

Risk Management Webinar

Saturday, October 18, 2025 ~ 9:00 am - 3:00 pm PST

CALAOMS Member - \$325 / Staff - \$100 / Resident - \$25

CE: 5 / CME: 0

Webinar
Sponsor:

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“OMSNIC Closed Claim Reviews & Risk Management Strategies”

Through a review of OMSNIC closed claims, this presentation will review the common contributing factors that can lead to patient harm and identify risk mitigation and prevention strategies that can help reduce risk, enhance the culture of safety, and improve the defensibility of oral surgery related to professional liability claims. Closed claim topics will include alveolar surgery, implants, failure to diagnose infection and cancer, and those procedures involving advanced anesthesia. Risk management topics include documentation, communication, informed consent, and patient selection.

Learning Objectives:

- Identify contributing factors leading to claims involving nerve injury, failure to diagnose infection and cancer, and anesthesia related allegations
- Formulate strategies and office processes to identify, prevent and respond to safety vulnerabilities in the practice
- Discuss methods for provider collaboration and communication that can proactively enhance patient safety
- Analyze communication, documentation and informed consent protocols that can help refute patients' allegations and support the defensibility of a claim



Mark Zajkowski, DDS, MD, MBA, FACS

Dr. Zajkowski is a board-certified Oral and Maxillofacial Surgeon with a private practice in South Portland, Maine. After graduating from the University of Florida, he received his dental degree from The University of California, Los Angeles School of Dentistry and earned his MD after completing his OMS residency at the Massachusetts General Hospital/Harvard program in Boston. Dr. Zajkowski has served on the Board of Directors for the ABOMS and the Maine Dental Association and has worked with several AAOMS and Joint Commission committees. Dr. Zajkowski currently acts as the Medical Director of his Joint Commission accredited practice, and Vice-Chair of the Maine Board of Dental Practice. Dr. Zajkowski is currently a Director of OMSNIC and is a member of the OMSNIC Underwriting Review Committee for OMSNIC. Dr. Zajkowski has nothing to disclose.



Suzanne Moy, MBA, CPHRM

Ms. Moy brings years of experience working in the patient safety and healthcare risk management field to her role as Senior Patient Safety and Risk Manager for OMSNIC. She is a Certified Professional Healthcare Risk Manager (CPHRM), has her bachelor's degree in healthcare management, and has an MBA. Suzanne uses her passion for risk management, along with over 15 years of experience, to provide education and guidance to oral and maxillofacial surgeons and their staff. Ms. Moy has nothing to disclose.

***OMSNIC policyholders who participate in this webinar will earn
a 5% premium credit on their policy for 3 policy periods.***

Any questions?
Contact Teri:
teri@calaoms.org
(800) 500-1332

Please register on-line at:
<https://www.calaoms.org> ~ Continuing Education ~ “Risk Management Webinar”
Registration Deadline ~ Friday, October 17, 2025 at 3:00pm PST.