am–10:15 am	President Yudof
10:15 am–10:30 am	Break
10:30 am–12:00 pm	Workshop
12:00 pm–1:30 pm	Lunch
1:30 pm–2:30 pm	Session Tracks and Specialty Courses
2:30 pm–2:45 pm	Break
2:45 pm–3:45 pm	Session Tracks and Specialty Courses
3:45 pm–4:00 pm	Break
4:00 pm–5:00 pm	General Session Speaker
5:30 pm–7:30 pm	Reception / Monte Carlo Night

FRIDAY

7

7:00 am–8:00 am	Breakfast
8:00 am–9:00 am	General Session - Institutional Framework for Privacy & Information Security
9:00 am–9:10 am	Break
9:10 am–10:10 am	Session Tracks and Specialty Courses
10:10 am–10:20 am	Break
10:20 am–11:20 am	Session Tracks and Specialty Courses
11:20 am–11:30 am	Break
11:30 am–12:30 pm	Session Tracks and Specialty Courses
12:30 pm–3:00 pm	Awards Luncheon

WORKGROUP	MEETING TIME	LOCATION
Behavioral Intervention Team (BIT)	1:00 pm–4:00 pm	Ballroom B
Campus Wellness Coordinators	9:00 am–2:00 pm	206
CAPS Directors	9:00 am–4:00 pm	203
CHQIQ - ERM Chartis	10:00 am–4:00 pm	Skyline
CHQIQ - ERM CMOs/CNOs/Chiefs	10:00 am–2:00 pm	California
CHQIQ - ERM Patient Experience	10:00 am–2:00 pm	Oakland
CHQIQ - ERM Quality Officers	10:00 am–2:00 pm	Executive Board Room
CHQIQ - ERM QO/CMSs/CNOs/RMs	2:00 pm–4:00 pm	Skyline
Claims and Professional Liability	10:00 am–5:00 pm	208
Club Sports	9:00 am–5:00 pm	205
Control Directors	9:00 am–5:00 pm	204
Disability Management/Vocational Rehabilitation Managers	1:00 pm–5:00 pm	Jr Ballroom 3 & 4
Emergency Managers	2:00 pm–4:30 pm	Five Star - Parkway
Emergency Managers & BCP	10:00 am–2:00 pm	Five Star - Parkway
Ergonomics (ERGO)	10:00 am–4:00 pm	Jr Ballroom 1 & 2
Fire Marshals	9:00 am–4:00 pm	CSU - 2
Fitness Staff/WorkStrong Program/Wellness	9:00 am–4:00 pm	CSU - 5
Greek Life Staff	10:00 am–4:00 pm	Ballroom G
Hazardous Materials Shipping and Export (HMSEC)	1:00 pm–4:00 pm	210 & 211
Hazardous Waste Action Group (HWAG)	8:00 am–4:00 pm	CSU - 3
Industrial Hygiene (UCIH)	1:00 pm–4:00 pm	Courtyard - Salon B
IT Policy and Security (ITPS)	9:00 am–4:00 pm	Ballroom F
Laboratory Safety	1:00 pm–4:00 pm	207
Medical Center Emergency Managers	10:00 am–4:00 pm	CSU - 6
Medical Center Safety Managers	3:00 pm–5:00 pm	206
Occupational Health Directors & Physicians (OEHAC)	9:00 am–4:00 pm	Franklin 10325
Radiation Safety Officers (RSO)	9:00 am–4:00 pm	Ballroom A
RecSports Directors	9:00 am–4:00 pm	CSU - 4
REHS	10:00 am–4:00 pm	212
Risk Management Leadership Council (Campus Risk Managers)	11:00 am–4:30 pm	202
Smoke and Tobacco-Free Systemwide Planning	2:30 pm–4:30 pm	201
Student Health Services Directors	10:00 am–4:00 pm	Ballroom C
Student Programs and Activities Directors	10:00 am–4:00 pm	Ballroom H
Systemwide Training and Education Workgroup (STEW)	10:00 am–3:00 pm	Courtyard - Salon A
TRIPSS	1:00 pm–4:00 pm	Five Star - Fox
UC Ready/Business Continuity Planners	2:00 pm–4:30 pm	Five Star - Paramount
Workers' Compensation Managers	9:00 am–12:00 pm	Jr Ballroom 3 & 4

THURSDAY, JUNE 6

Tracks and Specialty Courses

DAILY SCHEDULE

7:30 am–8:30 am	Breakfast
8:30 am–10:00 am	Opening Session
10:00 am–10:15 am	President Yudof
10:15 am–10:30 am	Break
10:30 am–12:00 pm	Workshops
12:00 pm–1:30 pm	Lunch
1:30 pm–2:30 pm	Session Tracks and Specialty Courses
2:30 pm–2:45 pm	Break
2:45 pm–3:45 pm	Session Tracks and Specialty Courses
3:45 pm–4:00 pm	Break
4:00 pm–5:00 pm	General Session Speaker
5:30 pm–7:30 pm	Reception/Monte Carlo Tournament

WORKSHOPS

	SPEAKER
Demystifying Risk Appetite: How to Move from Concept to Practice	John Gregg
Implementing Effective ERM	Kim Newman
Risk Managers are from Mars, Faculty from Venus	Wes Balda
Managing People: Leadership Training for Managers and Supervisors	Gerry Preciado

TRACK INFORMATION

TRACK	1:30 pm–2:30 pm	2:45 pm–3:45 pm	LOCATION
Leadership Skills and Personal Development	Fail Fast Forward: Agile and Innovation Part I	Fail Fast Forward: Agile and Innovation Part II	
Campus Life	You Want to Start Using On-Line Training: Now what?	Teaching Students How to Manage Risk	
Creating Value	Leveraging Campus Experts: The Center of Excellence Model	Go With the Flow: Making the Most of WC Reform	
Mind/Body and Soul	Part I: Mindfulness: An Antidote to Stress, Injuries & Illnesses	Creating a Healthy Work Environment at UC	
Unique and Emerging Risks	Safety in the Theatre Arts	Export Controls & Universities: Risks and Regulations	
Managing the Day-to-Day	Top 10 Things to Know Before Taking Your Laptop Overseas	Targeted Maintenance to Reduce Fire Risk and False Alarms	

SPECIALTY COURSES

If you select a specialty course, you will not be able to attend other scheduled courses during that time period.

1:30 pm–3:30 pm	Student Risk Education Committee Implementation Training (Invitation Only)
12:30 pm–6:30 pm	APAIT Training (CAPS) (Invitation Only)
10:00 pm–3:00 pm	From Prevention to Response: Latest Thinking in Leadership, Decision Making and Management During Crisis Response (Invitation Only)

FRIDAY, JUNE 7**Tracks and Specialty Courses****DAILY SCHEDULE**

7:00 am–8:00 am	Breakfast
8:00 am–9:00 am	General Session - Institutional Framework for Privacy & Information Security
9:00 am–9:10 am	Break
9:10 am–10:10 am	Session Tracks and Specialty Courses
10:10 am–10:20 am	Break
10:20 am–11:20 am	Session Tracks and Specialty Courses
11:20 am–11:30 am	Break
11:30 am–12:30 pm	Session Tracks and Specialty Courses
12:30 pm–3:00 pm	Awards Luncheon

TRACK INFORMATION

TRACK	9:10 am–10:10 am	10:20 am - 11:20 am	11:30 am - 12:30 pm
Leadership Skills and Personal Development	Integrating Safety and Risk Management into Operations: The ERM University and EHS Academy	Fail Fast Forward: Agile and Innovation (Part I)	Fail Fast Forward: Agile and Innovation (Part II)
Campus Life	Boots to Books: Working with Veterans and Service Members on Campus	On-Line Depression & Suicide Screening	Value-Based Care
Creating Value	ERM in Practice: A Case Study on Protecting Library Assets	Leveraging Campus Experts: The Center of Excellence Model	EHS Technology: Past, Present and Future
Mind, Body and Soul	Part I: Mindfulness: An Antidote to Stress, Injuries & Illnesses	Integrating Ergonomics & Ergonomics & Wellness	Tobacco Cessation: Best Practices & Practical Application Within UC
Unique and Emerging Risks	Interconnection of Privacy & Security Risks	Computer-Administrated ADHD Screenings for Improved Risk Management	Farm to Fork: Foods Risk Management
Managing the Day-to-Day	Minimizing Disaster, Maximizing the Claim	Know Before You Sign	Lesson Learned from Multi-Campus Joint Emergency Operation Exercise

SPECIALTY COURSE

If you select a Specialty Course, you will not be able to attend other scheduled courses during that time period.

9:30 am–12:30 pm	How to Interpret Building Plans and Specifications (enrollment limited to 30)
10:20 am–12:30 pm	Part II: Experimental Workshop on Mindfulness

SESSION AND SPEAKER INFORMATION



APAIT

Thursday 12:30pm–6:30pm

Speaker: Dr. Jeffrey Younggren (The Trust)

This training module will focus on risk management for counseling professionals. Attendance for this continuing education (CEU eligible) opportunity is limited to UC's licensed counseling professionals. Refer questions to Janine Crocker, janine.crocker@ucop.edu or Jeanne Stanford, Jeanne.stanford@sa.ucsb.edu.

Boots to Books: Working With Veterans and Service Members on Campus

Friday 9:10am–10:10am

Speakers: Kirsten Olson, Ph.D. (UC Santa Barbara); Jon Parra, (UC Santa Barbara)

Participants will benefit from this course by increasing their working knowledge of issues related to veterans transitioning back to civilian life and higher education. Information about PTSD and other co-morbid conditions will be explained. Recommendations about campus, local, and national resources for working with this population will be provided.

Computer-Administered ADHD Screenings For Improved Risk Management

Friday 10:20am–11:20am

Speakers: Thomas Ferguson, M.D., Ph.D. (UC Davis Medical Center); Helaina Kravitz, M.D. (UC Davis SHCS); Cory N. Vu, O.D. (UC Davis SHCS)

Learn about using technology as a powerful new tool to screen for ADHD and how to apply the results for effective risk management.

Creating a Healthy Work Environment at UC

Thursday 2:45pm–3:45pm

Speakers: Trish Ratto, RD, (UC Berkeley); Jonna Haupu, (UC San Diego); Julie Chobdee, MPH, (UC Riverside); Ginnie Thomas, MPH, (UC Santa Barbara); Jackie Armstrong, MPH, RD (UC Berkeley)

Healthy Behaviors. Healthy Culture. Healthy People. Healthy UC. Creating a healthy UC workplace needs to be an integral part of campus wellness programs. Learn about innovative initiatives which contribute to a healthy work environment through programs, campaigns, ambassadors, and accessibility. Improving the health of high risk employees through delivery of wellness programs at their worksite.

Demystifying Risk Appetite: How to Move it from Concept to Practice

Thursday 10:30am–12:00pm

Speakers: John Gregg (UC Davis) and Hans Gude (UC Berkeley)

If you know what risk appetite is but are at a loss how to apply it, join the club. In this session you will learn how to move from theory to practice. You will also see the new risk appetite tool, designed to help you determine if your opportunity falls within an acceptable risk tolerance.

EH&S Technology, Past, Present and Future

Friday 11:30am–12:30pm

Speakers: Diana Cox (UC Davis); Jay Ballinger (UC Davis)

Established in 2010, the EH&S Technology Initiative was committed to developing EH&S technology solutions system-wide. Recent events have escalated the need for a comprehensive, integrated EH&S system. This session will educate participants on how this initiative addresses these needs, the systems are already developed, and what technologies can be expected in 2013/14. All levels of knowledge are welcome.

ERM in Practice: A Case Study on Protecting Library Assets

Friday 9:10am–10:10am

Speakers: Barclay Ogden (UC Berkeley); Sean Catanese (Bickmore)

UC library collections represent some of the most concentrated asset values among UC properties. Hazards that put these assets at risk will be reviewed along with software, PRISM (Preservation Risk Information System), currently in development for UC deployment.

Export Controls & Universities: Risks and Regulations

Thursday 2:45pm–3:45pm

Speakers: Marci Copeland (UC Irvine); Brian Warshawsky (UCOP)

University activities increasingly intersect complex regulations which seek to control exports and access to information and technology. This session will provide an introduction to key regulatory concepts under the US export controls regime and a discussion of related University activities, risks and gate keepers.

SESSION AND SPEAKER INFORMATION...CONTINUED

Fail Fast Forward: Agile and Innovation

Thursday (Part I) 1:30pm–2:30pm
(Part II) 2:45pm–3:45pm

Friday (Part I) 10:20am–11:20am
(Part II) 11:30am–12:30pm

Speakers: Safa Hussain (UC Davis); John Miller (Braintrust)

Mark Twain said, "I have known a great many troubles, but most of them never happened ". He could have been describing our fears of the uncertain that keep us in the status quo. Learn how Agile gives us the tools to fail fast forward, learn fast, and rapidly innovate.

Farm to Fork: Foods Risk Management

Friday 11:30am–12:30pm

Speakers: JoAnn Sullivan (Marsh); Angela DeBortoli (UCOP); Patrick Kaulback (UC Berkeley); Sandra Orzel (Earthbound Farms); Chris Yee (FDA, Retail Food Safety)

Food safety is frequently in the news. The safety of the food supply chain is of critical importance to all consumers. The panel will examine the food supply chain and safeguards in place, basic food safety and best practices, new technologies, and careers in foods risk management.

Go With the Flow: Making the Most of Workers' Compensation Reform

Thursday 2:45pm–3:45pm

Speakers: Mark Priven (Bickmorte); Cindy Parker (Sedgwick)

Every 7 to 10 years California workers' compensation does a backflip, substantially changing the rules of the game. Enter SB863, which was passed in 2012. Geared to anyone touched by the workers' compensation system, this session will help people understand the changes and to adapt to the post-reform environment.

How to Interpret Building Plans and Specifications (enrollment limited to 30)

Friday 9:30am–12:30pm

Speaker: Anthony W. Yuen, P.E., Campus Fire Marshal (UC Berkeley)

Participants will use a condensed set of construction drawings as a workbook to learn how to conduct an effective review to provide your expertise where it counts. We will discuss strategies on how to effectively communicate your feedback as statutory requirements, campus policy or a "best practice" recommendation.

Integrating Ergonomics & Ergonomics & Wellness

Friday 10:20am–11:20am

Speakers: Krisite Elton (UC Riverside); Julie Chobdee (UC Riverside)

This presentation illustrates how integrating wellness and ergonomics will create a healthier work environment that emphasizes injury prevention and well-being. Specific examples of successful wellness initiatives will be presented, including program details, targeted audiences, program challenges, and outcomes.

Integrating Safety and Risk Management Into Operations: The ERM University and EHS Academy

Friday 9:10am–10:10am

Speakers: Erike Young (UCOP); Thor Benzing (ANR)

As the University believes that ERM means that "Everyone is a Risk Manager", the challenge is providing ongoing professional development to managers and supervisors that will help in the integration of safety and risk management into our operations. While the Risk Summit provides some of that needed training, there is recognition that more can be done in this area. The Office of Risk Services, in coordination with the Safety Training and Education Workgroup (STEW) and UC Davis Extension are in the process of creating curriculum that will support this effort to be called EHS Academy and ERM University. The curriculum being developed truly is professional developed and will offer employees continue education units and the opportunity to sit for exams that lead to recognized certifications in risk management and safety. This workshop will provide a preview of what to expect and how you can get involved in the development process.

Interconnection of Privacy and Security Risks

Friday 9:10am–10:10am

Speakers: Cheryl Washington (UCOP); Marti Arvin (UCLA Medical Center) and Isaac Straley (UC Irvine)

There are myriad threats to and risks associated with information captured by the University. Similarly, risk mitigation solutions span the spectrum of cost and complexity. This panel discussion will explore some of the key threats and risk mitigation strategies from the perspectives of privacy and information security.

Know Before You Sign

Friday 10:20am–11:20am

Speakers: Stephen Lau and Stephen Benedict

Signing a purchase order, vendor agreement or license? Ever think of the information security, privacy risks and policy requirements? Come learn about the risks associated with counter party and third party contracts, University requirements for information security and privacy, and who to engage in the discussion to address the risks.

SESSION AND SPEAKER INFORMATION...CONTINUED

Lessons Learned from Conducting Multi-Campus Joint Exercises

Friday 11:30am–12:30pm

Speakers: Bob Charbonneau (UCOP); Paul Henisey (UC Irvine), Linda Bogue (UC Irvine); Simon Barker (Marsh Risk Consulting)

In 2013, UC tried a grand experiment for the first time – planning, designing, coordinating, and conducting joint emergency exercises between two UC locations. Find out the lessons learned and systemwide implications from what went right, what went wrong, and how this coordinated exercise fared.

Levering Campus Experts: The Center of Excellence Model

Thursday 1:30pm–2:30pm

Speakers: TBD

Centers of Excellence are not a new concept and have been widely adopted by business and government organizations to promote thought leadership and innovation in the development of new programs and processes. Although not formally named at the time, in 2010, the Office of Risk Services funded the first CoE at UC Riverside that supported the development of online training course development and support of the learning management system. Since that time, over 15 Centers of Excellence have been developed to support all of the campus and medical centers. Since implementation of the CoE's, the University has experienced the following benefits:

- Specialized assistance provided to campuses that they would not otherwise receive without increasing headcount
- Ability to provide short-term funding for systemwide initiative implementation
- Reduced utilization of consultants and their related costs
- Understanding of University of operations
- Ability to proactive address emerging issues
- Ability to retain specialized staff who may have be laid off due to lack of resources

In this session, you will learn more about the existing Centers of Excellence and how your campus can leverage these great resources, as well as how your location can create a Center of Excellence.

Mindfulness: An Antidote to Stress, Injuries & Illnesses

Thursday (Part I) 1:30pm–2:30pm

Friday (Part I) 9:10am–10:10am
(Part II) 10:20am–12:30pm

Speaker:s Jessica Drew de Paz, Psy.D., Mindfulness & Safety Research Coordinator, EH&S (UC Irvine); Dr. Donald E. Maurer, MD, Samueli Center for Integrative Medicine (UC Irvine)

Learn about UC Mindful Health & Safety research. Part I will explore: the role of stress in injuries and illnesses, mindfulness as an antidote, and research with UCI Medical Center nurses. Part II is for those who wish to sample the “Mindful Health & Safety in the Workplace” curriculum.

Minimizing the Disaster – Maximizing the Claim

Friday 9:10am–10:10am

Speakers: Gary Leonard, (UCOP); Jennifer Yeager (UC Santa Cruz), Chris Bell (Sedgwick), Dan Ward (American Technologies); Jeff Taxier (American Technologies)

Listen to and participate in a panel discussion with leaders from the UC Office of Risk Services, UC Santa Cruz and insurance and restoration professionals and learn how they address key issues when dealing with a large property loss and submitting a claim for damages.

Online Depression & Suicide Screenings

Friday 10:20am–11:20am

Speakers: Taisha L. Caldwell, PhD.(UCOP); Monique Mendoza Crandal, Ph.D (UC San Diego); Jerry Phelps, Ph.D. (UC San Diego)

Each UC campus committed to administering an online stress and depression questionnaire so students most at-risk for suicide can communicate anonymously with a campus psychologist. The discussant will review features of the screening program and pose risk related questions to a panel of stakeholders across the UC system.

Risk Managers are from Mars—Faculty from Venus

Thursday 10:30am–12:00pm

Speaker: Wesley D. Balda, Ph.D. (Simeon Institute)

ERM provides a highly-effective context for both risk management and opportunity management. But “the university” can be a world distinctly different from other sectors. How can ERM work best in complex academic environments, which tools – current and envisioned – can support these efforts, and what will they look like?

Safety in Theatre Arts

Thursday 1:30pm–2:30pm

Speakers: Brent Cooley (UC Santa Cruz), Erike Young (UCOP) and Nicole Craig (UCOP)

This presentation will provide an overview of the recently formed UC Theater Arts Center of Excellence. A review of recent serious UC theater incidents and common challenges and risks will be discussed. Risk assessment tools and descriptions of theater systems that require skilled technical expertise to evaluate and maintain will be presented and described.

SESSION AND SPEAKER INFORMATION...CONTINUED

Student Risk Education Committee Implementation Training

Thursday 1:30pm–3:30pm

Speakers: Student Risk Education Committee (UC Los Angeles)

This training is focused to enrolled UC student attendees. A panel from UCLA's Student Risk Education Committee (SREC) will present overview of their program and provide training to selected students from all UC campuses to support systemwide implementation.

Targeted Maintenance to Reduce Fire Risk and False Alarms

Thursday 2:45pm - 3:45pm

Speakers: Joe Rizkallah (UC Irvine); Dale Saunders (UC Irvine)

UC-Irvine developed a system of risk minimization initiatives, data collection, and targeted maintenance response, reducing false alarms by 1/3. Since our Title 19 Fire Prevention program's initiation we expanded to inspection, testing, maintenance, and repair of housing and campus systems. Efficiencies have saved money, time and increased accountability and reliability.

Teaching UC Students How to Manage Risk

Thursday 2:45pm–3:45pm

Speakers: Phillip Van Saun (UC San Diego); Michael Kalichman, Ph.D. (UC San Diego); Mirle Rabinowitz Bussell, Ph.D. (UC San Diego)

This presentation will provide two examples of how risk management processes have been incorporated into the course curriculum in the urban studies and planning and research ethics programs at UC San Diego, and will challenge Risk Summit participants to engage their faculty in similar initiatives.

Top Ten Things You MUST Know–Before Taking Your Laptop Overseas

Thursday 1:30pm–2:30pm

Speaker: Brian Mitchell Warshawsky (UCOP)

Detailed information for understanding the regulatory framework and rules applicable to laptop travel.

Tobacco Cessation: Best Practices and Practical Application within UC

Friday 11:30am–12:30pm

Speakers: Michael Ong, M.D., Ph.D., Associate Professor (UC Los Angeles); Linda Sarna, PhD., R.N., F.A.A.N., Chair (UC Los Angeles); Elisa Tong, MD MA, Associate Professor (UC Davis); Kathy Ware, RN, M.S.N., A.N.P.-C, CVN, (UC Davis Medical Center); Leeane Jensen (UC San Francisco); Beth Olagues, CHES, (California Youth Advocacy Network (CYAN)); Karen Calfas, Ph.D., Assistant Vice Chancellor (UC San Diego)

In preparation for the 2014 Smoke/Tobacco-Free Policy, UC is committed to providing on-going access to several types of smoking/tobacco cessation programs, medications, and quit resources. Cessation education and services can significantly improve policy compliance and UC is committed to support all students, staff and faculty who wish to quit. Join our panel discussion to hear about best practices and practical application within UC.

Value Based Care

Friday 11:30am–12:30pm

Speakers: Samuel A. Skootsky, MD (UC Los Angeles Medical Center); T. Warner Hudson, MD (UC Los Angeles Medical Center); Stephanie McCutcheon (McCutcheon & Company)

UCLA Health System is preparing to evolve from volume-based to value-based care, and assuming greater risk for populations of patients, including employees. The goal is better health, better healthcare, and lower or attenuated costs, plus improved physician/clinician-team satisfaction. The UCLA/UCCare pilot is an extension of the WorkStrong program.

You Want to Start to Use Online Training–Now What?

Thursday 1:30pm–2:30pm

Speakers: Thor Benzing (ANR); Janette Ducut (UC Riverside); Nancy Terry (UC Riverside)

This course will provide learners with the tools and knowledge needed to develop online training. It will review proven instructional design techniques used in creating online training within the University setting. There will also be a discussion on how to launch your course within the UC Learning Center.