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](http://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.


**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
- Collaborating With Dental Staff to Improve Patient Safety, Adherence, and Satisfaction
- 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
- Informed Refusal: A Review
- Learning From Medication Mishaps
- Lurking Beneath the Surface: Bias in Pain Management
- 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
- 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
• Staff Education as a Wise Investment
• Strategic Planning: The At-Risk Pediatric Patient
• Supervision of Advanced Practice Providers
• Transfer of Patient 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
• When Should the Pediatric Patient “Graduate” to Another Provider?

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
• Collaborating With Medical Staff to Improve Patient Safety, Adherence, and Satisfaction
• 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 to Encourage Parent Accountability With Pediatric Patients
• Informed Refusal: A Review
• Learning From Medication Mishaps
• Lurking Beneath the Surface: Bias in Pain Management
• 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
• Preventing Drug Diversion in Healthcare Organizations: Seven Key Strategies
• Providing Safe, 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
• Social Media in Healthcare: A Slippery Slope
• 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 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
• Collaborating With Medical Staff to Improve Patient Safety, Adherence, and Satisfaction
• 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
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• Surgical Fires: Prevention and Safety
• Transfer of Patient 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
• Collaborating With Medical Staff to Improve Patient Safety, Adherence, and Satisfaction
• 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
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• Medication Prescribing as a Key Area for Safety Improvement in Ambulatory Care
• Preparing Your Healthcare Practice for Environmental Emergencies
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• Providing Safe, High-Quality Care for Obese Patients
• Rise of the Machines: Robotic Surgery, Patient Safety, and Liability
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• Staff Education as a Wise Investment
• Supervision of Advanced Practice Providers
• Surgical Fires: Prevention and Safety
• Transfer of Patient Records When Selling or Closing a Healthcare Practice
Publications, Materials, and Education

- Unexpected Record Damage: Protecting Health Records From Water Hazards
- Weathering the Storm: Electronic Health Records and Disaster Recovery

Senior Care
- Social Media in Senior Care: Friend, Foe, or Frenemy?
- Preventing Violence in Senior Care Facilities: Institute a Violence Prevention Program
- 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
- Effective Communication Between Doctors and Advanced Practice Providers
- Electronic Documentation
- Emergency Preparedness in Senior Care
- Environmental Emergency Preparedness for Healthcare Practices
- Fall Prevention in Senior Care
- 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
• Patient Handoffs
• Preventing Elopement in Senior Care
• Preventing Pressure Injuries in Senior Care
• Reducing Environment-of-Care Risks for Behavioral Health Patients
• 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 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.

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<thead>
<tr>
<th>Available Through</th>
<th>CME</th>
<th>CDE</th>
<th>Risk Ed Credit</th>
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<tbody>
<tr>
<td>Diagnostic Errors: Lessons Learned</td>
<td>February 2022</td>
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<td>Electronic Health Records: Pitfalls &amp; Possibilities in the Digital Age</td>
<td>November 2021</td>
<td>✔</td>
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<tr>
<td>HIPAA Privacy and Security Essentials</td>
<td>March 2022</td>
<td>✔</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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<tr>
<td>Preparing for Medical Emergencies in the Dental Practice</td>
<td>January 2022</td>
<td>✔</td>
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<tr>
<td>The “I’m Sorry” Dilemma: Disclosing &amp; Remediating Unanticipated Outcomes in Healthcare</td>
<td>March 2020</td>
<td>✔</td>
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<td>The Impact of Disruptive Behavior: Strategies to Minimize Risk</td>
<td>May 2021</td>
<td>✔</td>
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<tr>
<td>The Opioid Epidemic: Implications to Managing Care</td>
<td>March 2021</td>
<td>✔</td>
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<tr>
<td>“You Never Told Me!” Why Thorough Informed Consent Is Paramount in Patient Care</td>
<td>November 2020</td>
<td>✔</td>
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Learn more about on-demand webinar options at 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.

- 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

• **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

**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)

• **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)
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.

- **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
- **November 2017**: Physician Fails to Pursue Abnormal Finding and to Diagnose Cancer
- **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
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 Sexual Harassment From Patients or Third Parties
- Audio/Video Recording in Healthcare Practices
- Concealed Carry of Weapons in Healthcare Facilities
- Coping With Stress After an Adverse Patient Outcome
- Duty To Warn
- Handoffs and Signouts
- High-Alert Medication Monitoring
- Hospitalist Communication
- Incidental Radiology Findings
- Interpreters & Auxiliary Aids
- Loss and Theft in Senior Care Facilities
- Marijuana Use in Senior Care Facilities
- Opioid Use in Older Adults
- Payment Issues
- Preventing Elder Abuse in Senior Care
- Robotic Surgery
- Safe Driving
- Scope of Practice for Advanced Practice Providers
- Scope of Practice for Medical Assistants
- 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
- Electronic Health Records
- Emergency Preparedness and Response
- Falls and Fall Risk in Senior Care
- Handoffs and Care Transitions
- Healthcare-Associated Infections
- Healthcare Compliance
- HIPAA
- Infection Prevention & Control in Dentistry
- Informed Consent
- LGBT-Inclusive Care
- Obstetrics & Gynecology
- Opioid Prescribing & Pain Management
• Patient Engagement
• Pressure Injuries/Ulcers in Senior Care
• 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 Risks Associated With Telehealth
• Artificial Intelligence
• Billing and Coding Compliance
• 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 Distractions
• Reducing Diagnostic Errors in Emergency Medicine
• Reducing Surgical Treatment Risks in Otolaryngology
• 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 us at www.medpro.com/dynamic-risk-tools and follow us on Twitter @MedProProtector.