MedPro Group is the marketing name used to refer to the insurance operations of The Medical Protective Company, Princeton Insurance Company, PLICO, Inc. and MedPro RRG Risk Retention Group. All insurance products are underwritten and administered by these and other Berkshire Hathaway affiliates, including National Fire & Marine Insurance Company. Product availability is based upon business and regulatory approval and may differ among companies.

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# Contents

Introduction .......................................................................................... 1
  Purpose ...................................................................................................... 1

Articles ....................................................................................................... 2
  Dentists .................................................................................................... 2
  Healthcare Professionals ........................................................................ 3
  Hospitals/Healthcare Facilities .......................................................... 4
  Physicians/Surgeons ............................................................................. 5
  Senior Care ............................................................................................ 6

Checklists .............................................................................................. 6

Claims Data Analyses ............................................................................. 8

Continuing Education ........................................................................... 8
  Courses .................................................................................................... 8
    Frank Moya Continuing Education Programs .................................. 8
    The Sullivan Group ........................................................................... 8
  Risk Solutions On-Demand Programs .............................................. 9

Guidelines .............................................................................................. 10

Malpractice Minute .................................................................................. 11

Presentations .......................................................................................... 11

Reference Manual ................................................................................... 12

Risk Management Review .................................................................... 12

Risk Q&A .................................................................................................. 13

Risk Resources ....................................................................................... 14

Risk Tips .................................................................................................. 16

For More Information ............................................................................ 17
Introduction

For years MedPro Group (MedPro) has been the expert on risk management and patient safety issues. 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, MedPro is pleased to offer a variety of general and targeted risk management continuing education courses through our webinar program and preferred vendors. Insureds who successfully complete risk education might 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 patient harm 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 MedPro’s Risk Solutions group has available. Please note that this document includes Risk Solutions’ most recent publications, materials, and presentations (within the past several years). Items listed in this catalog are linked to MedPro’s website. The majority of materials are available on our public webpages (no login required); others can be obtained by logging on at www.medpro.com or through a request to the Risk Solutions group.

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.
Articles

Risk Solutions develops relevant and engaging articles on a wide range of risk management topics for dentists, healthcare professionals, and physicians/surgeons.

Dentists

- Aligning Electronic Health Record Use With Quality Improvement Goals
- Avoiding Allegations of Negligent Referral in Dentistry
- Clinical Judgment in Diagnostic Errors: Let’s Think About Thinking
- Collaborating With Advanced Practice Providers
- Communication in the Diagnostic Process
- Credentialing and Privileging Advanced Practice Providers: Reducing Risk Through Due Diligence
- Diagnostic Errors: A Persistent Risk
- Electronic Health Records: Patient Safety and Liability Concerns
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
- How Staff Education Can Improve Quality and Enhance Patient Safety and Experience
- Human Trafficking in Healthcare: Helping Without Harming
- Informed Refusal: A Review
- Learning From Medication Mishaps
- Liability Implications Associated With Jousting in Dentistry
- Medical Clearance: What Dentists Should Know
- Medication Prescribing as a Key Area for Safety Improvement in Ambulatory Care
- Rise of the Machines: Robotic Surgery, Patient Safety, and Liability
- Risk Factors That Contribute to Diagnostic Errors
- Risks Associated With Cosmetic Dental Procedures
- Scope of Practice for Advanced Practice Providers
- Social Media in Healthcare: A Slippery Slope
- Strategic Planning for Dentists Treating At-Risk Pediatric Patients
- Supervision of Advanced Practice Providers
- The Benefits of a Personal Electronic Device Policy in Healthcare Practices
- The Rise of Teledentistry
- Transferring Patient Health Records When Selling or Closing a Healthcare Practice
- Twelve Strategies for Improving Communication and Patient Care in Dental Practices
- Unexpected Record Damage: Protecting Health Records From Water Hazards
- Weathering the Storm: Electronic Health Records and Disaster Recovery

**Healthcare Professionals**
- Aligning Electronic Health Record Use With Quality Improvement Goals
- Avoiding Allegations of Negligent Referral in Medicine
- Becoming a High-Reliability Organization
- Clinical Judgment in Diagnostic Errors: Let’s Think About Thinking
- Communication in the Diagnostic Process
- Developing Effective Telephone Policies in Healthcare Practices
- Diagnostic Errors: A Persistent Risk
- Electronic Health Records: Patient Safety and Liability Concerns
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
- How Staff Education Can Improve Quality and Enhance Patient Safety and Experience
- Human Trafficking in Healthcare: Helping Without Harming
- Informed Refusal: A Review
- Learning From Medication Mishaps
- Medication Prescribing as a Key Area for Safety Improvement in Ambulatory Care
- Providing Safe and High-Quality Care for Obese Patients
- Rise of the Machines: Robotic Surgery, Patient Safety, and Liability
- Risk Factors That Contribute to Diagnostic Errors
- Risks Associated With Cosmetic Medical Procedures
- Seven Strategies for Preventing Drug Diversion in Healthcare Organizations
- Social Media in Healthcare: A Slippery Slope
- Surgical Fires: Prevention and Safety
- The Benefits of a Personal Electronic Device Policy in Healthcare Practices
- Transferring Patient Health Records When Selling or Closing a Healthcare Practice
- Unexpected Record Damage: Protecting Health Records From Water Hazards
- Weathering the Storm: Electronic Health Records and Disaster Recovery

**Hospitals/Healthcare Facilities**

- Aligning Electronic Health Record Use With Quality Improvement Goals
- Avoiding Allegations of Negligent Referral in Medicine
- Becoming a High-Reliability Organization
- Clinical Judgment in Diagnostic Errors: Let’s Think About Thinking
- Collaborating With Advanced Practice Providers
- Communication in the Diagnostic Process
- Credentialing and Privileging Advanced Practice Providers: Reducing Risk Through Due Diligence
- Developing Effective Telephone Policies in Healthcare Practices
- Diagnostic Errors: A Persistent Risk
- Electronic Health Records: Patient Safety and Liability Concerns
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
- How Staff Education Can Improve Quality and Enhance Patient Safety and Experience
- Human Trafficking in Healthcare: Helping Without Harming
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- Learning From Medication Mishaps
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Physicians/Surgeons

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- Avoiding Allegations of Negligent Referral in Medicine
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- Developing Effective Telephone Policies in Healthcare Practices
- Diagnostic Errors: A Persistent Risk
- Electronic Health Records: Patient Safety and Liability Concerns
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
- How Staff Education Can Improve Quality and Enhance Patient Safety and Experience
- Human Trafficking in Healthcare: Helping Without Harming
- Informed Refusal: A Review
- Learning From Medication Mishaps
- Medication Prescribing as a Key Area for Safety Improvement in Ambulatory Care
- Providing Safe and High-Quality Care for Obese Patients
- Rise of the Machines: Robotic Surgery, Patient Safety, and Liability
- Risk Factors That Contribute to Diagnostic Errors
- Risks Associated With Cosmetic Medical Procedures
- Scope of Practice for Advanced Practice Providers
Publications, Materials, and Education

- Seven Strategies for Preventing Drug Diversion in Healthcare Organizations
- Social Media in Healthcare: A Slippery Slope
- Supervision of Advanced Practice Providers
- Surgical Fires: Prevention and Safety
- The Benefits of a Personal Electronic Device Policy in Healthcare Practices
- Transferring Patient Health Records When Selling or Closing a Healthcare Practice
- Unexpected Record Damage: Protecting Health Records From Water Hazards
- Weathering the Storm: Electronic Health Records and Disaster Recovery

Senior Care

- Developing a Violence Prevention Program for Senior Care Facilities
- Social Media in Senior Care: Friend, Foe, or Frenemy?
- State Survey Deficiencies and Claim Allegations in Assisted Living Facilities
- The Human Factor: Person-Centered Strategies for Senior Care Residents Who Have Dementia

Checklists

Risk Solutions’ 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:

- Assessing Environmental Factors to Reduce Violence in Hospitals
- Assessing Pharmacy Compounding Services
- Disclosure of Unanticipated Outcomes
- Documentation Essentials
- Due Diligence of Business Associates
- Educating Staff on Infection Prevention and Control
- Effective Communication Between Doctors and Advanced Practice Providers
- Electronic Documentation
- Emergency Preparedness in Senior Care
- Environmental Cleaning in Ambulatory Care Settings
- Environmental Emergency Preparedness for Healthcare Practices
• Event Reporting and Root Cause Analysis
• Fall Prevention in Senior Care
• Fire Response in Hospitals
• Fire Response in Hospitals: Infrastructure Aspects
• Fire Response in Senior Care Facilities
• Fire Response in Senior Care Facilities: Infrastructure Aspects
• Hand Hygiene and Respiratory Hygiene in Ambulatory Care Settings
• Identifying Sepsis in Senior Care Facilities
• Improving Patient Identification and Matching in Electronic Health Records
• Infection Prevention & Control in Senior Care
• Informed Consent
• Managing Social Media Risks in Healthcare
• Medication Inventory Management for Healthcare Practices
• Medication Inventory Management for Hospitals and Healthcare Facilities
• Obstructive Sleep Apnea Screening
• Pain Management
• Preventing Elopement in Senior Care
• Preventing Pressure Injuries in Home Healthcare
• Preventing Pressure Injuries in Senior Care
• Preventing Retained Surgical Items
• Preventing Sepsis in Hospitals
• Preventing Wrong-Site Surgery
• Providing Trauma-Informed Care
• Reducing Environment-of Care Risks for Behavioral Health Patients
• Reducing Risks Associated With Patient Handoffs
• Risk Management Considerations in Orthopedic Practice
• Risk Management Considerations in Surgical Practice
• Safe Injection Practices
• Strategies to Support Patient Comprehension
• Supervision of Advanced Practice Providers
• Terminating a Provider–Patient Relationship
• Using an Electronic Health Record System to Support Quality Improvement

Claims Data Analyses
Claims data analyses are designed to provide insureds with detailed malpractice claims data to assist them in purposefully focusing their risk management and patient safety efforts. All data represent a snapshot of MedPro’s experience with malpractice claims, including an analysis of the risk factors that drive these claims. Risk Solutions offers claims data by specialty and claims data by topic.

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.

Frank Moya Continuing Education Programs
MedPro has collaborated with Frank Moya Continuing Education Programs to offer compelling, fully accredited, home study risk management courses for anesthesiologists and certified registered nurse anesthetists (CRNAs).

Frank Moya's premier programs are designed to provide busy anesthesiologists and CRNAs with courses in a handy home study format that can be completed at the provider's own pace. For more information or to enroll, contact the Risk Solutions group.

The Sullivan Group
MedPro has teamed up with The Sullivan Group (TSG) to offer compelling general and specialty-specific risk management programs. 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 medicine. For more information about TSG’s online courses, visit www.thesullivangroup.com/medpro/.
Risk Solutions On-Demand Programs

Risk Solutions offers a variety of on-demand educational programs on a range of risk management topics. Programs are geared toward both office- and hospital-based providers.

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<tr>
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<th>CDE</th>
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<td>Disclosure and Remediation: Managing Unanticipated Outcomes in Healthcare</td>
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<td>HIPAA Privacy and Security Essentials</td>
<td>March 2022</td>
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<td>Improving Obstetric Outcomes</td>
<td>April 2024</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Informed Consent: An Ethical and Legal Imperative</td>
<td>June 2024</td>
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<td>Keep Your Cool: Strategies for (Figuratively) Tackling the Problem of Angry Patients/Families</td>
<td>May 2022</td>
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<td>Nip It in the Bud: Strategies for Addressing Disruptive Behavior in Healthcare</td>
<td>August 2024</td>
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<tr>
<td>Pain Management in the Dental Setting: Risk Management Considerations for Opioid Prescribing</td>
<td>June 2023</td>
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<td>Preparing for Medical Emergencies in the Dental Practice</td>
<td>January 2022</td>
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<td>Sexual Misconduct: Strategies to Minimize Risks</td>
<td>May 2024</td>
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<td>Telemedicine: Evaluating Virtual Care From a Risk Management Perspective</td>
<td>November 2023</td>
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<tr>
<td>The Crucial Soft Skill in Healthcare: Why Effective Communication Is Paramount to Patient Safety and High-Quality Care</td>
<td>November 2022</td>
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</table>

Learn more about on-demand webinar options at [www.medpro.com/continuing-education](http://www.medpro.com/continuing-education).

**Guidelines**

Risk Solutions offers guidelines on various risk topics. Each guideline addresses a key risk area, providing an overview of the issue and risk strategies and recommendations. The following guidelines are available:

- Closing Your Healthcare Practice: Risk Management Considerations and Strategies
- Communicating Effectively With Patients to Improve Quality and Safety
- Credentialing and Privileging
- Disclosure of Unanticipated Outcomes
- Emergency Preparedness for Healthcare Practices
- Infection Prevention & Control in Ambulatory Care Settings
- Managing Nonadherent Patients
- Medical Equipment Management
- Health Records Release
- Patient Agreements in Clinical Practice
- Peer Review in Group Practices
- Record Retention
- Refunds & Waivers
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.

- **July 2021:** Dentist Misjudges Bone Height During Implant Placement, Resulting in Damage to the Inferior Alveolar Nerve; Malpractice Lawsuit Follows
- **May 2021:** Dentist Does Not Disclose Error Committed by Previously Treating Dentist; Both Are Sued for Malpractice
- **March 2021:** Poor Communication Between Providers and Deceptive Communication With Patient Leads to Malpractice Lawsuit
- **November 2020:** Treatment of Personal Friend Clouds Dentist’s Judgment, Resulting in Missed Diagnosis and Loss of Teeth
- **July 2020:** Complications Occur During Root Canal Therapy, Resulting in Malpractice Lawsuit Against Two Treating Dentists
- **March 2020:** Miscommunication Between Orthodontist and General Dentist Results in Unintended Extraction of Permanent Tooth
- **October 2019:** Treatment With Removable Orthodontic Appliances Produces Poor Outcome and Results in Dental Malpractice Lawsuit
- **March 2019:** Dentist Misdiagnoses Abscess, Resulting in Loss of Tooth and Malpractice Lawsuit
- **November 2018:** Dentist’s Inadequate Medication Instructions Lead to Poor Patient Decision-Making, Resulting in Severe Infection

Presentations

Risk Solutions offers educational presentations on various topics. All presentations are recorded and placed online, providing easy access to these staff-focused programs.

- **February 2019:** Documentation Essentials for Healthcare Staff
- **March 2018:** Managing Social Media Challenges in Healthcare
• **June 2017:** Simulation Implementation (Supplement — Simulation Training: Sample Scenarios)

• **May 2017:** Simulation Basics and Scenario Development (Supplement — Simulation Training: Sample Scenarios)

• **March 2017:** The Business Case for Simulation Training (Supplement — Simulation Training: Sample Scenarios)

### Reference Manual

Risk Solutions’ *Risk Management Manual for Healthcare Practices* provides valuable information about the basic framework of a risk management program, answers to frequently asked questions, and links for obtaining more information on numerous topics. Healthcare providers and their staff members can use this manual to identify the risk management elements that are essential to developing and maintaining their own customized risk management programs.

### Risk Management Review

This publication presents real case studies of claims associated with various specialties and practice settings. *Risk Management Review* is published quarterly in electronic format.

• **August 2021:** Postoperative Patient Not Adequately Treated, Leading to Death; Malpractice Lawsuit Follows

• **May 2021:** Failure to Recognize Rare Condition Results in Death of Pregnant Mother and Child; Malpractice Lawsuit Follows

• **February 2021:** Patient Suffers Neuromuscular Deficits Following Spinal Injections; Poor Coordination of Care Results in Paralysis and Malpractice Lawsuit

• **November 2020:** Poor Continuity of Care and Inadequate Documentation Combine With a Rare Condition to Produce a Suboptimal Outcome

• **August 2020:** Suboptimal Care in Vulnerable Patient Results in Poor Outcome and Large Malpractice Payment

• **May 2020:** Documentation Errors Lead to Missed Diagnosis and Suboptimal Outcome

• **February 2020:** Patient Dies From Cancer After Refusing Treatment Recommendations; Malpractice Lawsuit Follows
• **November 2019**: Failure to Rescue Decompensating Patient Due to Nonresponsive On-Call Physician Has Tragic Consequences

• **August 2019**: Patient Does Not Receive Timely Treatment Following Critical Injury, Resulting in Permanent Impairment

• **May 2019**: Patient Fails to Follow Physician’s Repeated Recommendations, Resulting in Fatal Myocardial Infarction

• **February 2019**: Obstetrician and Radiologist Miscommunicate, Resulting in Catastrophic Outcome

• **November 2018**: Inadequate Supervision of Patient With Chronic Pain Ends With Patient Death

**Risk Q&A**

*Risk Q&A* is a succinct and concise publication that offers insureds an at-a-glance reference for common risk questions, as well as resources and strategies to support additional learning and targeted solutions. The following *Risk Q&A* publications are available:

• Addressing Safety Concerns With Late-Career Practitioners
• Addressing Sexual Harassment From Patients or Third Parties
• Addressing Staff Burnout in Senior Care Facilities
• Aging Out of Pediatric Dentistry
• Audio/Video Recording in Healthcare Practices
• Burnout, Medical Errors, and Malpractice Liability
• Concealed Carry of Weapons in Healthcare Facilities
• Documenting Care for Transgender Patients
• Duty To Warn
• Handoffs and Signouts
• High-Alert Medication Monitoring
• Hospitalist Communication
• Improving Maternal Health to Lessen Potential Risk
• Incidental Radiology Findings
• Information Blocking and the 21st Century Cures Act
- Interpreters & Auxiliary Aids
- Loss and Theft in Senior Care Facilities
- Managing Stress After an Adverse Patient Outcome
- Marijuana Use in Senior Care Facilities
- Opioid Use in Older Adults
- Payment Issues in Healthcare Practices
- Performing New Procedures and Adopting New Technologies
- Precision Medicine
- Preventing Elder Abuse in Senior Care
- Robotic Surgery
- Safe Driving With Medical Conditions
- Scope of Practice for Advanced Practice Providers
- Scope of Practice for Medical Assistants
- Scope of Practice for Midwives
- Surveillance Cameras in Senior Care Facilities
- Telehealth/Telemedicine
- Transition Orders in the Emergency Department

### Risk Resources

Risk Solutions compiles resource lists on various safety- and risk-focused topics. Each list highlights a number of expert and evidence-based sources that readers can use to increase awareness, identify potential areas of risk, and/or determine mitigation strategies. Currently, resource lists on the following topics are available:

- Advanced Practice Providers
- Anesthesia & Surgery
- Bed Safety & Entrapment in Senior Care
- Behavioral Health
- Behavioral Health in Senior Care
- Burnout in Healthcare
• Culture of Safety
• Cybersecurity
• Disclosure of Unanticipated Outcomes
• Disruptive Behavior
• Elder Abuse
• Electronic Health Records
• Emergency Preparedness and Response
• Ergonomics and Safe Patient Handling
• Falls and Fall Risk in Senior Care
• Handoffs and Care Transitions
• Health Equity and Social Determinants of Health
• Health Literacy and Cultural Competence
• Healthcare-Associated Infections
• Healthcare Compliance
• HIPAA
• Human Trafficking and Trauma-Informed Care
• Infection Prevention & Control in Ambulatory Care Settings
• Infection Prevention & Control in Dentistry
• Informed Consent
• LGBT-Inclusive Care
• Managing Pressure Injuries in Older Patients and Senior Care Residents
• Maternal Morbidity and Mortality
• Obstetrics and Gynecology
• Opioid Prescribing & Pain Management
• Patient Engagement
• Sepsis
• Telehealth/Telemedicine
• Violence Prevention in the Emergency Department
• Wrong-Site Procedures
Risk Tips

Risk Solutions recognizes that healthcare providers are increasingly pressed for time and need concise risk management information. *Risk Tips* meets this demand by distilling complex information into key patient safety and risk strategies on various topics.

- Accommodating Bariatric Residents in Senior Care Facilities
- Addressing Disruptive Behavior Among Healthcare Professionals
- Addressing Parent Accountability With Pediatric Patients
- Addressing Risks Associated With Telehealth
- Antibiotic Stewardship in Ambulatory Care Settings
- Artificial Intelligence
- Billing & Coding Compliance
- Collaborating With Dental Staff to Improve Patient Safety, Adherence, and Satisfaction
- Collaborating With Healthcare Staff to Improve Patient Safety, Adherence, and Satisfaction
- Communicating Effectively With Patients Who Have Limited English Proficiency
- Ergonomics and Safe Patient Handling
- Hiring Qualified Staff for Home Healthcare
- Informed Consent in Anesthesia Care
- Management Oversight in Home Healthcare
- Managing Behavioral Health Issues in Primary Care
- Managing Negative Online Reviews From Patients
- Managing Nonadherent and Difficult Patients
- Managing Operating Room Noise and Distractions
- Mitigating Risks in Hospice Care
- Planning for and Optimizing the Use of Computerized Provider Order Entry
- Proactive Strategies for Managing Infectious Disease Outbreaks in Senior Care Facilities
- Reducing Diagnostic Errors in Emergency Medicine
- Reducing Procedural Performance Risks in Otolaryngology
Publications, Materials, and Education

- Using Personal Protective Equipment
- Using Physical Safeguards to Prevent Security Breaches
- Using Scribes to Document Clinical Care
- Using Technology-Based Safeguards to Prevent Security Breaches

For More Information

To learn more about MedPro risk management and patient safety offerings — or to ask specific questions about publications, tools, presentations, courses, or services — contact the Risk Solutions group at 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 information and materials! Visit our website and follow us on Twitter and LinkedIn.