CLINICAL RISK MANAGEMENT
Publications, Materials, and Courses

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Introduction

Medical Protective was providing risk management services long before the term "risk management" became part of the American business nomenclature. Our strong tradition of risk management continues today with comprehensive resources and solutions that are designed to help insureds improve patient safety and reduce liability exposures.

MedPro insureds have access to a wealth of risk-related information and expertise, including core risk and specialty-specific publications, tools, and educational offerings, as well as a seasoned team of consultants who average more than 25 years in the industry.

Additionally, Medical Protective is pleased to offer a variety of general and targeted risk management continuing education courses through our preferred vendors. Insureds who successfully complete risk courses may be eligible for a risk management premium credit at their next policy renewal.1

We believe that a strong risk management program is capable of reducing harm toward patients and protecting healthcare providers from liability. Through our services, we strive to increase awareness of enduring and emerging risks, improve patient safety, assist in prioritizing key issues for action, and work with insureds to demonstrate measurable improvement.

Purpose

The purpose of this document is to provide an at-a-glance reference of the publications, materials, and continuing education opportunities that Medical Protective’s Clinical Risk Management Department offers its insureds.

Please note that this document includes the Clinical Risk Management Department’s most recent publications, materials, and presentations (within the past several years). A variety of these items are available by logging on at www.medpro.com, and others can be obtained through a request to your risk management consultant.2

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1 Premium credit eligibility and amount are subject to business and regulatory approvals and may vary by policy type. Completion of a risk management course does not imply or guarantee renewal.

2 Older items also might be available online or through a request to your risk management consultant.
Publications, Materials, and Courses

**Articles**

MedPro's Clinical Risk Management Department develops relevant and engaging articles on a wide range of risk management topics for dentists, healthcare professionals, and physicians.

**Dentists**

- A Risk Management Assessment: Respondeat Superior (Let the Master Answer)
- After-Hours Emergency Care for Dental Patients: A Risk Management Discussion
- An Introduction to Mediation: What Physicians and Dentists Need to Know
- Can Your Office Benefit From a Portable Device Policy?
- How to Make Patients Irate: Don't Answer the Phone
- Informed Refusal: A Review
- Lax Infection Control Increases Liability Risks
- Negligent Referral: Avoidance Tips
- No Pay for "Never Events" – And Its Implications for Dentistry
- Risk Assessment: The Obese Patient in the Dental Office
- Risks Associated With Cosmetic Procedures
- Signing Names in Records
- Staff Education as a Wise Investment
- Staff Interactions With Patients Influence Compliance and Satisfaction
- Strategic Planning: The At-Risk Pediatric Patient
- Strategies for Improving Patient Understanding — and Compliance
- Subjective Criticism of Other Dentist's Work Increases Liability, Harms the Profession
- The Role of Senior Dentist: Ethical and Risk Management Considerations
- Transfer of Records When Selling or Closing a Practice
- When Should the Pediatric Patient "Graduate" to Another Provider?
- Who Is Answering the Phone?

**Healthcare Professionals**

- A Prescription for Manners
- Avoiding Social Networking Pitfalls
Publications, Materials, and Courses

- Defending the Disruptive or Impaired Provider: High Stakes, High Loss, High Casualties
- Disruptive Behavior: An Overview and Recommendations for the Office-Based Provider
- Is Courteous Communication Part of Your Practice's Quality Initiatives?
- Staff Education as a Wise Investment
- Surgical Fires — Prevention and Safety
- When Apology Is Appropriate – And When It's Not

Physicians

- A Prescription for Manners
- An Introduction to Mediation: What Physicians and Dentists Need to Know
- Avoiding Social Networking Pitfalls
- Disruptive Behavior: An Overview and Recommendations for the Office-Based Provider
- How to Encourage Parent Accountability with Pediatric Patients
- Informed Refusal: A Review
- Is Courteous Communication Part of Your Practice's Quality Initiatives?
- Risk Assessment: The Obese Patient in the Medical Office
- Risks Associated With Cosmetic Procedures
- Staff Education as a Wise Investment
- Staff Interactions with Patients: Influencing Compliance and Satisfaction
- Surgical Fires — Prevention and Safety
- The Claims Evaluation Process
- The Physician as a Business Mentor: Ethical and Risk Management Considerations
- Theft of Patient Information on the Upswing
- Time for an Informed Consent Check-Up
- When Apology Is Appropriate – And When It's Not
- Who's Answering the Phone? Why Telephone Policies are Important
Assessment Tools
MedPro policyholders can access several online tools to assist with risk assessments.

- HIPAA Risk Assessment (log on at www.medpro.com)
- Office Risk Assessment (log on at www.medpro.com)
- Risk Quick Quiz (visit http://www.medpro.com/quick-quiz)

For more assessment tool options, contact your Medical Protective clinical risk management consultant.

Booklets
Booklets focusing on general risk services, key risk areas, and litigation support are available to MedPro insureds as handy references.

- Litigation Support: Maintaining Your Balance (Healthcare Provider and Acute Care Staff versions)
- Malpractice Preventatives: Focus on Documentation
- Malpractice Preventatives: Focus on Informed Consent

Checklists
MedPro’s checklists are succinct tools that help providers focus on specific areas of risk and identify opportunities for improvement. Checklists on the following topics are available:

- Communicating With Advanced Practice Providers
- Medication Inventory Management
- Obstructive Sleep Apnea Screening
- Patient Comprehension
- Pharmacy Compounding
- Supervision and Oversight of Advanced Practice Providers

Continuing Education Courses
MedPro insureds have access to a robust catalog of general and targeted risk management continuing medical education (CME) and continuing dental education (CDE) courses, which are offered through MedPro’s preferred vendors, Medical Risk Management, Inc. (MedRisk®), Frank Moya Continuing Education Programs, and The Sullivan Group.
Publications, Materials, and Courses

Frank Moya Continuing Education Programs

Medical Protective is pleased to support anesthesiologists and certified registered nurse anesthetists (CRNAs) with convenient home study courses from the Frank Moya Continuing Education Programs.

Frank Moya’s Current Reviews in Clinical Anesthesia® and Current Reviews for Nurse Anesthetists® each offer a total of 26 biweekly lessons that providers can complete at their own pace.

Lessons cover basic considerations for anesthesia, common problems, challenges in clinical anesthesia, and recent advances in patient care. Examples of specific lesson topics include anesthesia considerations for children who have upper respiratory infections and updates on advanced cardiac life support.

For more information or to enroll, call Medical Protective at 800–4MEDPRO (1–800–463–3776).

Medical Risk Management, Inc.

Medical Protective has collaborated with MedRisk to offer fully accredited online education and risk management courses. MedRisk has been active in the risk management field since 1986, assisting physicians, dentists, nurses, allied health team members, insurers, and hospital administrators in their efforts to identify and manage the liability risks inherent in caring for patients in a complex environment.

- Courses for Dentists
  - Foundations of Risk Management: Dentistry, Second Edition
  - Risk Management Consult: Dentistry in Depth
  - Risk Management Consult: Dentistry Fundamentals, Second Edition
  - Risk Management Consult: Repairing Difficult Dentist–Patient Relationships
  - Risk Management Consult: Infection Control and Prevention in Dentistry
  - Risk Management Rounds: Oral Surgery Series 1
  - RiskAware for Dentists, Second Edition
  - Spotlight on Patient Safety: Improving Patient Safety Through Root Cause Analysis
• Courses for Healthcare Professionals
  o Focus on Patient Privacy: The HIPAA Privacy Rule, Sixth Edition
  o Risk Management Consult: Avoiding Never Events
  o Risk Management Consult: Low Health Literacy
  o Spotlight on Patient Safety: Reducing Medical Errors through CRM

• Courses for Physicians
  o Focus on Federal Compliance: Preventing Healthcare Fraud and Abuse, Third Edition
  o Focus on Patient Privacy: The HIPAA Privacy Rule, Sixth Edition
  o Risk Management Consult: Achieving Cultural Competence
  o Risk Management Consult: Avoiding Medical System Failures, Second Edition
  o Risk Management Consult: Avoiding Never Events
  o Risk Management Consult: Avoiding Surgical System Failures
  o Risk Management Consult: Documentation, Second Edition
  o Risk Management Consult: Electronic Medicine, Second Edition
  o Risk Management Consult: Failure to Diagnose Cancer, Second Edition
  o Risk Management Consult: Failure to Diagnose, Second Edition
  o Risk Management Consult: Handoffs and Hospitalists
  o Risk Management Consult: Informed Consent, Second Edition
  o Risk Management Consult: Low Health Literacy
  o Risk Management Consult: Managing Disruptive Physician Behavior
  o Risk Management Consult: Pain Management, Second Edition
  o Risk Management Consult: Pediatrics
  o Risk Management Consult: Repairing Difficult Patient Relationships
  o Risk Management Essentials for Physicians with HIPAA and Federal Compliance, Third Edition
  o Risk Management Essentials for Physicians, Second Edition
  o Risk Management Essentials: Documentation
  o Risk Management Focus: Achieving Cultural Competence
  o Risk Management Focus: Common Missed Diagnoses and Errors, Second Edition
Publications, Materials, and Courses

- Risk Management Focus: Communication Among Colleagues, Second Edition
- Risk Management Focus: Documentation, Second Edition
- Risk Management Focus: Informed Consent
- Risk Management Focus: Informed Consent Plus
- Risk Management Focus: Low Health Literacy
- Risk Management Focus: Office Risks, Second Edition
- Risk Management Focus: Patient Communication, Second Edition
- Risk Management Focus: Professional Boundaries
- Risk Management Focus: Professional Ethics
- Risk Management Focus: Root Cause Analysis for Physicians
- Risk Management Focus: The Complete Series, Second Edition
- Risk Management Rounds: Ambulatory Care
- Risk Management Rounds: Emergency Medicine
- Risk Management Rounds: Neurology
- Risk Management Rounds: Ophthalmology
- Risk Management Rounds: Orthopedics
- Risk Management Rounds: Orthopaedics Plus
- Risk Management Rounds: Pathology
- Spotlight on Patient Safety: CRM for Orthopaedists
- Spotlight on Patient Safety: Disclosure of Medical Errors, Second Edition
Publications, Materials, and Courses

- Spotlight on Patient Safety: Preventing Medical Errors, Second Edition
- Spotlight on Patient Safety: Reducing Medical Errors through CRM, Second Edition
- Streetwise! Second Edition


The Sullivan Group

Medical Protective has teamed up with The Sullivan Group (TSG) to offer compelling risk management programs for emergency physicians. TSG has created an array of online educational courses dedicated to patient safety, medical error reduction, and high-quality medical care. TSG's courses address a broad spectrum of risk, safety, and quality issues in the practice of emergency medicine.

- Abdominal Aortic Aneurysm
- Against Medical Advice
- Appendicitis
- Atypical Chest Pain in Women
- Cognitive Errors in Medicine Part 1
- ECG Challenge Part 1
- ECG Challenge Part 2
- Ectopic Pregnancy
- Head Injury
- Myocardial Infarction Part 1
- Myocardial Infarction Part 2
- Optimizing Communication in the Emergency Department
- Orthopedic Injuries
- Pediatric Meningitis
- Pulmonary Embolism Part 1
- Pulmonary Embolism Part 2
- Radiology C-Spine Challenge
- Risk & Safety Overview in Emergency Medicine Part 1
- Risk & Safety Overview in Emergency Medicine Part 2
Publications, Materials, and Courses

- Sepsis
- Spinal Injury
- Stroke Part 1
- Stroke Part 2
- Thrombolysis
- Torsion Testicle

For more information about TSG's online courses, visit https://www.thesullivangroup.com/medpro/.

Guidelines

MedPro's Clinical Risk Department currently offers guidelines on various risk topics. Each guideline addresses a key risk area, providing an overview of the issue and risk strategies and recommendations. Guidelines on the following topics are available:

- Behavior Contracts
- Closing the Practice
- Communicating With Patients: Committing to Patient Satisfaction and a Service-Oriented Culture
- Compliance With the Emergency Medical Treatment and Active Labor Act (EMTALA)
- Credentialing and Privileging
- Disclosure of Unanticipated Events
- Electronic Health Records
- Equipment Management: Purchase, Use, Maintenance, Repair, and Other Risk Considerations
- Infection Prevention and Control in the Medical and Dental Office
- Informed Consent
- Management of Noncompliant Patients
- Medical Office Compliance Plans
- Medical Records Release
- Office Emergencies: Planning and Preparedness
- Patient Care Transitions and Handoffs
- Peer Review in Group Practices
- Record Retention
Periodicals

The MedPro Clinical Risk Department develops periodicals covering a variety of risk topics for a range of audiences. This document provides a listing of periodicals from the past several years.

Hospital Protector

This publication, geared toward Medical Protective’s hospital insureds, offers articles and resources that address priority risk management issues in hospital facilities. Hospital Protector is published in electronic format.

- **Spring 2014:** Technology in Healthcare: Balancing New and Exciting Advances in Patient Care and Communication With Risk Management and Safety Concerns
- **Fall 2013:** Electronic Health Records: Patient Safety and Liability in the Digital Age
- **Spring 2013:** Medication Safety: Key Issues for Healthcare Organizations
- **Fall 2012:** Risk Issues in Pain Management

Malpractice Minute

Developed for dental students, Malpractice Minute offers case studies and analysis unique to the practice of dentistry and includes proactive risk management strategies. This publication is published quarterly in electronic format.

- **September 2014:** Misdiagnosis of Amalgam Tattoo Results in Failure to Diagnose Melanoma and Death of Patient
- **April 2014:** Patient Disregards Dentist’s Recommendations, Resulting in Suboptimal Outcome
- **February 2014:** Complications From Implant Lead to Paresthesia and Malpractice Suit Against Dentist
- **December 2013:** Instrument Slips Down Patient’s Throat, Resulting in Multiple Surgeries
- **September 2013:** Staff Member’s Personal Relationship With Nonpatient Results in Inappropriate Disclosure of Patient’s Protected Health Information
• **April 2013:** Incomplete History Prior to Anesthesia Administration Leads to Death of Patient

• **February 2013:** Failure to Refer High-Risk Patient Leads to Suboptimal Outcome and Malpractice Suit

• **December 2012:** Failure to Refer Results in Poor Outcome and Malpractice Suit

• **September 2012:** Inadequate X-Ray Causes Complications and Post-Operative Paresthesia

• **April 2012:** Clipped in Time: Shortcut Leads to Near Tragedy

• **February 2012:** The Case of the Errant Laser Expert

• **December 2011:** Poor Sedation Protocol Contributes to Fractured Ankle — and a Malpractice Lawsuit

*Protector*

Published since 1913, *Protector* is Clinical Risk Management’s flagship publication. The journal focuses on prevalent and emerging risk issues for medical and dental practices and is published three times a year in both print and electronic formats.

• **Summer 2014:** Focus on Diagnostic Errors

• **Spring 2014:** Focus on Technology

• **Fall 2013:** Focus on Advanced Practice Providers

• **Summer 2013:** Focus on Electronic Health Records

• **Spring 2013:** Focus on Medication Safety

• **Fall 2012:** Focus on Pain Management

• **Summer 2012:** Focus on In-Office Strategies to Improve Quality of Care

• **Spring 2012:** Focus on Drug/Supply Shortages

• **Fall 2011:** Focus on Enterprise Risk Management

*Risk Management Review*

Directed toward physician practices, this publication presents real case studies of claims associated with various specialties. *Risk Management Review* is published quarterly in electronic format.

• **August 2014:** Patient Withholds Medical History Information, Resulting in Anesthesia-Related Death

• **August 2014:** Wrong Site Orthopaedic Surgery Leads to Suboptimal Outcome and Malpractice Lawsuit
• **May 2014:** Failure of Protocols and Communication Lead to Death of Neonate

• **February 2014:** Patient Commits Suicide Following Long-Term Alcohol and Medication Use

• **November 2013:** Failure to Track and Follow Up on Abnormal Test Results Leads to More Extensive Surgery

• **August 2013:** Inadequate Urgent Care Workup Leads to Sudden Death From Pneumonia

• **May 2013:** Improper Management of Pregnancy Results in Death of Mother and Impairment of Child

• **February 2013:** Failure To Properly Manage Care Following Cataract Surgery Results in Loss of Vision

• **July 2012:** Failure to Diagnose Hepatitis C Results in Death of Patient

• **May 2012:** Miscommunication and Non-Compliance of Patient Results in Failure to Diagnose Cancer

• **February 2012:** Permanent Injury to Leg Following Surgery by Resident

• **December 2011:** Failure to Adequately Address Bowel Obstruction and Stomach Distension Results in Death Following Surgery

**Risk Tips and Resources**

This publication — developed for hospital and healthcare facility risk managers, CEOs, and administrators — provides up-to-date links for comprehensive resources on current clinical risk issues. *Risk Tips and Resources* is published four times a year in electronic format.

• **October 2014:** Focus on Telemedicine

• **August 2014:** Focus on Diagnostic Errors

• **July 2014:** Focus on Patient Experience

• **December 2014:** Focus on Mobile Privacy and Security

• **August 2014:** Focus on Emergency Preparedness

• **May 2014:** Focus on Handoffs and Care Transitions

• **February 2014:** Focus on Allied Health Professionals and Advanced Practice Providers

• **December 2012:** Focus on Emergency Medicine

• **October 2012:** Focus on Surgery and Anesthesia

• **May 2012:** Focus on Obstetrics
Publications, Materials, and Courses

- **February 2012**: Focus on Hospital Claims
- **November 2011**: Focus on Credentialing

Various editions of *Risk Tips and Resources* can be accessed by logging on at [www.medpro.com](http://www.medpro.com).

### Reference Manuals

Clinical Risk Management’s reference manuals provide valuable and comprehensive risk management guidance and resources.

- Bridging the Gap: Practical Risk Management Guidance and Strategies for the Medical Practice
- Navigating in a Complex Healthcare Environment: Dental Practice
- Navigating in a Complex Healthcare Environment: Hospital-Based Practice

### Risk Q&As

Risk Q&As are succinct and concise documents that offer insureds an at-a-glance reference for common risk questions, as well as resources and strategies to support additional learning and targeted solutions. Risk Q&As on the following topics are available:

- Coping With Stress
- Duty to Warn
- High-Alert Medication Monitoring
- Hospitalist Communication
- Incidental Radiology Findings
- Interpreters
- Payment Issues
- Robotic Surgery
- Safe Driving
- Telemedicine

### Specialty Reports

Clinical Risk Management’s new specialty reports are designed to provide MedPro insureds with detailed claims data to assist them in purposefully focusing their risk management and patient safety efforts.
All data in the specialty reports represent a snapshot of Medical Protective’s experience with specialty claims, including a deep dive into risk factors that drive these claims.

Currently, an anesthesia-focused specialty report is available, with more specialty reports forthcoming.

**TeamSTEPPS®**

The Agency for Healthcare Research and Quality (AHRQ) and the Defense Department have developed a national training and support network called the National Implementation of TeamSTEPPS Project.

Medical Protective’s clinical risk management consultants are trained to help healthcare organizations implement TeamSTEPPS, which is designed to optimize patient outcomes by improving communication and teamwork skills among healthcare professionals.

TeamSTEPPS includes a comprehensive set of ready-to-use materials and a training curriculum to successfully integrate teamwork principles into any healthcare environment.

To learn more, contact your risk management consultant or call 800–4MEDPRO (1–800–463–3776).

**Toolkits**

For the convenience of insureds, the Clinical Risk Management Department has compiled toolkits of useful information and resources for key risk areas. Toolkits on the following topics are available:

- Advanced Practice Providers
- Credentialing
- Disclosure and Adverse Events
- Electronic Health Records
- Emergency Preparedness
- Medication Safety

**Webinars**

MedPro’s Clinical Risk Management Department presents educational webinars on various topics throughout the year. Webinars are geared toward both office- and hospital-based providers.
Office-Based Providers

- Keeping the Infection Out of the Injection
- Advanced Practice Providers: Emerging Risks
- Countdown to Compliance: Review of the HIPAA Omnibus Rule and Related Practice Considerations
- EHR Systems: Risk Management Strategies
- Medication Safety Solutions: Reducing Risk in the Practice Setting and Beyond
- Disclosure: When an Unanticipated Event Occurs
- Risk Management Concerns Surrounding Patient-Centered Medical Homes
- Follow-Up Care: Closing the Risk Loop
- Credentialing: What Does It Mean to Your Organization?

Hospital Providers and Staff

- Preparing for Disclosure of an Unanticipated Outcome or Medical Error
- Credentialing: What Does It Mean to Your Organization?
- Infection Prevention and Control: Suddenly It Seems More Important
- Sleepless in the “C” Suite — And How Risk Management Can Help
- Launching a Perinatal Safety Initiative: Lessons Learned From Successful Efforts
- Building a Strong Foundation

For More Information

To learn more about MedPro’s risk management offerings, or to ask specific questions about publications, tools, presentations, or courses, contact your risk management consultant directly or call 800–4MEDPRO (1–800–463–3776).

We are happy to answer any questions you may have, and we look forward to providing you with timely and engaging risk management information and materials!