



2026 SVMIC Education Catalog

Education and Training Tailored for You.

50 Years

Protecting Physicians and
Proud to Serve You

17,000+

Hours of CME Awarded
Annually

80+

Courses and Seminars
Offered Annually

This year SVMIC proudly celebrates 50 years of unwavering commitment to physicians, the practice of medicine, and the values that define exceptional healthcare. As our founders envisioned, SVMIC has remained physician-owned and physician-led. That distinction is more than a business model – it speaks to the heart of who we are and the mission we've upheld. We create peace of mind by combining financial strength with thoughtful risk and practice management allowing physicians to stay focused on what matters most: their patients.

We would like to introduce you to our 2026 SVMIC Education Catalog. The catalog highlights our comprehensive array of relevant Risk and Practice Management educational offerings, including live and online options for you and your team. Many courses offer opportunities for physicians to earn premium credit and CME. Other providers and staff can earn continuing education credit.

In 2026, SVMIC will offer a live Risk Management seminar titled Legal Landmines in Disguise. Presented by Dr. Kevin Klauer, a seasoned emergency medicine physician and healthcare executive who also holds an Executive JD, this seminar offers a unique approach with a fully interactive, audience-driven experience. The format allows the audience to select from a curated menu of high-risk areas and clinical topics that are often identified in medical malpractice claims, ensuring relevance to current practice realities and engaging interaction. While we hope you can attend the live seminar, we understand that may not be feasible. We therefore continue to expand our portfolio of online risk education courses that you can complete at your convenience.

The catalog also shows SVMIC's extensive Practice Management educational opportunities. These include in-person events, regional workshops and symposiums, as well as timely webinars and on-demand education for your clinical and administrative staff. This curriculum focuses on training and information on topics our policyholders have requested, and is delivered in a convenient format. The catalog contains all the information you need to add these important events to your calendar.

We look forward to serving you in 2026 and continuing our mission to protect, support, and advocate for our policyholders.

Respectfully,



John H. Mize, FCAS, MAAA
President & Chief Executive Officer
State Volunteer Mutual Insurance Company

Table of Contents

Education Center & Course Formats	4
Accessing SVMIC Education	5
Creating a Vantage® Account	5
CME & Premium Credit	6
Overview	6
Self-Studies	7
2026 Live Seminar	8
Available Training: Compliance, Risk, & Office	10
Overview	10
Compliance	11
Risk & Office Training	12
Practice Management Symposium	14

SVMIC's Education Center & Course Formats

Vantage® is SVMIC's resource and policy management platform, available exclusively to policyholders and your staff. Designed as an enhancement to SVMIC's legendary telephone and in-person customer service, Vantage® houses a wide range of resources, tools, and features designed to deliver what you need — whenever you need it. The platform also includes a robust selection of risk education available year-round to all policyholders and their staff.

Live Events

Throughout the year, live seminars and symposiums take place in select cities within our territory. Policyholders and their staff are welcome to attend. Some events offer CME and premium credit, while others do not.



Webinars

We periodically offer webinars that cover important updates and timely educational topics. Sessions are announced on our website and shared through social media as they are developed. They do not offer CME or premium credit.



Online Courses

Courses are available on our website throughout the year and cover risk education topics, compliance training, and staff development. Some courses offer CME and premium credit, while others do not.



eBook Self-Studies

These self-study courses are available to those who prefer to complete their education outside of the website. Materials are emailed to participants after registration. All of these courses offer CME and premium credit.



Accessing SVMIC Education

SVMIC's education is accessible within the Vantage® portal.

DO YOU HAVE A VANTAGE® ACCOUNT?

You must have an active Vantage® account to access education on our website. Refer to the instructions on the right if you need to create a Vantage® account.

REGISTER FOR YOUR COURSE

1. Go to vantage.svmic.com, log in, and navigate to the EDUCATION section
2. Select your CATEGORY: Physician, Advanced Practice Provider, or Staff
3. Choose the TYPE of education you want to view
4. Use the filters on the left or the search bar at the top to find your course
5. When you see the course you want, click the COURSE TITLE
6. Follow the prompts to enroll by clicking the REGISTRATION tab

DOWNLOADING YOUR CERTIFICATE

1. Go to vantage.svmic.com and log into your account
2. Go to the education section, and click MY ACTIVITIES
3. You will see a list of your completed education activities; click the download button located in the same row as the completed course's title

Creating a Vantage® Account

GATHER INFORMATION

1. Account Information*
 - Physicians need 6-digit account number
 - Non-physicians need group number
2. Email address

START AT [VANTAGE.SVMIC.COM](https://vantage.svmic.com)

1. Go to vantage.svmic.com
2. Select CREATE AN ACCOUNT
3. Select the appropriate ACCOUNT TYPE

PROVIDE INFORMATION

1. Provide the account number and the name of the group or physician to whom the number belongs
2. Follow the prompts; the remaining will be your own personal information

CHECK YOUR EMAIL

1. Your account creation confirmation and information will be emailed to the provided address
2. Be sure to bookmark vantage.svmic.com

* Physicians can find their account number on any policy documents (Invoices, Declarations Page, or Certificates of Insurance), and non-physicians will need to get their group number from the practice administrator.

Continuing Medical Education

ACCREDITATION

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the University of Tennessee College of Medicine (UTCOM) and State Volunteer Mutual Insurance Company. The UTCOM is accredited by the ACCME to provide continuing medical education for physicians.



AMA CREDIT DESIGNATION

The UTCOM designates these live and enduring activities for a maximum of 1 or 2 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



AOA

This program is recognized for one (1) or two (2) CME credits in Category 2 by the American Osteopathic Association. Physicians will need to submit proof of completion from the University of Tennessee directly to the AOA to receive CME credits.

NON-PHYSICIAN CONTINUING EDUCATION

Non-physicians can obtain continuing education credits for attending activities that award *AMA PRA Category 1 Credit(s)*[™] to physicians. Check with your licensure/certification board for confirmation. A Certificate of Participation will be sent to all non-physicians.

Courses Available for CME & Premium Credit

Risk Education courses listed on pages 7-9 are approved for CME and count towards the 10% annual premium credit available to physician policyholders. Each course also indicates the specific amount of credit it provides.

COURSE DEVELOPMENT

These courses were developed by SVMIC's Risk and Practice Management Department.

Premium Credit

5% COURSE OPTIONS

There are 1-hour courses that are worth a 5% premium credit. In order to qualify for the full 10% annual premium credit, members will need to complete two of these courses each policy period.

10% PREMIUM CREDIT

The 2-hour courses listed are worth a 10% premium credit. Members only need to do one of these to earn the full 10% annual premium credit.

REPEATING COURSES

Please note that SVMIC offers the same course topics in several different formats. You may not complete the same course more than once. Physician policyholders will not receive premium credit for a topic if they have already received credit for completing it in a previous year.

BANKING CREDIT

Physician policyholders may qualify for up to 10% premium credit per policy period and may bank up to 10% premium credit for the consecutive policy renewal.



Self-Study Options for CME & Premium Credit



The courses below are the self-study options available for premium credit (if eligible) and/or CME. Several new courses have been released this year, including a newly updated prescribing course. * *Managing Controlled Drugs: Balancing Safety & Compliance* qualifies for 2.0 mandatory prescribing credit hours with all professional boards with the exception of the OK Board of Osteopathic Examiners. For information regarding your CME/CE requirements/credits, please contact your licensure board.

SELF-STUDY COURSES	DURATION		COURSE NUMBER			Expiration Date
	5% 1-Hour	10% 2-Hour	eBook	Online Reading	Online Video	
Collaborative Relationships: Strategies to Enhance Patient Safety	●		9107	9112		Dec 31, 2026
Communication: The Effective Exchange of Vital Information	●		9108	9113		Dec 31, 2026
Documentation: Information That Serves as Your Record	●		9109	9115		Dec 31, 2026
NEW! Emergency Medicine: What's the Risk in My Specialty?	●				9135	Dec 31, 2028
Gastroenterology: What's the Risk in My Specialty?	●				9126	Dec 31, 2027
NEW! Orthopedic Risk: Insights from Claims	●				9137	Dec 31, 2028
Pediatrics: What's the Risk in My Specialty?	●				9117	Dec 31, 2026
Primary Care: What's the Risk in My Practice?	●				9118	Dec 31, 2026
Radiology: Focusing on the Risks	●				9132	Dec 31, 2027
Risk in Anesthesia	●				9128	Dec 31, 2027
Risk in Pulmonary and Critical Care Medicine	●				9129	Dec 31, 2027
Surgical Practice: Enhancing Patient Safety	●		9122	9130		Dec 31, 2027
Systems: Closing the Loop to Improve Patient Safety	●		9123	9131		Dec 31, 2027
Virtual Medicine: Real Risks	●		9110	9119		Dec 31, 2026
Arming Yourself for a Medical Malpractice Battle, Part 1		●			9124	Dec 31, 2026
NEW! Arming Yourself for a Medical Malpractice Battle, Part 2		●			9134	Dec 31, 2027
NEW! Managing Controlled Drugs: Balancing Safety & Compliance *		●			9136	Dec 31, 2027
Obstetrics: Litigation From a Defense Attorney's View		●			9116	Dec 31, 2026

2026 Live Risk Education Seminar

LEGAL LANDMINES IN DISGUISE

The 2026 live risk education seminar, led by Dr. Kevin Klauer, with decades as an emergency medicine physician who also holds an Executive JD, offers seminar attendees the unique opportunity to engage in current clinical and risk management topics selected by the audience in real time.

Dr. Klauer has prepared a variety of risk management topics, including closed claims to help illustrate where good clinicians were pulled off the right track for all the wrong reasons. Presuming that a reliable and inverse correlation between quality of care and lawsuits exists is a common misconception that has confounded many a clinician and sent many risk managers down the wrong path. Nonetheless, minimizing and even avoiding lawsuits altogether is possible. Dr. Klauer will discuss his experiences as a risk manager and his clean sheet of no lawsuits in his over two-decade career as an emergency physician. He shares strategies to risk-proof your practice such as hard-wiring critical concepts into your mind, approaching patients with humility, and managing workflow.

Non-clinical risk management principles impacting the practice of medicine and the associated liability exposures involved in each will also be covered. Current evidence supporting best practices, and solid recommendations for risk mitigation will be provided.

Physicians: 2 CME Credits
& 10% Premium Discount

Non-Physicians: Certificate
of Participation (No premium
discount)

Registration:
education.svmic.com



SPEAKER: KEVIN KLAUER, DO

Dr. Klauer is a healthcare executive and risk management consultant. He previously served as the President of Shepherd's Hope, LLC, the Chief Medical Officer for HCA Florida Ocala hospital system and formerly served as CEO of the American Health Information Management Association and the American Osteopathic Association. In addition, he served as Chief Medical Officer and Chief Risk Officer for TeamHealth. He holds the following faculty appointments: Clinical Asst. Professor, Michigan State University College of Osteopathic Medicine; Clinical Asst. Professor, Ohio University Heritage College of Osteopathic Medicine; and Clinical Asst. Professor, Orlando College of Osteopathic Medicine. He is the co-author of six risk management books: Bouncebacks: Critical Care, Bouncebacks: Pediatrics, Emergency Medicine; Bouncebacks: Medical and Legal and Risk Management first and second additions; Bouncebacks anniversary edition and the Emergency Department: Executive Leadership for Protecting Patients and Hospitals. Dr. Klauer also served as the American College of Emergency Physicians Council Speaker and subsequently as a member of their Board of Directors. Dr. Klauer earned his Executive JD, with honors, from Concord Law School in 2011. He received the Outstanding Alumni award from his alma mater, North Central College, in 2022 and was selected by Modern Healthcare as one of the nation's top 150 Most Influential Clinical Executives in 2021.



LOCATION	DATE	TIME	SEMINAR #
Knoxville, TN Embassy Suites Knoxville West 9621 Parkside Drive 865.246.2309	June 4th	8-10am	<u>3285</u>
		12-2pm	<u>3286</u>
		6-8pm	<u>3287</u>
NEW VENUE! Chattanooga, TN Chattanooga Marriott Downtown Two Carter Street 423.756.0002	July 16th	12-2pm	<u>3288</u>
		6-8pm	<u>3289</u>
Memphis, TN Hilton Memphis 939 Ridge Lake Blvd 901.684.6664	July 30th	8-10am	<u>3290</u>
		12-2pm	<u>3291</u>
		6-8pm	<u>3292</u>
NEW LOCATION! Brentwood, TN Tennessee Society of CPAs 201 Powell Place 615.377.3825	August 13th	8-10am	<u>3293</u>
		12-2pm	<u>3294</u>
		6-8pm	<u>3295</u>
Little Rock, AR Chenal Country Club 10 Chenal Club Boulevard 501.821.4141	August 27th	6-8pm	<u>3296</u>
NEW LOCATION! Cookeville, TN Holiday Inn Cookeville 1091 S Willow Avenue 931.559.4539	September 3rd	8-10am	<u>3297</u>
		12-2pm	<u>3298</u>
		6-8pm	<u>3299</u>
Bowling Green, KY Knicely Conference Ctr 2355 Nashville Road 270.745.1908	September 24th	6-8pm	<u>3300</u>



IMPORTANT SIGN-IN RULE

Attendees signing in within 7 minutes after the seminar start time and staying until the end of the program will receive 2 CME/CE hours. Attendees signing in 8-20 minutes after the seminar start time and staying until the end of the program will receive 1.75 CME/CE hours. **No one will be permitted to sign in or attend the program after 20 minutes.**

Available Training: Compliance, Risk, & Office

SVMIC offers a wide variety of not-for-premium credit courses online in Vantage® covering compliance, risk training, and office training. Our passionate belief that education improves patient safety has driven us to develop an extensive curriculum available to policyholders and their staff at any time. ***These courses do not count for premium credit or CME.***

COURSE LISTING

Our course list continues to grow as we add new topics in response to the ever-changing risk environment. We encourage members to check Vantage® periodically to see what's new. The courses listed in this section are current as of February 2026.

COURSE DEVELOPMENT

These courses have been developed by the risk and practice management experts on staff at SVMIC with input from select physician experts.

TARGET AUDIENCES

The courses in this section vary in target audience, with a number of options available to staff, APPs, and physicians.

Training Viewing Options

INDIVIDUAL TRAINING

- Each learner uses their own personal login
- Each individual learner will have their own transcripts and certificates of completion stored in Vantage®
- No sign-in sheets or tracking is required for the practice executive
- Learners can complete the training at their own pace and follow practice-specific reporting procedures

GROUP TRAINING

- Only the practice executive needs a login
- Courses that offer group training will indicate this at the beginning of the course
- Templates for sign-in sheets and certificates are provided for the practice
- The course may be shown to multiple learners at one time
- Practices are responsible for tracking attendance and issuing certificates when using the group training option

COMPLIANCE COURSES	FORMAT		TARGET AUDIENCE		
	Online	Webinar	APP	Physician	Staff
<u>8120</u> : HIPAA Training for Medical Office Staff	●		●	●	●
<u>8122</u> : HHS Guidance on Patient Access and Charging for Medical Records	●		●	●	●
<u>8123</u> : Harassment Free Workplace	●		●	●	●
<u>8128</u> : Workplace Violence Prevention	●		●	●	●
<u>8129</u> : OSHA Compliance for Medical Practices	●		●	●	●
<u>8133</u> : Cybersecurity for the Medical Practice	●		●	●	●
<u>8134</u> : Compliance and Ethics for Medical Office	●		●	●	●
<u>8136</u> : Highlights of HIPAA for Managers and Officers	●				●



Compliance Training

Because we recognize that compliance is important to our members, SVMIC is proud to continue evolving and improving our Compliance Center. We have added more staff training options so that the Compliance Center provides the courses that practice employees need annually, in the comfort and convenience of your own office. Courses include:

- HIPAA for Medical Practice Staff
- Compliance and Ethics
- General OSHA Compliance
- OSHA Bloodborne Pathogens
- Workplace Violence Prevention
- Cybersecurity
 - » Introduction and Overview
 - » Criminal Strategies
 - » Best Practices

CHECK OUT OUR UPDATED COMPLIANCE CENTER

SVMIC continues to enhance our popular Compliance Center, which now offers customizable OSHA and HIPAA Compliance manuals for single and multiple practice locations. Each are supported by comprehensive resources, forms, and training for both officers and staff.

These expanded tools allow Compliance Officers to create fully tailored manuals for their medical practices and complete the required training directly within SVMIC's Compliance Center.

Risk & Office Training

Managing the risks inherent in a medical practice, while also keeping the business running smoothly, is no small task. That's why our course catalog offers education designed specifically for these challenges.



Unlock the skills that drive safer, smarter, and more successful medical practices. Our online courses in Risk Management and Medical Practice Management are designed to equip healthcare professionals, administrators, and practice leaders with practical tools to navigate today's complex clinical and regulatory landscape. Whether you're looking to strengthen compliance, improve operational efficiency, or enhance patient safety, these courses deliver real-world strategies you can put into action immediately.



Explore the courses today and take the next step toward building a more resilient, well-managed practice. ***These courses do not count for premium credit or CME.***

RISK & OFFICE TRAINING COURSES	FORMAT		TARGET AUDIENCE		
	Online	Webinar	APP	Physician	Staff
7104 : Liability Exposure for Surgeons	●		●	●	
7105 : Liability Exposure in a Multi-Specialty Practice	●		●	●	
7106 : Liability Exposure in the Cardiology Practice	●		●	●	
7108 : Liability Exposure in Urology	●		●	●	
7110 : Liability Exposure in Neurology and Neurosurgery	●		●	●	
7141 : Hospitalist - Specialty Risks	●		●	●	
7151 : Pathology - Specialty Risks	●		●	●	
7171 : Liability Exposure in Radiology	●		●	●	
7191 : Litigation 101	●		●	●	
7208 : Phone Call Handling for Medical Office Staff (Non-Clinical) Part One	●				●
7209 : Phone Call Handling for Medical Office Staff (Clinical) Part Two	●				●
7210 : Patient Safety in the Physician Office Setting	●				●

RISK & OFFICE TRAINING COURSES <i>(continued)</i>	FORMAT		TARGET AUDIENCE		
	Online	Webinar	APP	Physician	Staff
7211 : Achieving Service Excellence	●		●	●	●
7212 : Patient Experience Survey	●				●
7213 : Basics of Effective Documentation in the EHR	●		●	●	●
7214 : Documenting Difficult Situations in the EHR	●		●	●	●
7215 : Tracking Labs and Diagnostic Tests	●		●	●	●
7217 : How to Avoid a Lawsuit (Clinical Staff)	●		●	●	●
7218 : How to Avoid a Lawsuit (Non-Clinical Staff)	●				●
7221 : Injection Safety in the Medical Office	●				●
8124 : Best Practices for Effective Communication	●				●
8126 : Being Your Best Professional You	●				●
8127 : Embracing the Generations	●		●	●	●
8130 : Dissecting the Physician Contract	●			●	●
8131 : Physician Employment Options and Compensation Considerations	●			●	●
8132 : UPDATED Practice Management 101	●				●
8233 : AI & The Future of Health Trends		●		●	●
8234 : More Than the Rules: Creating a Culture of Compliance		●		●	●
8235 : Considerations In Terminating a Patient		●		●	●
8236 : Developing an Effective Employee Handbook for Medical Practices		●			●
8237 : Practice Hot Topics		●		●	●



Practice Management Symposium

Hosted by SVMIC's Medical Practice Services Department, the Practice Management Symposium is designed for both seasoned practice executives and individuals new to the industry or stepping into supervisory roles. Grounded in the MGMA Body of Knowledge, this curriculum addresses the most pressing and timely challenges facing today's medical practices.

Participants will hear from SVMIC's experienced staff and guest speakers on a wide range of critical topics, including:

- Human Resources Management
- Financial Management & Performance
- Hot Topics in Risk Management
- Workplace Harassment Prevention
- Recoupments & Audits
- Compliance Investigations
- Patient Personal Representatives
- Crisis Management
- Leadership & Team Development

This two-day program is structured to fit your schedule while providing robust opportunities to engage directly with SVMIC's Medical Practice Services team. Attendees can also expand their professional network by connecting with peers and colleagues from across the region.

No prior experience is required; however, those new to medical practice management are encouraged to review SVMIC's **Practice Management 101** series to build foundational knowledge and terminology. The series can be accessed in the Vantage® Education Center (a Vantage® account is required to access this resource; [see page 5](#) for instructions to set up an account if you do not have one).

SYMPOSIUM DETAILS

Cost: \$199

Meal: The registration fee includes breakfast, lunch, and snacks both days

Lodging: A limited number of rooms have been reserved at the Franklin Marriott Cool Springs at a special SVMIC rate of \$180 per night. Please [book your reservation](#) by September 21, 2026, and use group code VOLVOLA to secure your stay at this special price.

Registration: education.svmic.com

LOCATION	DATE	TIME	SEMINAR #
Franklin, TN Cool Springs Conference Center 700 Cool Springs Blvd 615.261.6100	October 8 - October 9	Thursday: 8:30am-3:30pm	MS2205
		Friday: 8:00am-1:15pm	

