

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 5-7, 2013 OAKLAND MARRIOTT CITY CENTER	
WEDNESDAY <div style="font-size: 48pt; color: #0070C0; text-align: center;">5</div>	8:30 am	Registration Open	
	7:00–9:00 am	Vendor and Booth Set-up	
	9:00–4:30 pm	Program Workgroup Meetings	
	10:00 am–4:00 pm	ERM University	
	2:30–4:30 pm	Smoke and Tobacco Free Policy Workgroup Meeting	
	4:30–6:30 pm	Reception	
THURSDAY <div style="font-size: 48pt; color: #0070C0; text-align: center;">6</div>	7:30–8:30 am	Breakfast	
	8:30–10:00 am	Opening Session	
	10:00–10:15 am	President Yudof	
	10:15–10:30 am	Break	
	10:30–12:00 pm	Workshop	
	12:00–1:30 pm	Lunch	
	1:30–2:30 pm	Session Tracks and Specialty Courses	
	2:30–2:45 pm	Break	
	2:45–3:45 pm	Session Tracks and Specialty Courses	
	3:45–4:00 pm	Break	
	4:00–5:00 pm	General Session - Chris Jerman on "Risk-Led Safety"	
5:30–7:30 pm	Reception / An Evening with Dr. Know		
FRIDAY <div style="font-size: 48pt; color: #0070C0; text-align: center;">7</div>	7:00– 8:00 am	Breakfast	
	8:00–9:00 am	General Session - Kent Wada - Institutional Framework for Privacy & Information Security	
	9:00–9:10 am	Break	
	9:10–10:10 am	Session Tracks and Specialty Courses	
	10:10–10:20 am	Break	
	10:20–11:20 am	Session Tracks and Specialty Courses	
	11:20–11:30 am	Break	
	11:30 am–12:30 pm	Session Tracks and Specialty Courses	
	12:30–3:00 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–4:00 pm	Jr Ballroom 3 & 4
Emergency Managers	10:00 am–2:00 pm	Five Star - Parkway
Emergency Managers & BCP	2:00 pm–4:30 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) & Injury & Illness Prevention (IIP)	9:00 am–4:00 pm	Courtyard - Salon A
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)	10:00 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 B
TRIPSS	1:00 pm–4:00 pm	Five Star - Fox
UC Ready/Business Continuity Planners	10:00 am–2:00 pm	Five Star - Paramount
Workers' Compensation Managers	9:00 am–12:00 pm	Jr Ballroom 3 & 4

TODAY'S SCHEDULE

7:30–8:30 am	Breakfast
8:30–10:00 am	Opening Session
10:00–10:15 am	President Yudof
10:15–10:30 am	Break
10:30 am –12:00 pm	Workshops
12:00–1:30 pm	Lunch
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WORKSHOPS

COURSE TITLE	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
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	Mindfulness: An Antidote to Stress, Injuries & Illnesses (Part I)	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)
12:00 pm–4:00 pm	From Prevention to Response: Latest Thinking in Leadership, Decision Making and Management During Crisis Response (Invitation Only)

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11:20–11:30 am	Break
11:30 am–12:30 pm	Session Tracks and Specialty Courses
12:30–3:00 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	Mindfulness: An Antidote to Stress, Injuries & Illnesses (Part I)	Integrating Ergonomics & Ergonomics & Wellness	Tobacco Cessation: Best Practices & Practical Application Within UC
Unique and Emerging Risks	Interconnection of Privacy & Security Risks	Computer-Administered ADHD Screenings for Improved Risk Management	Farm to Fork: Foods Risk Management
Managing the Day-to-Day	Minimizing Disaster, Maximizing the Claim	Data Security: Liberate the Data	Lesson Learned from Multi-Campus Joint Emergency Operation Exercise

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9:30 am–12:30 pm	How to Interpret Building Plans and Specifications
10:20 am–12:30 pm	Part II: Experiential Workshop on Mindfulness

SESSION AND SPEAKER INFORMATION

SESSION TITLE	DATE & TIME	SPEAKER INFORMATION	COURSE INFORMATION
APAIT	Thursday 12:30–6:30pm	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 9:10–10:10am	Kirsten Olson, Ph.D. Jon Parra, U.S. Army MSG Retired	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 10:20–11:20am	Thomas Ferguson, M.D., Ph.D. (UC Davis Medical Center) Cory N. Vu, O.D. (UC Davis SHCS Quality Improvement/Risk Manager) Dorje M. Jennette, Psy.D. (UC Davis SHCS)	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.
Creating a Healthy Work Environment at UC	Thursday 2:45–3:45pm	Trish Ratto, RD, Worksite Wellness Manager (UC Berkeley) Jonna Haupu, WorkStrong Coordinator (UC San Diego) Julie Chobdee, MPH, Wellness Program Coordinator (UC Riverside) Ginnie Thomas, MPH, Health Advocate (UC Santa Barbara) Jackie Armstrong, MPH, RD, Worksite Wellness Dietitian (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.
Data Security—Liberate the Data	Friday 10:20–11:20am	Rob Winter, Information Security Officer Tim Hoffman, Information Security Engineer	There are known risks associated with data breaches. Today's challenges require tomorrow's solutions now. The real world enterprise use case scenarios discussed will help the listener identify the way ahead.
Demystifying Risk Appetite: How to Move it From Concept to Practice	Thursday 10:30am–12:00pm	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.

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EH&S Technology, Past, Present and Future	Friday 11:30am–12:30pm	Diana Cox (UC Davis) and 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 9:10–10:10am	Barclay Ogden and Sean Catanese	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	Marci Copeland and Brian Warshawsky	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.
Fail Fast Forward: Agile and Innovation	(Part I) Thursday 1:30–2:30pm Friday 10:20–11:20am (Part II) Thursday 2:45–3:45pm Friday 11:30am–12:30pm	Safa Hussain, Bill Gaiennie and John Miller	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	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	Mark Priven and Cindy Parker	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	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.

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Integrating Ergonomics & Ergonomics & Wellness	Friday 10:20–11:20am	Kristie Elton and Julie Chobdee	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 9:10–10:10am	Erike Young and Thor Benzing	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 9:10–10:10am	Cheryl Washington (UCOP) Marti Arvin (UCLA Medical Center) Isaac Straley (UCI)	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.
Lessons Learned from Conducting Multi-Campus Joint Exercises	Friday 11:30am–12:30pm	Bob Charbonneau, Emergency Manager (UCOP) Paul Henisey, Police Chief (UCI) Linda Bogue, Emergency Manager (UCI) 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 1:30–2:30pm	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:

SESSION TITLE	DATE & TIME	SPEAKER INFORMATION	COURSE INFORMATION
Levering Campus Experts: The Center of Excellence Model (continued)	Thursday 1:30–2:30pm	TBD	<ul style="list-style-type: none"> 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 <p>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.</p>
Mindfulness: An Antidote to Stress, Injuries & Illnesses	(Part I) Thursday 1:30–2:30pm Friday 9:10–10:10am (Part II) Friday 10:20am–12:30pm	Jessica Drew de Paz, Psy.D., Mindfulness & Safety Research Coordinator, EH&S (UC Irvine) Donald Mauer	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 9:10–10:10am	Gary Leonard Jennifer Yeager Chris Bell Dan Ward Jeff Taxier	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 10:20–11:20am	Taisha L. Caldwell, Ph.D. Monique Mendoza Crandal, Ph.D. Jerry Phelps, Ph.D.	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 Management is from Mars–Faculties are from Venus	Thursday 10:30am–12:00pm	Wesley D. Balda, Ph.D.	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 1:30–2:30pm	Brent Cooley, Erike Young and Nicole Craig	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.

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Student Risk Education Committee Implementation Training	Thursday 1:30–3:30pm	Student Risk Education Committee	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 2:45–3:45pm	Joe Rizkallah, Assistant Director UCI EH&S, Fire Life Safety Dale Saunders, UCI EH&S Designated Campus Fire Marshal	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 2:45–3:45pm	Phillip Van Saun Michael Kalichman, Ph.D. Mirle Rabinowitz Bussell, Ph.D.	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.
Tobacco Cessation: Best Practices and Practical Application within UC	Friday 11:30am–12:30pm	Michael Ong, M.D., Ph.D., Associate Professor, Department of Medicine, General Internal Medicine and Health Services Research (UCLA Health Systems) Linda Sarna, Ph.D., R.N., F.A.A.N., Chair (UCLA Academic Senate) Elisa Tong, MD MA, Associate Professor, Division of General Internal Medicine Kathy Ware, RN, M.S.N., A.N.P.-C, CVN, Nurse Practitioner, Vascular Center Clinic (UC Davis Medical Center) Leeane Jensen, Wellness Program Manager (UCSF); Beth Olagues, CHES, College Program Coordinator (California Youth Advocacy Network (CYAN)) Karen Calfas, Ph.D., Assistant Vice Chancellor, Health, Recreation and Well-being (UCSD), Program faculty, Joint Doctoral Program in Clinical Psychology, University of CA, San Diego / San Diego State University; Adjunct Faculty, Psychology & Graduate School of Public Health, San Diego State University	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.
Top Ten Things You MUST Know–Before Taking Your Laptop Overseas	Thursday 1:30–2:30pm	Brian Mitchell Warshawsky	Detailed information for understanding the regulatory framework and rules applicable to laptop travel.

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Value Based Care	Friday 11:30am–12:30pm	Samuel A. Skootsky, MD, Chief Medical Officer, UCLA Faculty Practice Group T. Warner Hudson, MD, Medical Director, Occupational and Employee Health UCLA Health System and Campus Office Stephanie McCutcheon, Innovation/Transformation Advisor	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/UC Care pilot is an extension of the WorkStrong program.
You Want to Start to Use Online Training– Now What?	Thursday 1:30–2:30pm	Thor Benzing, Janette Ducut and Nancy Terry	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.