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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Introduction
For years MedPro Group 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 Group 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 Group 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 Patient Safety & Risk Solutions (PS&RS) group has available. Please note that this document includes PS&RS’s 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 your patient safety and risk consultant.

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.
Publications, Materials, and Education

Articles

PS&RS 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
- Can Your Healthcare Practice Benefit From a Personal Electronic Device Policy?
- 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
- Filling the Gap: An Overview of the Role and Risks of Pharmacy Compounding
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
- How Staff Education Can Improve Quality and Enhance Patient Safety and Experience
- Informed Refusal: A Review
- Learning From Medication Mishaps
- Managing Medical Emergencies: A Three-Pronged Approach for Healthcare Practices
- Medical Clearance: What Dentists Should Know
- Medication Prescribing as a Key Area for Safety Improvement in Ambulatory Care
- Preparing Your Healthcare Practice for Environmental Emergencies
- 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
- 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
- Can Your Healthcare Practice Benefit From a Personal Electronic Device Policy?
- Clinical Judgment in Diagnostic Errors: Let’s Think About Thinking
- Communicating Effectively With Vaccine-Hesitant Parents
- 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
- Filling the Gap: An Overview of the Role and Risks of Pharmacy Compounding
- From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
- How Staff Education Can Improve Quality and Enhance Patient Safety and Experience
- Informed Refusal: A Review
- Learning From Medication Mishaps
- Managing Medical Emergencies: A Three-Pronged Approach for Healthcare Practices
- Medication Prescribing as a Key Area for Safety Improvement in Ambulatory Care
- Preparing Your Healthcare Practice for Environmental Emergencies
- 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
• 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
• Can Your Healthcare Practice Benefit From a Personal Electronic Device Policy?
• Clinical Judgment in Diagnostic Errors: Let’s Think About Thinking
• Collaborating With Advanced Practice Providers
• Communicating Effectively With Vaccine-Hesitant Parents
• 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
• Filling the Gap: An Overview of the Role and Risks of Pharmacy Compounding
• From Verbal Insults to Death: The Reality of Workplace Violence in Healthcare
• How Staff Education Can Improve Quality and Enhance Patient Safety and Experience
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• Supervision of Advanced Practice Providers
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• 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

Physicians/Surgeons
• Aligning Electronic Health Record Use With Quality Improvement Goals
• Avoiding Allegations of Negligent Referral in Medicine
• Can Your Healthcare Practice Benefit From a Personal Electronic Device Policy?
• Clinical Judgment in Diagnostic Errors: Let’s Think About Thinking
• Collaborating With Advanced Practice Providers
• Communicating Effectively With Vaccine-Hesitant Parents
• 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
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• Surgical Fires: Prevention and Safety
• 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?
• The Human Factor: Person-Centered Strategies for Senior Care Residents Who Have Dementia

Assessment Tools

MedPro Group policyholders can access two online tools to assist with risk assessments. For more assessment options, contact your patient safety and risk consultant.

• HIPAA Risk Assessment (log on at www.medpro.com)
• Office Risk Assessment (log on at www.medpro.com)
Checklists

PS&RS’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:

- 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
- Fall Prevention in Senior Care
- Hand Hygiene and Respiratory Hygiene in Ambulatory Care Settings
- 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 Senior Care
- Preventing Retained Surgical Items
• Preventing Sepsis in Hospitals
• Reducing Environment-of Care Risks for Behavioral Health Patients
• Reducing Risks Associated With Patient Handoffs
• Risk Management Considerations in Orthopaedic Practice
• Risk Management Considerations in Surgical Practice
• Strategies to Support Patient Comprehension
• Supervision of Advanced Practice Providers
• Terminating a Provider-Patient Relationship

Claims Data Analyses
PS&RS’s 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 Group’s experience with malpractice claims, including an analysis of the risk factors that drive these claims. PS&RS offers claims data by specialty and claims data by topic.

For claims information on other specialties or areas of risk, please contact your senior patient safety and risk consultant.

Continuing Education Courses
MedPro Group 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.

Frank Moya Continuing Education Programs
MedPro Group 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. For more information or to enroll, contract your MedPro Group patient safety and risk consultant.

*Medical Risk Management, Inc.*

MedPro Group collaborates 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.


*The Sullivan Group*

MedPro Group 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/.

**PS&RS On-Demand Programs**

PS&RS 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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<th>Available Through</th>
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<td>Keep Your Cool: Strategies for (Figuratively) Tackling the Problem of Angry Patients/Families</td>
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<td>Pain Management in the Dental Setting: Risk Management Considerations for Opioid Prescribing</td>
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<td>Preparing for Medical Emergencies in the Dental Practice</td>
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<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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<td>The Impact of Disruptive Behavior: Strategies to Minimize Risk</td>
<td>May 2021</td>
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<td>The Opioid Epidemic: Implications to Managing Care</td>
<td>March 2021</td>
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<td>“You Never Told Me!” Why Thorough Informed Consent Is Paramount in Patient Care</td>
<td>November 2020</td>
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Learn more about on-demand webinar options at [www.medpro.com/continuing-education](http://www.medpro.com/continuing-education).
Guidelines

PS&RS 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 and Control in Outpatient and 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
- Risk Management Strategies for Informed Consent
- Terminating a Provider-Patient Relationship
- Using an EHR System as a Quality Improvement Tool in Your Healthcare Practice

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 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

• **June 2018:** Patient Noncompliance and Dentist’s Inexperience Produce Suboptimal Outcome and Lawsuit

• **March 2018:** Lingual Nerve Injury of Uncertain Etiology Leads to Malpractice Suit Against General Dentist

• **December 2017:** Patient Injuries Resulting from Swallowed or Aspirated Foreign Material

• **October 2017:** Standard of Care Met But Inadequate Office Practices Lead to Malpractice Suit

**Presentations**

PS&RS 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 Manuals

PS&RS’s reference manuals provide valuable and comprehensive risk management guidance and resources. The following manuals are available to insureds:

- Bridging the Gap: Practical Risk Management Guidance and Strategies for the Dental Practice
- Bridging the Gap: Practical Risk Management Guidance and Strategies for the Medical Practice

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.

- **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
- **August 2018**: Physician Fails to Adequately Work Up Atypical Patient, Resulting in Death From Myocardial Infarction
- **May 2018**: Patient’s Chronic Pain Is Improperly Managed, Resulting in Overdose Death
• **February 2018:** Young Patient Suffers Cardiac Arrest and Brain Damage After Delayed Referral to Specialist

**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
- 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
- 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
• 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

PS&RS 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
• Falls and Fall Risk in Senior Care
• Handoffs and Care Transitions
• Health Literacy and Cultural Competence
• Healthcare-Associated Infections
• Healthcare Compliance
• HIPAA
• 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

**Risk Tips**

PS&RS 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
• 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
- Informed Consent in Anesthesia Care
- Managing Negative Online Reviews From Patients
- Managing Nonadherent and Difficult Patients
- Managing Operating Room Noise and Distractions
- 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
- 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 Group’s patient safety and risk management offerings — or to ask specific questions about publications, tools, presentations, courses, or services — contact your dedicated patient safety and risk consultant 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 risk management information and materials! Visit our website and follow us on Twitter and LinkedIn.