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Strength. Defense. Solutions. Since 1899.

YOUR SPECIALTY IS OUR SPECIALTY

Medical Protective was founded by doctors in 1899. For over a century, doctors have been involved in every key aspect of MedPro's organization: claims, underwriting, risk management and patient safety/protection.

Their involvement has improved the healthcare delivery of more than a million healthcare providers throughout the years; however, given today's rapidly changing healthcare environment, we are not satisfied to rest on our laurels. Accordingly, MedPro has recently established 16 specialty boards comprised exclusively of established doctors who are experts in their specialties.

BOARD OVERVIEW



(Otorhinolaryngology [ENT] Specialty Advisory Board and MedPro Staff)

Lee Eisenberg M.D., M.P.H., F.A.C.S. practices otolaryngology head and neck surgery in Englewood, NJ, as founding partner with ENT and Allergy Associates, LLP. He is an associate clinical professor of otolaryngology head and neck surgery at Columbia University College of Physicians and Surgeons. He completed his residency in otolaryngology head and neck surgery at the University of California, San Francisco, and received his MPH in Healthcare Policy and Management from the Mailman School of Public Health, Columbia University in 2005. Dr. Eisenberg practices at Englewood Hospital and Medical Center where he is chair of the Surgical PPE Committee.

Mark D. Ghegan, M.D. received his education from the University of Virginia in Charlottesville, VA and his Medical Degree from the Medical College of Georgia in Augusta, GA. He completed his residency at Medical University of South Carolina and internship in the Department of Surgery from the same institution. Dr. Ghegan currently practices at Charleston Ear, Nose, and Throat in Charleston, SC. He has achieved many honors and awards relevant to his area of practice and is published in the American Journal of Otolaryngology, Otolaryngology Head Neck Surgery and American Journal of Rhinology. Dr. Ghegan is currently a member of the American Academy of Otolaryngology - Head and Neck Surgery.

Scott Hardeman, M.D., F.A.C.S. received his undergraduate degree and medical degree from the University of Missouri in Kansas City, MO. He completed his internship in the Department of Surgery at Saint Louis University in St. Louis, MO; he also completed his residency in head and neck surgery in the Department of Otolaryngology at Saint Louis University Health Sciences Center. Dr. Hardeman has over 10 years of professional experience at his own private practice in St. Louis, MO. In addition, he is a clinical professor in the Department of Otolaryngology Head and Neck Surgery at Saint Louis University. He is a fellow in The American College of Surgeons, certified by the American Board of Otolaryngology, and is affiliated with the American Academies of Otolaryngology, Facial Plastic and Reconstructive Surgery, and Otolaryngic Allergy.

Thomas W. Herendeen, M.D. received his medical degree from Indiana University School of Medicine in Indianapolis and completed his fellowship in facial plastic and reconstructive surgery at Tulane Medical Center in New Orleans. He is board certified by the American Board of Otolaryngology Head and Neck Surgery and the American Board of Facial Plastic Surgery. Dr. Herendeen has over 15 years of experience in Otolaryngology and is currently practicing at Ear Nose and Throat Associates in Fort Wayne, IN. He is currently the Director of Facial Plastic Surgery at Ear Nose and Throat Associates and ENT Associates Surgical Center and a member of the American Academy of Otolaryngology - Head and Neck Surgery as well as the American Academy of Facial Plastic and Reconstructive Surgery.

Scott R. Schaffer, M.D., M.S., F.A.C.S. is board certified by the American Board of Otolaryngology and is a member of the American Academy of Otolaryngology-Head and Neck Surgery and The American College of Surgeons. Prior to founding The ENT Specialty Center in Marlton, NJ, Dr. Schaffer served as head of the section of otolaryngology at Cooper University Hospital where he was also president of the medical staff and a member of the board of trustees. After graduating from The Medical College of Pennsylvania, he completed his otolaryngology residency at Temple University Hospital and St. Christopher's Hospital for Children in Philadelphia.

Larry R. Thomas, M.D. attended undergraduate and medical school at The Ohio State University in Columbus, OH. He completed his internship and residency in otolaryngology at Oregon Health and Science University in Portland, OR. He has been in private practice for 34 years in Portland, OR practicing at Legacy Good Samaritan Hospital and Randall Children's Hospital. He is certified by the American Board of Otolaryngology. He is a clinical professor of otolaryngology at Oregon Health and Science University and has served as chairman of the board of the Hearing and Speech Institute.

KEY STATS

Medical Protective insures

ENTs across the country and has been protecting physicians like you since 1899.

Otorhinolaryngology (ENT)

TRIAL WIN RATE

92%

Otorhinolaryngology (ENT) Claims

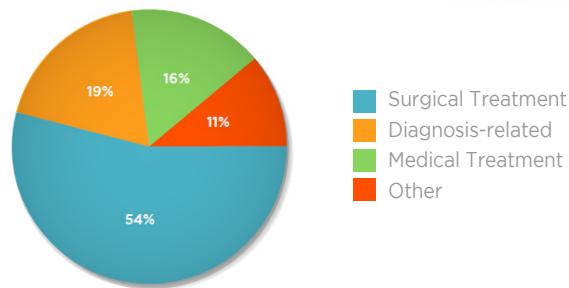
CLOSED WITHOUT PAYMENT RATE

71%

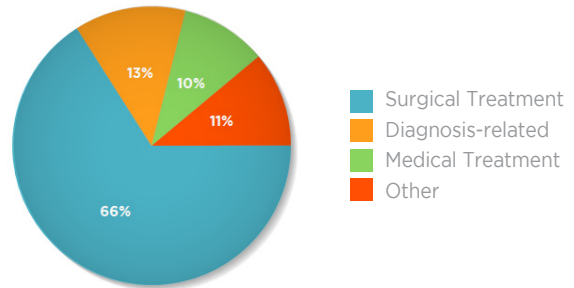
CLAIMS DATA

TOP ALLEGATIONS FOR OTORHINOLARYNGOLOGY (ENT)

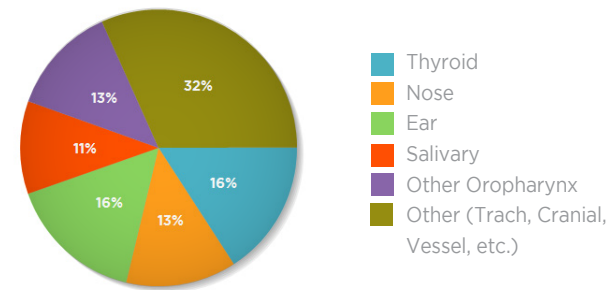
Claim Volume by Allegation Type



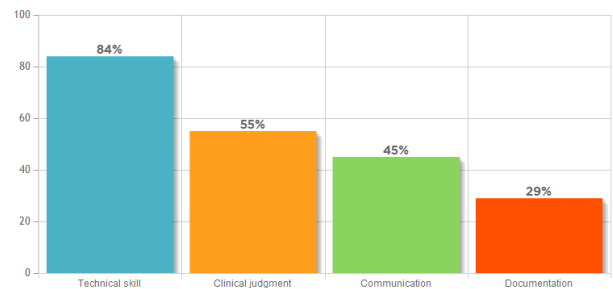
Total Dollars Paid by Allegation Type



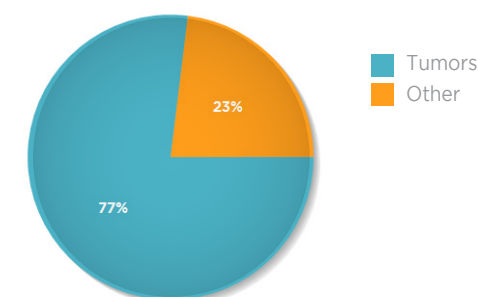
Surgical Attention Detail



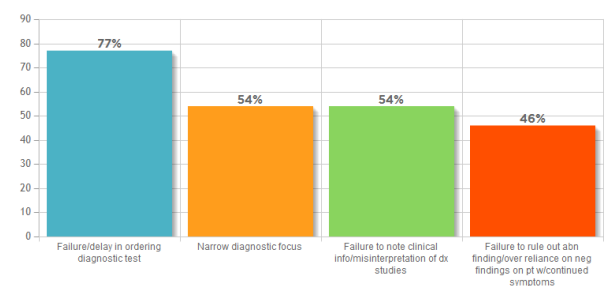
Top Contributing Factors in Surgical Treatment Claims



Surgical Attention Detail



Top contributing factors in diagnostic claims





RISK REDUCTION STRATEGIES

ENT Risk Strategies:

- Ensure privileges match training, credentials and competency.
- Enhance technical surgical skills via ongoing performance improvement program: mentoring, proctoring and CME.
- Participate actively in a surgical team time-out prior to incision.
- Adhere to SCIP and other evidence-based guidelines.
- Document a complete, concise and accurate operative report the day of the procedure.

Additional Risk Reduction Strategies:

- Patient assessment: including complete patient history and physical as well as screening for risk factors, atypical presentations and associated symptoms
- Test tracking: including appropriate medical clearances and timely ordering of tests and consults to prevent failure/delay to rule out or note abnormal findings
- Communication with patients: including appropriate informed consent, patient education, and participation in their plan of care
- Selection and management of therapy: including patient selection for procedure, medication reconciliation, and utilization of evidence-based guidelines



RISK MANAGEMENT RESOURCES

Medical Protective insures thousands of specialty physicians across the country and is committed to providing top-notch risk management products and services, including:

- Dedicated risk management consultants who provide timely and meaningful support and guidance.
- A series of at-a-glance FAQ documents that offer succinct and concise information, strategies and resources.
- A convenient online risk management library that includes both broad and specialty-specific publications and resources.
- Closed claims analyses of ENT cases, which provide risk-reduction strategies specific to this practice setting.
- ACCME-accredited educational opportunities, including in-person customized presentations that meet the needs of individual groups.
- Online risk courses offered through MedPro's vendor relationship with Medical Risk Management, Inc.
- On-site clinical risk assessments coordinated with a risk management consultant. Following assessments, insureds receive a written report that includes specific, evidence-based, risk-reduction strategies and recommendations based on both industry standards and guidance from MedPro's ENT Advisory Board.
- Risk-reduction products and services at discounted prices through MedPro's strategic vendor relationships. Products include:
 - Interpreter and translator services
 - Informed consent templates
 - Test tracking and follow-up monitoring



TESTIMONIALS

“The best part is that my name has been cleared...the trial was decided in my favor and unanimously clearing me of all the charges. Medical Protective saw to it that justice was served.”

MedPro Insured

“I want to personally thank you and all who were involved in the handling of my claim last year. I could not have asked for a more compassionate and professional manner in which everything was handled.”

MedPro Insured

“I would like to express my appreciation regarding the defense provided to me by MedPro. My defense team was excellent throughout the entire stressful process of deposition, case preparation, and especially, the trial. They were thorough, well prepared and, most importantly, a constantly calming influence. Their calm demeanor masks what I can only describe as a chessmaster’s tactical skill. I will be forever grateful for the efforts and skills used in my defense.”

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