



**Publications**

**Materials**

**Education**

**PATIENT SAFETY & RISK SOLUTIONS**



Fall 2017

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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.<sup>1</sup>

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 Patient Safety & Risk Solutions (PS&RS) has available to MedPro insureds. 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](http://www.medpro.com) or through a request to your patient safety and risk consultant.

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<sup>1</sup> 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

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 Performance Improvement Goals](#)
- [An Introduction to Mediation: What Physicians and Dentists Need to Know](#)
- [Avoiding Allegations of Negligent Referral in Dentistry](#)
- [Can Your Office Benefit From a Portable Device Policy?](#)
- [Clinical Judgment: Let's Think About Thinking](#)
- [Collaborating With Dental Staff to Improve Patient Safety, Adherence, and Satisfaction](#)
- [Communication as a Contributing Risk Factor in Diagnostic Errors](#)
- [Credentialing and Privileging Advanced Practice Providers](#)
- [Diagnostic Errors: A Persistent Risk](#)
- [Effective Collaboration Between Doctors and Advanced Practice Providers: Strategies for Physicians and Dentists](#)
- [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](#)
- [Informed Refusal: A Review](#)
- [Keeping a Finger on the Pulse of Social Media in Healthcare: Understanding Evolving Roles and Risks](#)
- [Lax Infection Control Increases Liability Risks](#)
- [Learning From Medication Errors](#)
- [Lurking Beneath the Surface: Bias in Pain Management](#)
- [Managing Medical Emergencies in the Office Practice Setting: A Three-Pronged Approach](#)
- [Patient Safety and Liability Concerns in the Era of Electronic Records](#)
- [Prescribing as a Key Area for Safety Improvement](#)
- [Rise of the Machines: Robotic Surgery, Patient Safety, and Liability](#)

- Risk Management Considerations for Contracting With a Dental Service Organization
- Risks Associated With Cosmetic Dental Procedures
- Scope of Practice for Advanced Practice Providers
- Staff Education as a Wise Investment
- Strategic Planning: The At-Risk Pediatric Patient
- Supervision and Oversight of Advanced Practice Providers
- Transfer of Patient Records When Selling or Closing a Healthcare Practice
- Twelve Strategies for Improving Communication and Patient Care in the Dental Practice
- Unexpected Record Damage: Protecting Your Records From Water Hazards
- Various Risk Factors That Contribute to Diagnostic Errors
- Virtual Risk: An Overview of Telehealth From a Risk Management Perspective
- Weathering the Storm: Electronic Health Records and Disaster Recovery
- When Disaster Strikes, Strike Back: Preparing for and Managing Environmental Emergencies
- When Should the Pediatric Patient “Graduate” to Another Provider?
- Who Is Answering the Phone? Why Telephone Policies Are Important

## Healthcare Professionals

- A Prescription for Manners
- Aligning Electronic Health Record Use With Performance Improvement Goals
- Avoiding Allegations of Negligent Referral in Medicine
- Avoiding Social Networking Pitfalls
- Can Your Office Benefit From a Portable Device Policy?
- Collaborating With Medical Staff to Improve Patient Safety, Adherence, and Satisfaction
- Disruptive Behavior: An Overview and Risk Management Strategies
- EHR Liability and Risk Management Strategies
- 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 to Encourage Parent Accountability With Pediatric Patients
- Informed Refusal: A Review
- Is Courteous Communication Part of Your Practice's Quality Initiatives?
- Keeping a Finger on the Pulse of Social Media in Healthcare: Understanding Evolving Roles and Risks
- Learning From Medication Errors
- Lurking Beneath the Surface: Bias in Pain Management
- Managing Medical Emergencies in the Office Practice Setting: A Three-Pronged Approach
- Patient Safety and Liability Concerns in the Era of Electronic Records
- Prescribing as a Key Area for Safety Improvement
- Preventing Drug Diversion in Healthcare Organizations: Seven Key Strategies
- Risks Associated With Cosmetic Procedures
- Staff Education as a Wise Investment
- Surgical Fires: Prevention and Safety
- Transfer of Patient Records When Selling or Closing a Healthcare Practice
- Unexpected Record Damage: Protecting Your Records From Water Hazards
- Virtual Risk: An Overview of Telehealth From a Risk Management Perspective
- Weathering the Storm: Electronic Health Records and Disaster Recovery
- When Apology Is Appropriate - And When It's Not
- When Disaster Strikes, Strike Back: Preparing for and Managing Environmental Emergencies

## Hospitals/Healthcare Facilities

- Aligning Electronic Health Record Use With Performance Improvement Goals
- An Introduction to Mediation: What Physicians and Dentists Need to Know
- Avoiding Allegations of Negligent Referral in Medicine
- Avoiding Social Networking Pitfalls

- Can Your Office Benefit From a Portable Device Policy?
- Clinical Judgment: Let's Think About Thinking
- Collaborating With Medical Staff to Improve Patient Safety, Adherence, and Satisfaction
- Communication as a Contributing Factor in Diagnostic Errors
- Credentialing and Privileging Advanced Practice Providers
- Diagnostic Errors: A Persistent Risk
- Disruptive Behavior: An Overview and Risk Management Strategies
- Effective Collaboration Between Doctors and Advanced Practice Providers: Strategies for Physicians and Dentists
- EHR Liability and Risk Management Strategies
- 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 to Encourage Parent Accountability With Pediatric Patients
- Informed Refusal: A Review
- Is Courteous Communication Part of Your Practice's Quality Initiatives?
- Keeping a Finger on the Pulse of Social Media in Healthcare: Understanding Evolving Roles and Risks
- Learning From Medication Errors
- Lurking Beneath the Surface: Bias in Pain Management
- Managing Medical Emergencies in the Office Practice Setting: A Three-Pronged Approach
- Patient Safety and Liability Concerns in the Era of Electronic Records
- Prescribing as a Key Area for Safety Improvement
- Preventing Drug Diversion in Healthcare Organizations: Seven Key Strategies
- Rise of the Machines: Robotic Surgery, Patient Safety, and Liability
- Risks Associated With Cosmetic Procedures
- Scope of Practice for Advanced Practice Providers
- Staff Education as a Wise Investment



- Supervision and Oversight of Advanced Practice Providers
- Surgical Fires: Prevention and Safety
- Transfer of Patient Records When Selling or Closing a Healthcare Practice
- Unexpected Record Damage: Protecting Your Records From Water Hazards
- Various Risk Factors That Contribute to Diagnostic Errors
- Virtual Risk: An Overview of Telehealth From a Risk Management Perspective
- Weathering the Storm: Electronic Health Records and Disaster Recovery
- When Apology Is Appropriate – And When It's Not
- When Disaster Strikes, Strike Back: Preparing for and Managing Environmental Emergencies
- Who's Answering the Phone? Why Telephone Policies are Important

### Physicians/Surgeons

- Aligning Electronic Health Record Use With Performance Improvement Goals
- An Introduction to Mediation: What Physicians and Dentists Need to Know
- Avoiding Allegations of Negligent Referral in Medicine
- Avoiding Social Networking Pitfalls
- Can Your Office Benefit From a Portable Device Policy?
- Clinical Judgment: Let's Think About Thinking
- Collaborating With Medical Staff to Improve Patient Safety, Adherence, and Satisfaction
- Communication as a Contributing Factor in Diagnostic Errors
- Credentialing and Privileging Advanced Practice Providers
- Diagnostic Errors: A Persistent Risk
- Disruptive Behavior: An Overview and Risk Management Strategies
- Effective Collaboration Between Doctors and Advanced Practice Providers: Strategies for Physicians and Dentists
- EHR Liability and Risk Management Strategies
- 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 to Encourage Parent Accountability With Pediatric Patients
- Informed Refusal: A Review
- Is Courteous Communication Part of Your Practice's Quality Initiatives?
- Keeping a Finger on the Pulse of Social Media in Healthcare: Understanding Evolving Roles and Risks
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## Senior Care

- Social Media in Senior Care: Friend, Foe, or Frenemy?
- Preventing Violence in Senior Care Facilities: Institute a Violence Prevention Program

## Assessment Tools

MedPro Group policyholders can access several online tools to assist with risk assessments.

For more options, contact your patient safety and risk consultant.

- HIPAA Risk Assessment (log on at [www.medpro.com](http://www.medpro.com))
- Office Risk Assessment (log on at [www.medpro.com](http://www.medpro.com))
- Patient Safety & Risk Solutions Quick Quiz (visit [www.medpro.com/quick-quiz](http://www.medpro.com/quick-quiz))

## 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:

- Assessment of Pharmacy Compounding Services
- Disclosure of Unanticipated Events
- Documentation Essentials
- Effective Communication Between Doctors and Advanced Practice Providers
- Electronic Documentation
- Environmental Emergency Planning and Preparation
- Fall Prevention in Senior Care
- Infection Prevention & Control in Senior Care
- Informed Consent
- Management of Social Media Risks
- Medication Inventory Management for Healthcare Practices
- Medication Inventory Management for Hospitals & Healthcare Facilities
- Obstructive Sleep Apnea Screening
- Pain Management

- Patient Handoffs
- Pressure Injury/Ulcer Prevention in Senior Care
- 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. Claims data analyses for the following specialties are available:

- Anesthesiology
- Dentistry
- Emergency Medicine
- Family Medicine
- General Surgery
- Orthopaedics
- Otolaryngology (ENT)

## 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, contact 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.

More information about MedRisk's online and self-study courses is available online. Medical Protective insureds should visit: <https://medpro.medrisk.com>. Princeton insureds and MedPro RRG insureds in New York should visit: <https://medproprinceton.medrisk.com>.

### *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/](http://www.thesullivangroup.com/medpro/).

## PS&RS On-Demand Webinars

PS&RS offers a variety of on-demand educational webinars on a range of risk management topics. Webinars are geared toward both office- and hospital-based providers.

	CME	CDE	Risk Ed Credit
A Risk Management Review: Infection Prevention and Control in Dental Practices		✓	✓
Anesthesiology: Claims Trends, Risk Issues, and Prevention Strategies	✓		✓
Dentistry by the Numbers: Claims Data Analysis & Risk-Reduction Solutions		✓	✓
Diagnostic Errors: A Real Threat to Patient Safety	✓		✓
Fraud, Abuse, & Waste, Oh My! Developing an Effective Compliance Plan	✓	✓	✓
Meeting the Challenge: Managing Difficult and Noncompliant Patients	✓	✓	✓
Plastic Surgery: Claims Trends, Risk Issues, and Prevention Strategies	✓		✓
Reducing Risks Through Effective Communication: AHRQ's TeamSTEPPS®			✓
Technology Tightrope: Balancing Digital Advances With Patient Safety and Risk Concerns	✓	✓	✓
The "I'm Sorry" Dilemma: Disclosing & Remediating Unanticipated Outcomes in Healthcare	✓	✓	✓
The Impact of Disruptive Behavior on Patient Care and Practice, and Strategies to Mitigate Risks	✓		✓

To learn more about on-demand webinar options, visit [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
- Developing an Effective Compliance Plan: A Guide for Healthcare Practices
- 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: Purchase, Use, Maintenance, Repair, and Other Risk Considerations
- Medical Records Release
- Peer Review in Group Practices
- Record Retention
- Refunds and Waivers
- Risk Management Strategies for Informed Consent
- Terminating a Provider-Patient Relationship
- Using an Electronic Health Record System as a Quality Improvement Tool
- Using Behavior Contracts to Improve Patient Adherence and Address Behavioral Issues

## 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.

- **October 2017:** Standard of Care Met But Inadequate Office Practices Lead to Malpractice Suit
- **July 2017:** Dentist Misjudges Patient's Tongue Lesion, Resulting in Missed Oral Cancer Diagnosis
- **March 2017:** Dentist Relies on Assistant's Assessment and Improper Treatment Results
- **December 2016:** Improper Preparation of Handpiece Results in Separation of Drill and Injury to Patient
- **September 2016:** Inadequate Supervision of Mobile Dental Clinic Results in Professional Liability Exposure
- **May 2016:** Dentist's Underestimation of Adverse Event Complications Leads to Malpractice Suit
- **February 2016:** Failure to Follow Practice Protocols Results in Patient Injuries and Malpractice Suit
- **December 2015:** How Misdiagnoses Can Result in Inappropriate Treatment

## Presentations

PS&RS offers educational presentations on various topics. All presentations are recorded and placed online, allowing you easy access to these staff-focused programs at your convenience.

- **June 2017:** Simulation Implementation
  - (Supplement – Simulation Training: Sample Scenarios)
- **May 2017:** Simulation Basics and Scenario Development
  - (Supplement – Simulation Training: Sample Scenarios)
- **April 2017:** Managing Resident Complaints in Senior Care



- **March 2017:** The Business Case for Simulation Training
  - (Supplement – Simulation Training: Sample Scenarios)
- **November 2016:** Reducing the Risk of Resident Falls in Senior Care
- **July 2016:** Pediatric Code Simulation
  - (Supplement – Simulation Training: Sample Scenarios)
- **May 2016:** Health Literacy and the Impact on Patient Care
- **May 2016:** Hospitalist Liability
- **January 2016:** HIPAA Basic Privacy Training
- **January 2016:** HIPAA Update – Focus on Breach Prevention
- **January 2016:** Responding to Legal Requests and Demands for Protected Health Information

## 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

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 2017:** Physician's Inadequate Assessment of Patient Leads to Missed Diagnosis of Ovarian Cancer
- **May 2017:** Misdiagnosis of Brain Abscess Leads to Tragic Patient Outcome
- **February 2017:** Failure to Closely Monitor Patient's Condition Leads to Death From Septicemia

- **November 2016:** Miscommunication and Poor Documentation Lead to Suboptimal Outcome for Cardiac Patient
- **August 2016:** Surgeon Is Assisted by Nonemployee Scrub Nurse and Equipment Failure Occurs – Who Is Responsible?
- **May 2016:** Failure of Patient Tracking Leads to Missed Diagnosis and Patient Death
- **February 2016:** Insufficient Medical History Contributes to Delayed Diagnosis and Catastrophic Outcome
- **December 2015:** Failure to Follow Up on Abnormal Radiological Findings Results in Missed Cancer Diagnosis
- **August 2015:** Inadequate Medical Clearance Results in Devastating Outcome for Patient
- **May 2015:** Deficiencies in Documentation Make Malpractice Allegations Indefensible
- **February 2015:** Poor Communication Leads to Delay in Identifying Critical Finding and Death of Patient
- **December 2014:** Incorrect Gynecological Procedure Results in Loss of Fertility

## 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:

- Bridge Orders/Transition Orders in the Emergency Department
- Concealed Carry of Weapons in Healthcare Facilities
- Coping With Stress
- Duty to Warn
- High-Alert Medication Monitoring
- Hospitalist Communication
- Incidental Radiology Findings
- Interpreters & Auxiliary Aids
- Loss and Theft in Senior Care Facilities

- Patient Handoffs
- Payment Issues
- Robotic Surgery
- Safe Driving
- Surveillance Cameras in Senior Care Facilities
- Telehealth/Telemedicine

## 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
- Culture of Safety
- Cybersecurity
- Disclosure of Unanticipated Outcomes
- Disruptive Behavior
- Electronic Health Records
- Environmental Emergency Preparedness
- Falls and Fall Risk in Senior Care
- Handoffs & Care Transitions
- Healthcare-Associated Infections
- Healthcare Compliance
- HIPAA
- Infection Prevention & Control in Dentistry
- Opioid Prescribing & Pain Management

- Patient Engagement
- Physician/Provider Burnout
- Pressure Injuries/Ulcers in Senior Care
- Telehealth/Telemedicine
- Violence Prevention in the Emergency Department

## Risk Tips

Patient Safety & 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.

- Addressing Disruptive Behavior Among Healthcare Professionals
- Managing Negative Online Reviews From Patients
- Managing Noncompliant and Difficult Patients
- Preventing Security Breaches & Protecting Patient Information
- Reducing Diagnostic Errors in Emergency Medicine
- Reducing Surgical Treatment Risks in Otolaryngology

## 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.

MedPro Group's patient safety and risk 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.

## 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 us at [www.medpro.com/dynamic-risk-tools](http://www.medpro.com/dynamic-risk-tools) and follow us on Twitter @MedProProtector.





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