



Hospital & Facility Risk Management

S E R V I C E S

Facility Support

Provider Support

Continuing Education

Tools and Publications



Physicians
Insurance

A Mutual Company



Unprecedented change in payment models, patient mixes, physician employment practices, and the redefinition of continuity of care—these are just a few of the challenges facing today’s hospital leaders. Today, the hospital CEO, medical director, facility administrator, and outside partners are collaborating to invent new ways of providing effective and affordable care while remaining profitable.

But patient health and safety are always the top priority. Unfortunately, research shows that mistakes will happen. This means that today’s hospital risk manager must operate across the entire spectrum of care, impacting training, delivery of care, and adverse event management.

Savvy hospital administrators are tossing out the traditional idea of buying insurance and looking for partners who understand the dynamic pressures they’re facing, and who have solutions and not just products. That’s why a growing number of hospitals are turning to Physicians Insurance.

Macro and micro trends, big and small impacts, both the forest and the trees—however you say it, Physicians Insurance is working to impact the long-term larger issues facing hospitals while also providing resources and staff support to your real-world needs today.

Here are a few ways that Physicians Insurance is uniquely impacting the bigger picture:

- ▶ AHRQ Demonstration Project involving team communication, and disclosure and resolution program
- ▶ Advanced health care simulations
- ▶ OB COAP
- ▶ Provider support
- ▶ Public policy and governmental affairs

Physicians Insurance also provides you with tools you can use right away. Our partnership with ECRI provides you with hundreds of CME courses, policy templates, self-assessment questionnaires, training PowerPoint presentations, and more.

From outpatient clinics to inpatient hospital services, our in-the-field risk management staff in Oregon, Washington, and Idaho are ready to provide regular, on-site consultation and services tailored to meet your specific needs.



Physicians Insurance is accredited to provide Category 1 continuing medical education across our service area. We have maintained this highest level of accreditation for more than a decade by offering courses designed to measurably improve patient safety.

Seminars

We offer daytime and evening seminars throughout our geographic coverage area to our members. Basic and topical risk management issues are offered, including clinical topics such as chronic pain management, optimizing the preoperative interview, and other relevant topics to health care providers.

OB Simulation Training

Physicians Insurance created an innovative simulation training program for health care teams around the Northwest, providing hands-on practice in critical clinical situations such as shoulder dystocia, postpartum hemorrhage, emergency C-sections, and neonatal resuscitation. This is an important clinical tool to improve patient care and reduce the potential for medical professional liability claims.

E-Learning

Members can obtain self-directed, relevant continuing education through our e-learning program, accessible through the Physicians Insurance Web site.

Self-Study Programs

Various formats for self-study courses allow our members to obtain Category 1 CME in the time and location of their choosing. Self-study courses are currently available for radiologists, pathologists, emergency physicians, obstetrical practitioners, primary care physicians, and medical office and facility staff.

Special Presentations

By request, we provide customized presentations to facilities, and hospital medical and nursing staff, such as grand rounds, specialty societies, universities and colleges, and other state and national health care organizations.

Webinars

Throughout the year we offer Webcasts and Webinars. These learning sessions provide educational options for members in rural communities to participate from anywhere that they have an Internet connection.

QUICK FACTS

- ▶ 30 years of experience in providing professional liability coverage
- ▶ Rated A- (Excellent) by A.M. Best*
- ▶ A mutual insurer owned by policyholders, not big company stockholders
- ▶ Local staff, local risk managers, local presence
- ▶ Provider support after an adverse event
- ▶ Accredited Category 1 CME provider
- ▶ Recognized leadership role by hospital CEOs, legislators, and community leaders

*A.M. Best's ratings are on a scale from A++ (superior) down to D (poor) with even lower ratings for companies under regulatory supervision or in liquidation.



Tools and Publications

Hospitals and offices throughout our service area find our standardized practice forms to be a great help. Dozens of charting aids, sample letters, checklists, and patient education brochures are provided free of charge for our insureds, including:

- ▶ Informed Consent Form
- ▶ Medication Flow Sheet
- ▶ Patient Telephone Call Records
- ▶ Chest Pain Evaluation Guideline
- ▶ *Answers About Anesthesia*
- ▶ *Having a Healthy Baby*
- ▶ *Labor & Delivery: Choices and Decisions*
- ▶ *How Are We Doing?*
- ▶ Prenatal Record Form with Questionnaire
- ▶ *Structuring Your Own Management of Pain*

Members receive our *Risk Management Update*, which includes articles covering relevant topics such as electronic medical records and prescription of controlled substances.

Continuing Education

The goal of our CME program reflects the company's mission to improve the quality of patient care and reduce medical professional liability risks. Physicians Insurance provides Category 1 continuing medical education to clinicians throughout our service area.

Seminars, simulation training, e-learning, self-study programs, special presentations, and Webinars cover topics such as:

- ▶ Adverse Event Response Team (AVERT) Program
- ▶ Second Victims: Ensuring Effective Support after Adverse Events
- ▶ Performance Improvement
- ▶ Patient Safety Assessments
- ▶ Risk Management Tips for EMR
- ▶ Concussions in Youth Sports
- ▶ Communication in Anesthesiology
- ▶ Balancing Risk with the Noncompliant Patient
- ▶ Reducing Obstetrics Exposure
- ▶ Language and Cross-Cultural Communication
- ▶ And more via tailored education





Provider Support

Because the growing body of knowledge shows that the health and wellness of providers is correlated with patient safety through the prevention of medical errors, Physicians Insurance provides evidence-based assistance to strengthen resilience in our members. Our unique Provider Support Program promotes provider wellness by offering innovative services to our members, including:

- ▶ **Litigation and Provider Support** providing individual and confidential coaching after adverse events or when litigation occurs.
- ▶ **Provider Support/Wellness Committee Consultations** offering a variety of training programs and ongoing consultations that help members establish their own robust provider support programs.



Snap this code with your smartphone to watch interviews with Jo Shapiro, MD of Harvard Medical School. Jo discusses providers as second victims and explains how organizations can create their own provider support models.

CARE Team

Our risk management team is dedicated to reducing our members' exposure to loss. Through expert hospital, physician, and medical group practice analysis and ongoing risk management consultative support, we concentrate on improving patient safety throughout the health care delivery system using an enterprise risk management approach. Our dedicated staff is well situated to provide risk management services to members throughout the Northwest.

Our philosophy of personalized risk services is a hallmark of our **Risk CARE Team** through:

- Consultation and Coaching**
- Assessments**
- Relationships and resources**
- Education**

Facility Support

On-site consultation service is a hallmark of our approach. We regularly meet with facility personnel, including the executive team, administrators, physicians, nurses, risk managers, and other staff to develop proactive risk management plans. We conduct in-depth risk assessments, followed by ongoing assistance with implementing any recommended system enhancements and providing tailored staff education. Telephone consultation is always available.





Our Team

Our risk management committee is composed of providers who serve in a wide range of specialties, practice settings, and geographic regions. The committee meets regularly to develop strategies and programs aimed at improving health care quality and reducing professional liability loss. Our local team of consultants available to meet with you include:

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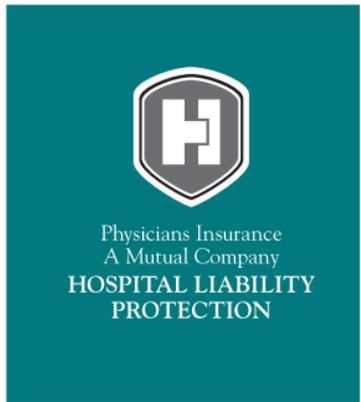
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The new Physicians Insurance Web site that's built for and by physicians, clinic administrators, and hospital risk managers.



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