

# Family Medicine

## Claims Data Snapshot

2024



# Introduction

**This publication begins with insight into frequency and financial severity profiles by specialty. Then follows an analysis of aggregated data from clinically coded cases opened between 2013-2022 in which Family Medicine is identified as the primary responsible service.**

## **Keep in mind...**

A clinically coded malpractice case can have more than one responsible service, but the “primary responsible service” is the specialty that is deemed to be most responsible for the resulting patient outcome.

Our data system, and analysis, rolls all claims/suits related to an individual patient event into one case for coding purposes. Therefore, a case may be made up of one or more individual claims/suits and multiple defendant types such as hospital, physician, and other healthcare professionals.

Cases that involve attorney representations at depositions, State Board actions, and general liability cases are not included.

This analysis is designed to provide insured doctors, healthcare professionals, hospitals, health systems, and associated risk management staff with detailed case data to assist them in purposefully focusing their risk management and patient safety efforts.

# Specialty benchmarking

INTRODUCTION | KEY POINTS | GENERAL DATA ANALYSIS | CONTRIBUTING FACTORS | FOCUSED DATA ANALYSIS | RISK MITIGATION

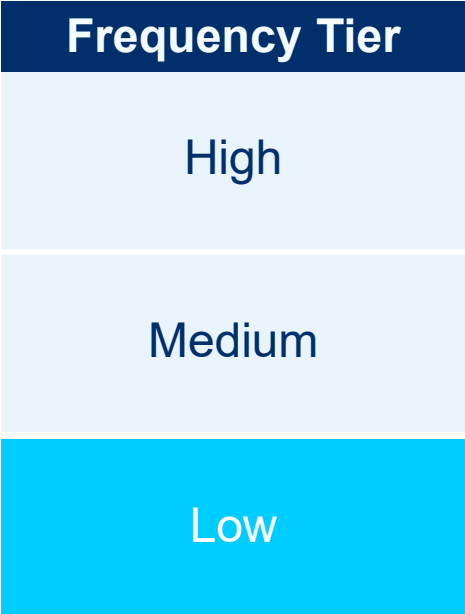
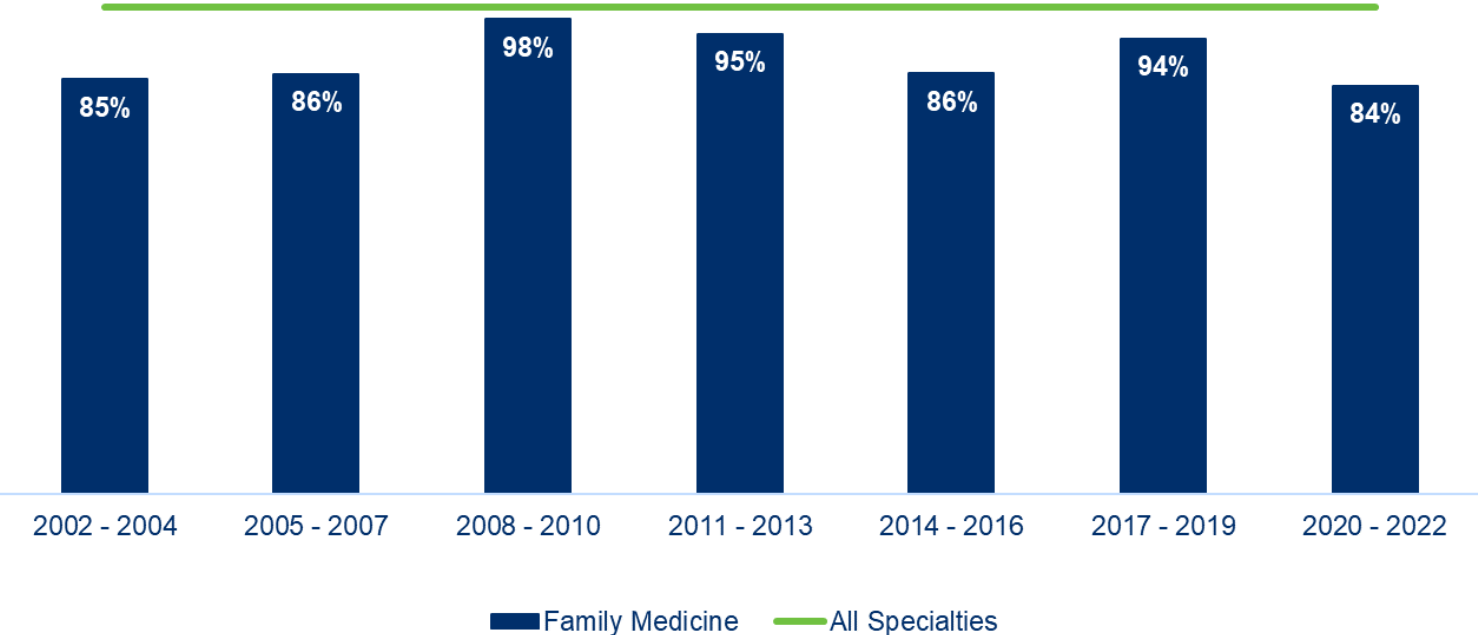
Specialties have different frequency and financial severity profiles which combine to produce differing risk levels.

<b>Severity Tier</b>	<b>High</b>	Hematology/Oncology, Pathology, Pediatrics	Anesthesiology, Neurology	Emergency Medicine, Neurosurgery, OB/GYN
	<b>Medium</b>	Family Medicine, Nephrology, Physiatry, Urgent Care	Cardiology, ENT, Gastroenterology, Internal Medicine	Cardiovascular Surgery, General Surgery, Orthopedic Surgery, Radiology, Urology
	<b>Low</b>	Allergy, Dermatology, Occupational Medicine, Psychiatry, Rheumatology	Ophthalmology, Plastic Surgery, Pulmonology	Hospitalists
		<b>Low</b>	<b>Medium</b>	<b>High</b>
		<b>Frequency Tier</b>		

# Specialty trends – Family Medicine

Family Medicine has an average financial severity per case and a lower claim frequency compared to all specialties.

Average Severity - Family Medicine Relative to All Specialties



Source: MedPro Group Physician & Surgeon Claim Experience & Analysis

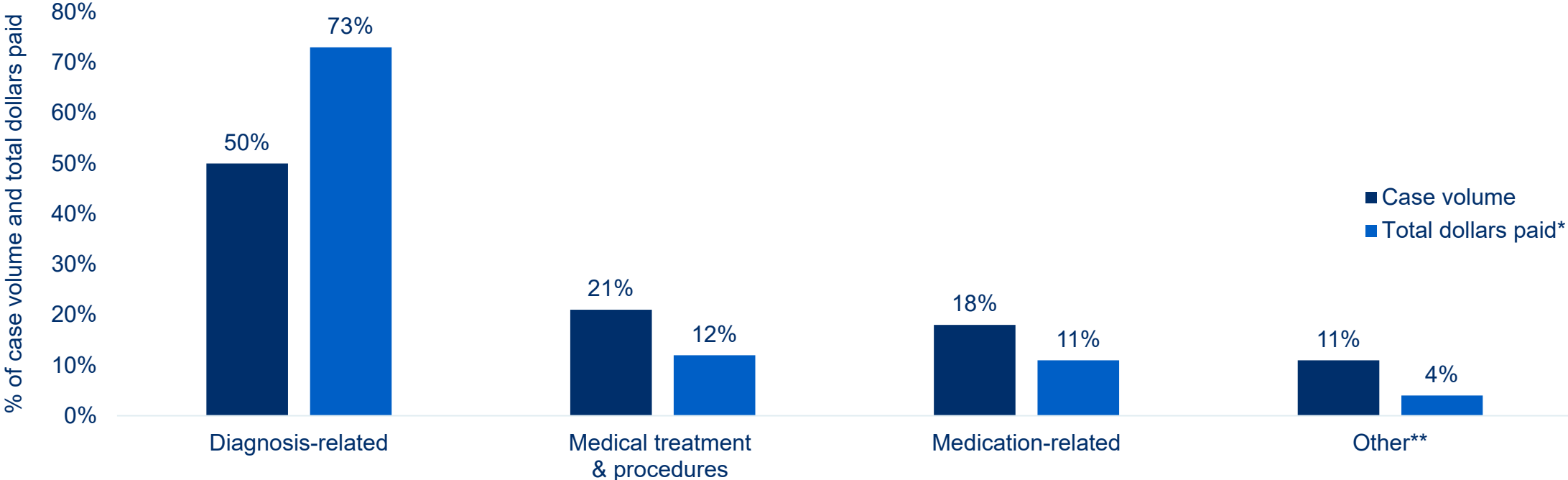
# Key Points - Clinically Coded Data

INTRODUCTION | **KEY POINTS** | GENERAL DATA ANALYSIS | CONTRIBUTING FACTORS | FOCUSED DATA ANALYSIS | RISK MITIGATION

- **Diagnosis-related allegations** account for half of Family Medicine case volume and almost three-fourths of total dollars paid\*. These most commonly reflect missed/delayed diagnoses of cancers and circulatory system diseases. **These cases commonly reflect breaks in the diagnostic process of care**, most often including inadequate assessment and evaluation of patient symptoms, a narrow diagnostic focus, delays or failures in ordering diagnostic testing, delays in obtaining consults or referrals, and suboptimal communication among providers on the patient's care team.
- **Medical treatment allegations, which account for 21% of case volume**, are primarily related to issues with selection of the most appropriate treatment regimen for the patient, and appreciating and reconciling symptoms and test results.
- **Monitoring and managing patients' medication regimens account for two-thirds of all medication-related allegations.** Selection of the most appropriate medication for the patient's condition is a noted risk issue in narcotic cases, along with patient non-adherence to prescriptions. Issues with inadequate patient/family education about medication regimens is an often-noted factor across all medication types.
- **Contributing factors, which are multi-layered issues or failures in the process of care that appear to have contributed to the patient's outcome**, and/or to the initiation of the case, provide valuable insight into risk mitigation opportunities. Clinical judgment and communication factors, specifically inadequate patient assessment processes, a narrow diagnostic focus, and team communication failures, are key drivers of clinical Family Medicine case severity.

# Major Allegations & Financial Severity

Each case reflects one major allegation category. Categories are designed to enable the grouping and analysis of similar cases and to drive focused risk mitigation efforts. The coding taxonomy includes detailed allegation sub-categories; insight into these is noted later in this report.

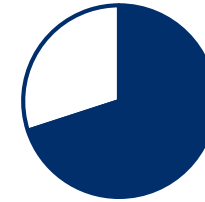


MedPro Group + MLMIC cases opened 2013-2022, Family Medicine as responsible service (N=1247); \*Total dollars paid = expense + indemnity; \*\*Other includes allegations for which no significant case volume exists

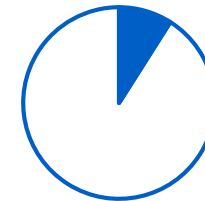
# Clinical Severity\* & Most Common Locations

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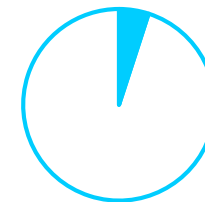
Clinical severity* categories	Sub-categories	% of case volume	Definitions
<b>LOW</b>	Emotional Injury Only	<b>8%</b>	Mental distress or suffering that is generally temporary; includes HIPAA violations, discrimination, involuntary stay
	Temporary Insignificant Injury		Lacerations, contusions, minor scars, rash; no delay in recovery
<b>MEDIUM</b>	Temporary Minor Injury	<b>27%</b>	Infection, fracture set improperly or a fall in the facility, where recovery is complete but delayed
	Temporary Major Injury		Burns, drug side effect; recovery delayed
	Permanent Minor Injury		Loss of fingers or loss or damage to organs; includes non-disabling injuries
<b>HIGH</b>	Significant Permanent Injury	<b>65%</b>	Deafness, loss of limb, loss of eye or loss of one kidney or lung
	Major Permanent Injury		Paraplegia, blindness, loss of two limbs or brain damage
	Grave Injury		Quadriplegia, severe brain damage, life-long care or fatal prognosis
	Death		Death
		<b>35%</b>	<b>% of cases resulting in patient death</b>



Office/Clinic  
70%



Patient room  
9%



Walk-in/Urgent care  
5%

# Contributing Factors

“Contributing factors reflect both provider and patient issues. They denote breakdowns in technical skill, clinical judgment, communication, behavior, systems, environment, equipment/tools, and teamwork. The majority are relevant across clinical specialties, settings, and disciplines; thus, they identify opportunities for broad remediation.”



## Despite best intentions, processes designed for safe patient outcomes can, and do, fail.

**Contributing factors** are multi-layered issues or failures in the process of care that appear to have contributed to the patient's outcome, and/or to the initiation of the case, or had a significant impact on case resolution.

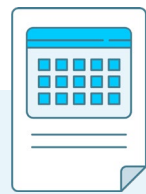
**Multiple factors are identified in each case** because generally, there is not just one issue that leads to these cases, but rather a combination of issues.



Administrative



Behavior-related



Clinical environment



Clinical judgment



Clinical systems



Communication



Documentation



Supervision



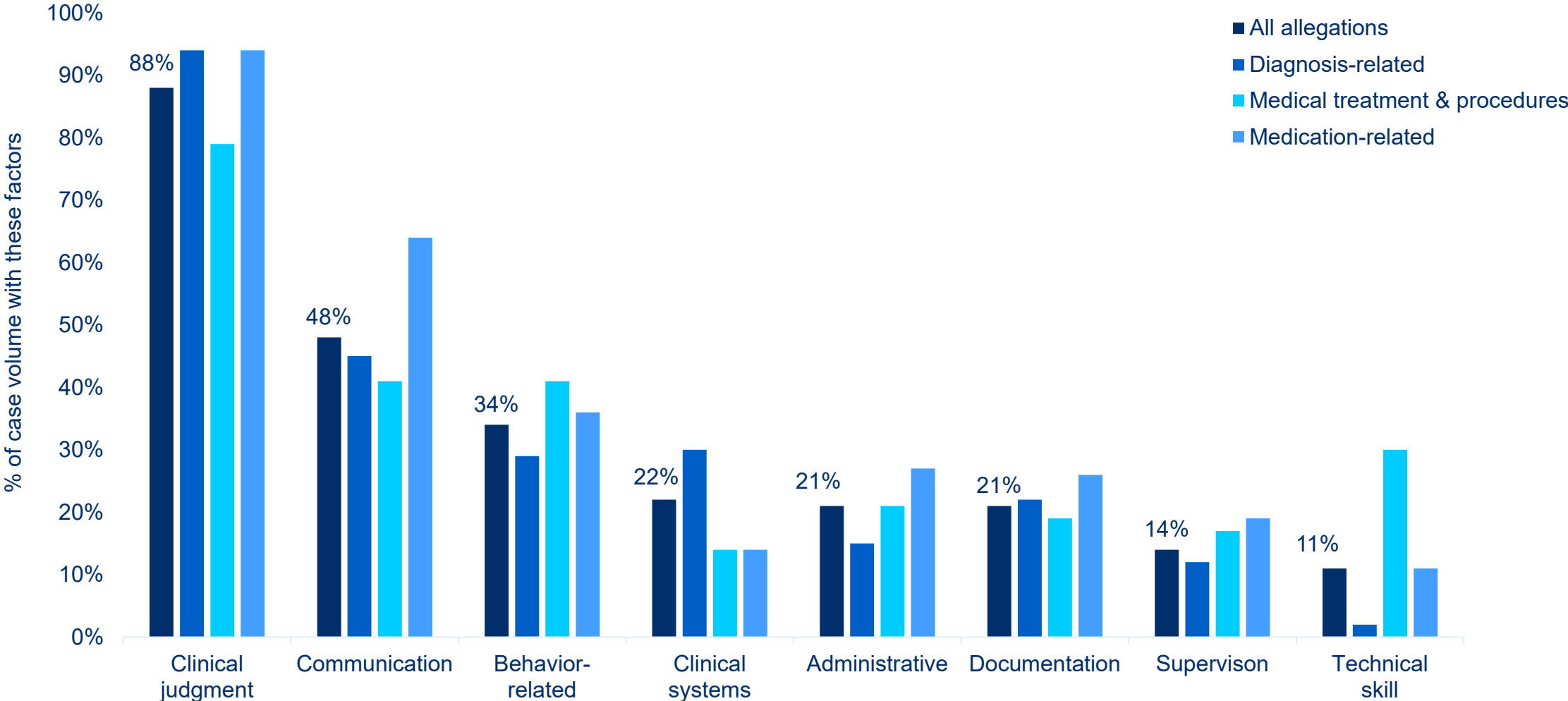
Technical skill

# Contributing Factor Category Definitions

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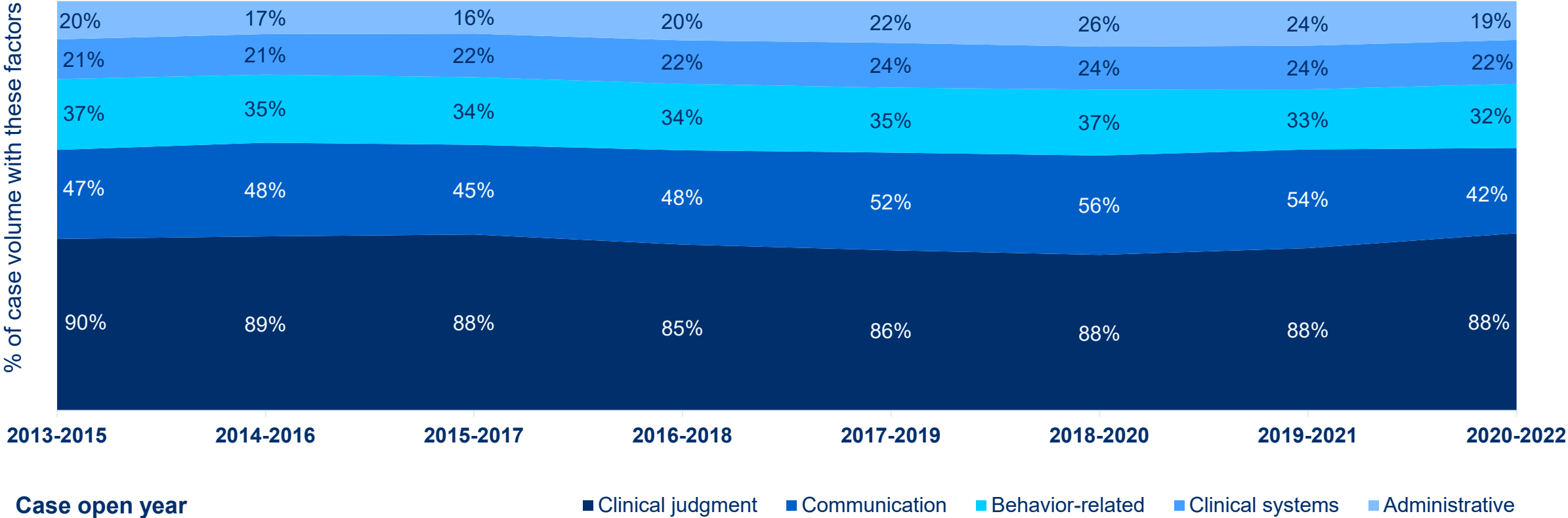
Administrative	Factors related to reporting of adverse events, adequacy of staffing, staff education/training, ethics, failure to follow and/or need for policy/protocols
Behavior-related	Factors related to patient nonadherence to treatment or behavior that offsets care; also, provider behavior including breach of confidentiality or sexual misconduct
Clinical environment	Factors related to workflow, physical conditions and “off-hours” conditions (weekends/holidays/nights)
Clinical judgment	Factors related to patient assessment, diagnostic decision-making, selection and management of therapy, patient monitoring, failure/delay in obtaining a consult, failure to ensure patient safety (falls, burns, etc.), choice of practice setting, failure to question/follow an order, practice beyond scope
Clinical systems	Factors related to coordination of care, failure/delay in ordering test, reporting findings, follow-up systems, patient identification, specimen handling, nosocomial infections
Communication	Factors related to communication among providers, between patient/family and providers, via electronic communication (texting, email, etc.), and telehealth/tele-radiology
Documentation	Factors related to mechanics, insufficiency, content
Supervision	Factors related to supervision of nursing, house staff, advanced practice clinicians
Technical skill	Factors related to improper use of equipment, medication errors, retained foreign bodies, technical performance of procedures

# Most Common Contributing Factor Categories by Allegation



MedPro Group + MLMIC cases opened 2013-2022, Family Medicine as responsible service (N=1247); More than one factor per case, therefore totals >100%

# Distribution of Top Five Factor Categories Over Time

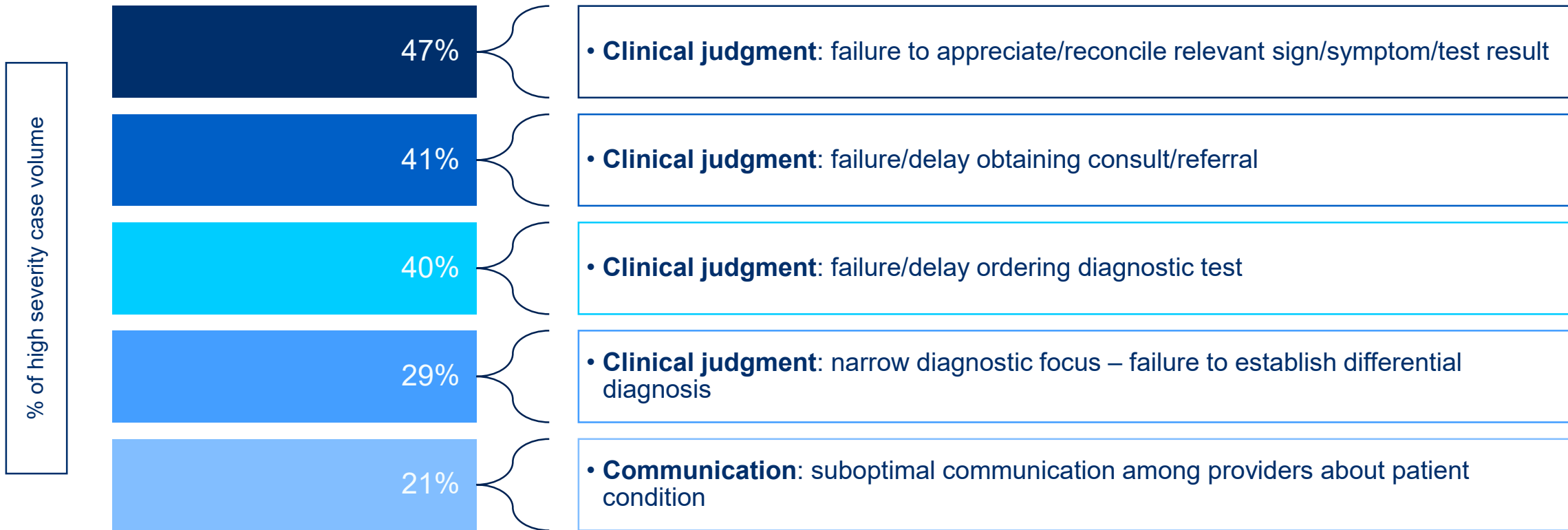


While the distribution of these top (most common) factors across rolling three-year timeframes is relatively consistent, take note of even slight increases over time as indicators of emerging risk issues.

MedPro Group + MLMIC cases opened 2013-2022, Family Medicine as responsible service (N=1247); More than one factor per case, therefore totals >100%

# Focus on Most Common Drivers of Clinical Severity

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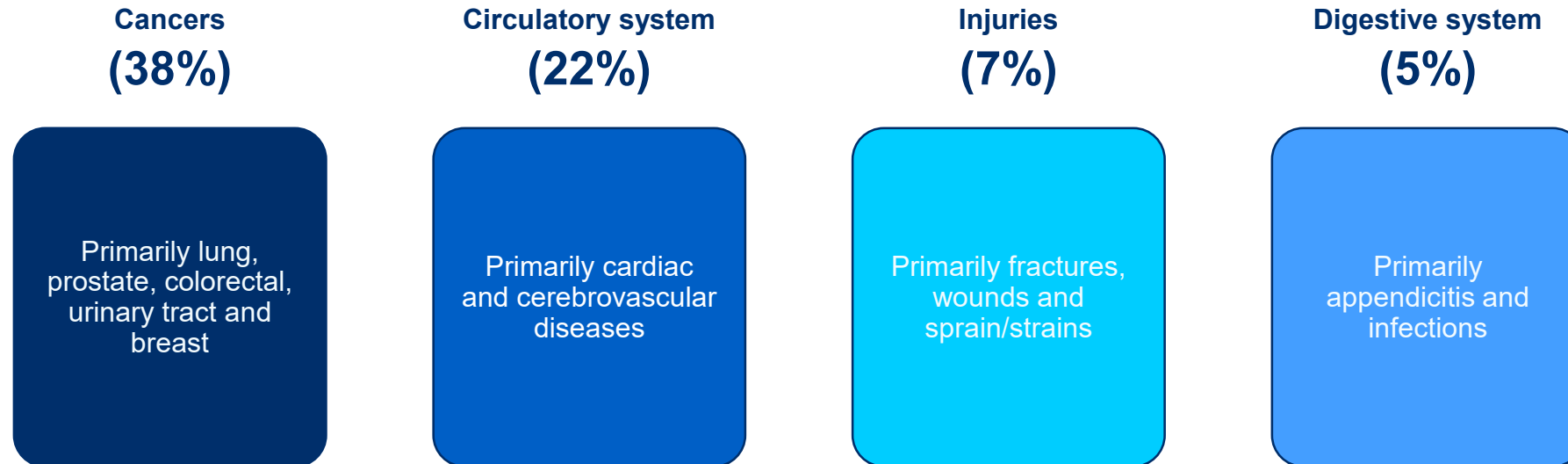


Clinical judgment and communication factors, specifically inadequate patient assessment processes, a narrow diagnostic focus, and team communication failures, are key drivers of clinical Family Medicine case severity.

# Focus on Diagnosis-Related Allegations

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Diagnosis-related allegations encompass wrong diagnoses, failures/delays, and misdiagnoses. See below for the top diagnoses\* noted in these cases.



# Focus on Diagnosis-Related Allegations

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Diagnosis-related allegations encompass wrong diagnoses, failures/delays, and misdiagnoses. Note the key opportunities to reduce diagnostic errors along the diagnostic process of care\* below.

## Phase 1

<b>Initial diagnostic assessment</b>  <b>88%</b> of cases	Patient notes problem & seeks care
	History & physical
	Patient assessed, symptoms evaluated
	Differential diagnosis established
	Diagnostic testing ordered

## Phase 2

<b>Testing and results processing</b>  <b>19%</b> of cases	Performance of diagnostic tests
	Interpretation of diagnostic test results
	Test results transmitted to/received by ordering provider

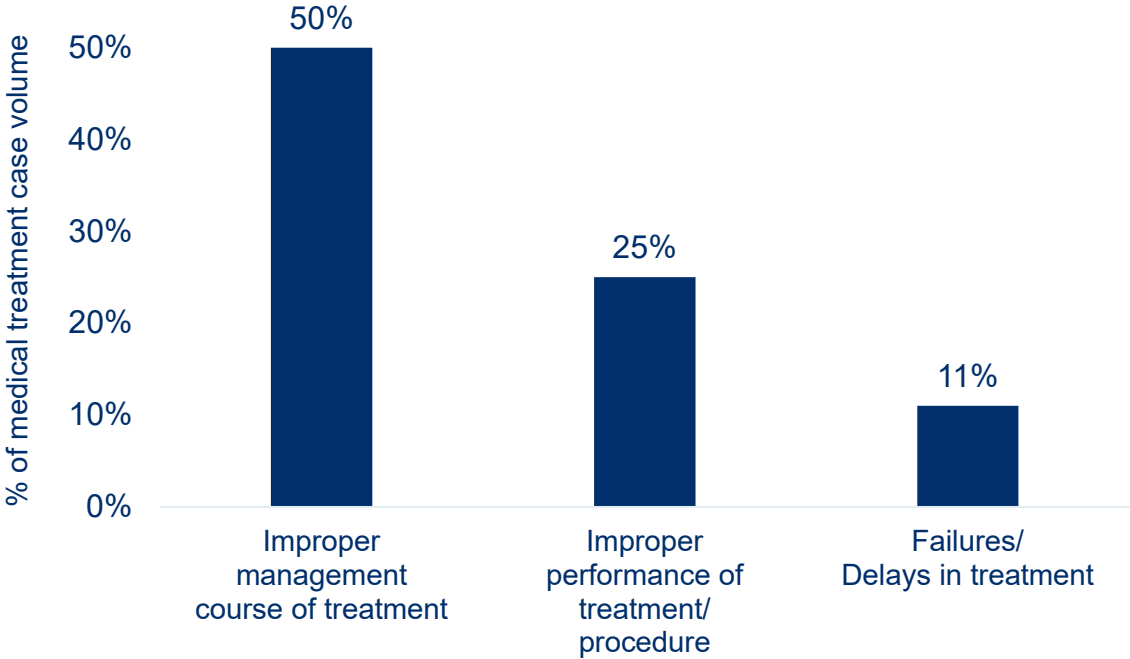
## Phase 3

<b>Follow-up and coordination</b>  <b>75%</b> of cases	Physician follows-up with patient
	Referrals/Consults
	Patient information communicated among care team
	Patient compliance with follow-up plan

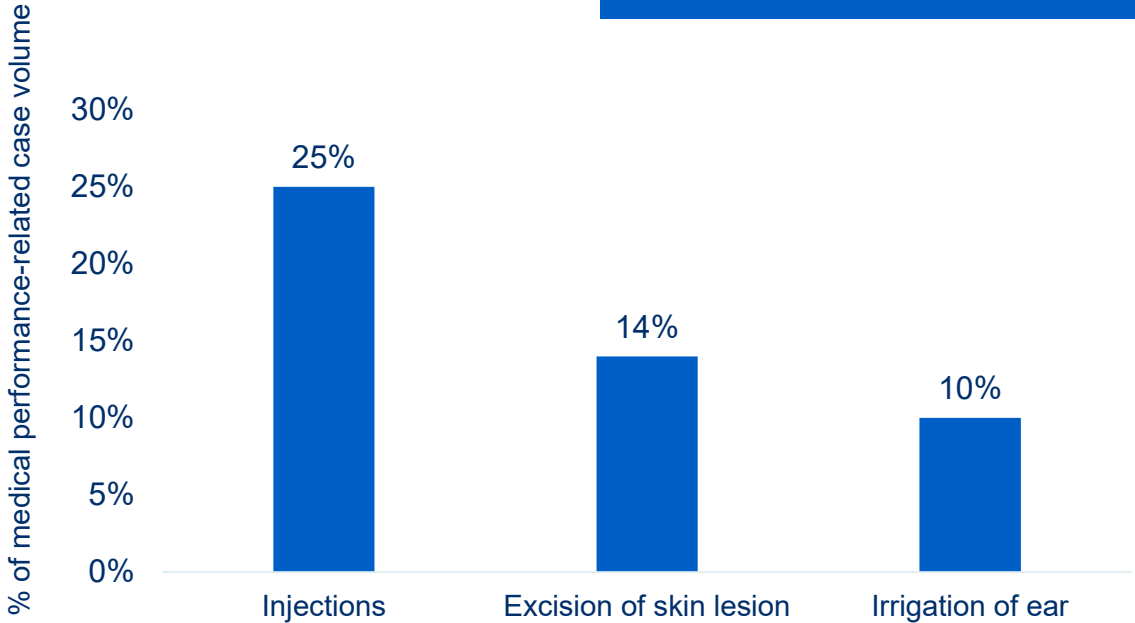
MedPro Group + MLMIC cases opened 2013-2022, Family Medicine as responsible service (N=1247); \*each step reflects a combination of contributing factors; diagnostic process of care algorithm courtesy of Candello, a division of CRICO Strategies

# Focus on Medical Treatment Allegations

Top allegation details



Top procedures involved

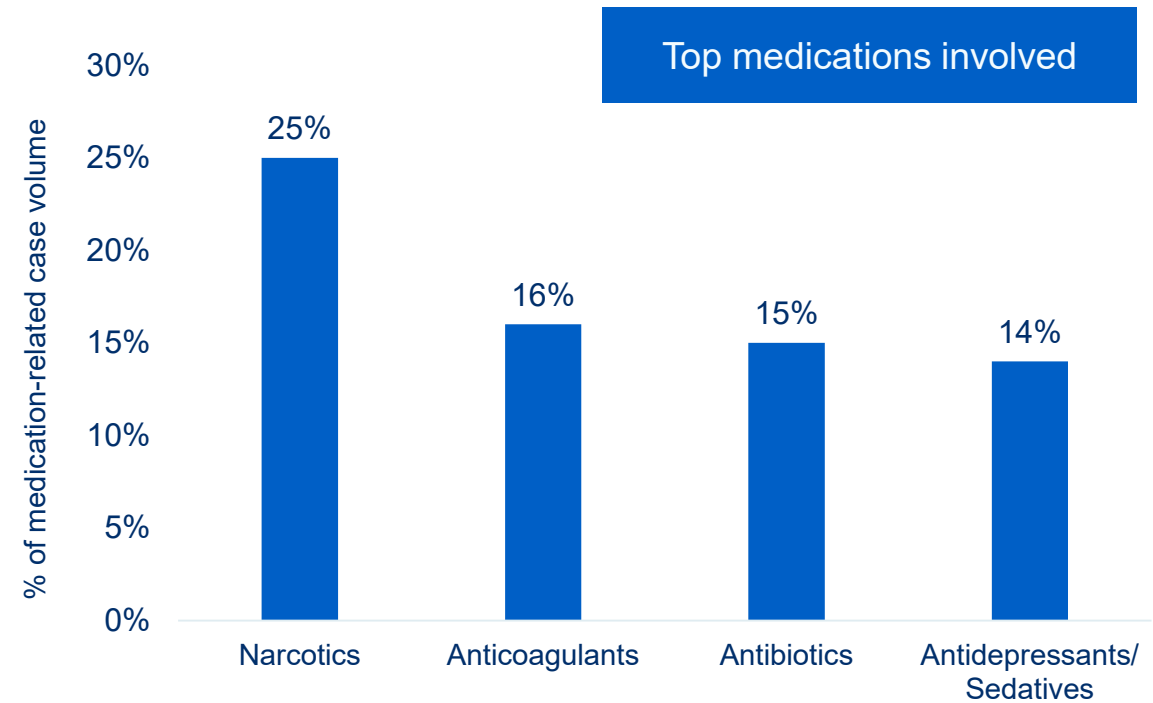
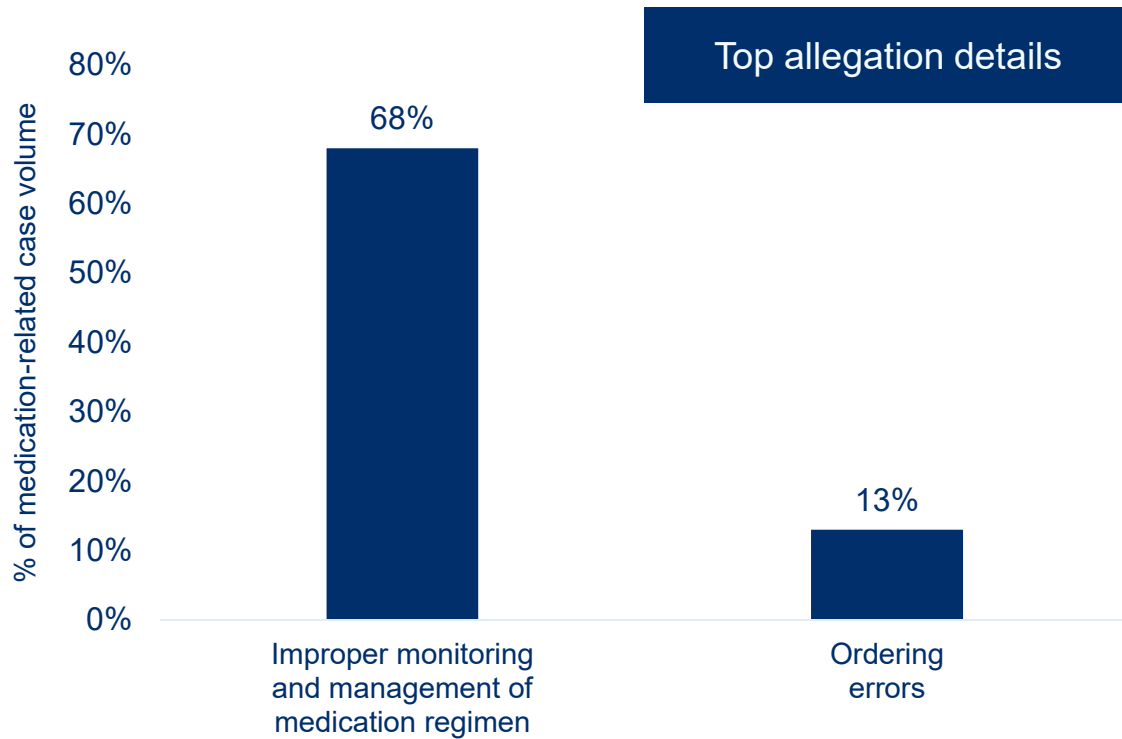


Procedural performance cases can be impacted by delayed recognition of complications, while management cases most often reflect issues with selection of the most appropriate course of treatment for the patient, and appreciating and reconciling symptoms and test results.



# Focus on Medication-Related Allegations

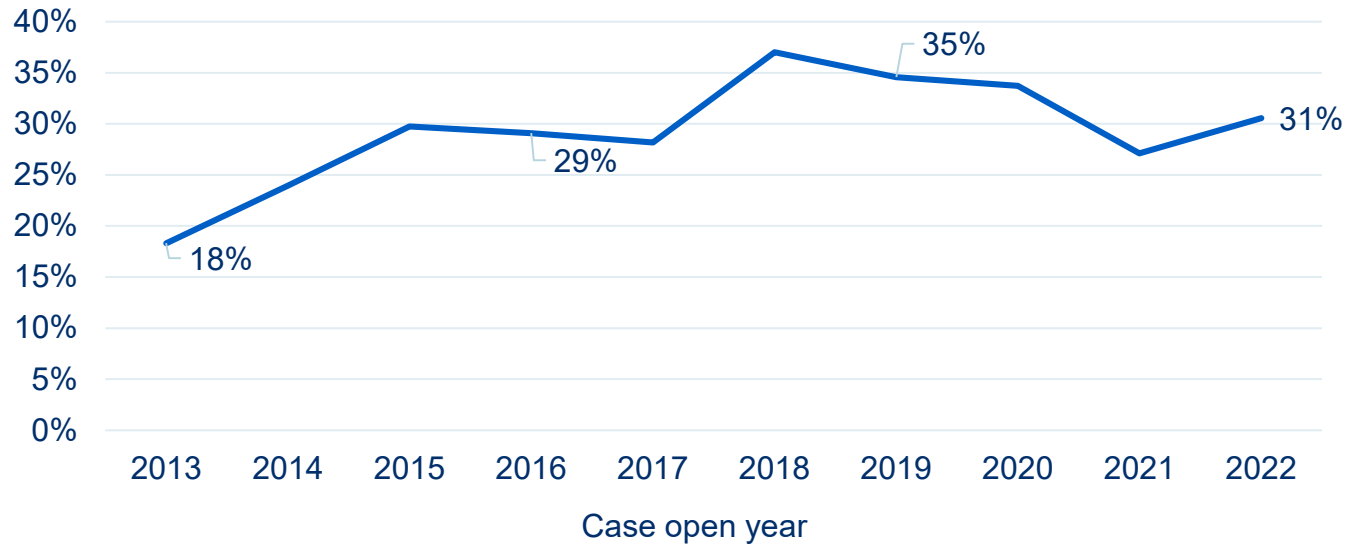
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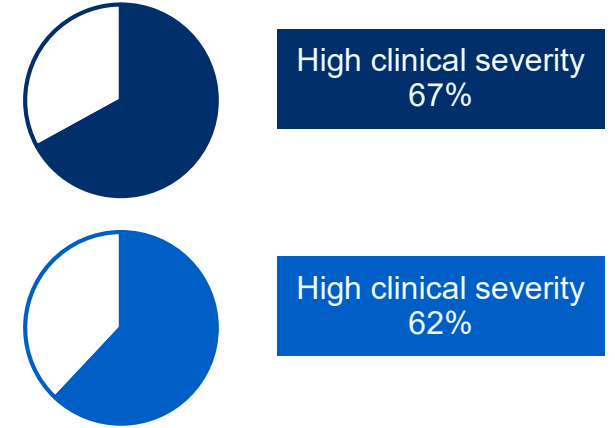
Selection of the most appropriate medication for the patient's condition is a noted risk issue in narcotic cases, along with patient non-adherence to prescriptions. Issues with inadequate patient/family education about medication regimens is an often-noted factor across all medication types. Anticoagulant cases reflect a few instances of failures to restart/reorder and failures to identify which provider is coordinating anticoagulant regimens following a period of holding the medication (i.e. for surgery).

# Focus on Allegations Involving NPs and PAs

% of cases involving NPs and PAs



■ Non-NP/PA cases ■ NP/PA-involved cases



The volume of cases involving nurse practitioners and physician assistants (NP, PA) in a responsible service role has increased over the years noted in this report. Clinical severity is similar to the non-NP/PA-involved cases. Although not shown here, the distribution of contributing factors in high severity cases is also markedly similar to the non-NP/PA-involved cases.

# Risk Mitigation Strategies

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- **Conduct an appropriate and thorough assessment of the patient.**
  - Understand patient complaints and concerns.
  - Update and review medical and family history at every visit to ensure the best decision-making.
  - Be alert to high-risk diagnoses, such as cancer, cardiac disease, stroke and infections.
  - Maintain problem lists.
- **Communicate with each other.**
  - Focus on care coordination if other specialties are involved, including next steps and determining who is responsible for the patient.
  - Give thorough and clear patient instructions.
- **Engage patients as active participants in their care.**
  - Consider the patient's health literacy and other comprehension barriers.
  - Recognize that patient satisfaction with treatment outcomes can be influenced by a thorough informed consent and education process.
- **Document.**
  - Timely document thorough, objective information about the results of patient assessments, education of the patient/family about treatment plans - including medication regimens, and any instances of patient nonadherence.
  - Thorough, consistent documentation in the chart enhances communication between providers and provides a supportive framework for defense of any subsequent malpractice case.
- **Review office processes for test tracking, consults/referrals, appointment setting, and managing patient nonadherence.**
- **Know (and adhere to) your supervision responsibility for advanced practice providers.**

# MedPro Group & MLMIC Data

**MedPro and MLMIC are partnered with Candello**, a national medical malpractice data collaborative and division of CRICO, the medical malpractice insurer for the Harvard-affiliated medical institutions.

**Derived from the essence of the word candela**, a unit of luminous intensity that emits a clear direction, Candello's best-in-class taxonomy, data, and tools provide unique insights into the clinical and financial risks that lead to harm and loss.

**Using Candello's sophisticated coding taxonomy to code claims data**, MedPro and MLMIC are better able to highlight the critical intersection between quality and patient safety and provide insights into minimizing losses and improving outcomes.

**Leveraging our extensive claims data**, we help our insureds stay aware of risk trends by specialty and across a variety of practice settings. Data analyses examine allegations and contributing factors, including human factors and healthcare system flaws that result in patient harm. Insight gained from claims data analyses also allows us to develop targeted programs and tools to help our insureds minimize risk.



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