

cna healthpro

RISK CONTROL SERVICES

In a rapidly changing healthcare industry, leaders need timely information and sound advice to effectively address present and emerging exposures. When you choose CNA HealthPro, that is exactly what you get.

The multi-disciplinary, enterprise-wide approach to risk control at CNA HealthPro provides the tools to create a safer, stronger and more competitive organization. Our consultants help craft strategies tailored to your organization's unique strategic goals, risk profile, claim history and culture. And our scope and longevity in the medical professional liability field give us an extensive database that enables us to quickly spot liability trends and patterns.

CNA HealthPro boasts an industry-leading team of risk control professionals, the majority of whom have earned the Certified Professional in Healthcare Risk Management (CPHRM) designation. They bring to bear experience from the areas of healthcare, law and insurance to help you realize your aim of reducing risk and improving patient/resident safety. These experienced consultants are trained to

- analyze claim histories
- assess clinical policies and procedures
- evaluate organizational structures and processes
- examine communication patterns
- identify potential liabilities

They also review the legal and regulatory environment, in collaboration with CNA HealthPro legal counsel.

Our consultants know that cookie-cutter risk control solutions will not suffice in today's complex and dynamic healthcare environment. Their goal is to build solid relationships with clients like yourself, based on a willingness to listen to your needs and to provide practical guidance and resources, including a wide range of newsletters and special reports. Through these publications, we share risk control findings with our insureds and provide invaluable benchmarking tools for organizational self-assessment.

CNA HealthPro risk control professionals begin by asking you about your organization's overall mission, strategies, values and objectives. Then they work with you to

- develop preventive strategies and interventions
- educate leadership teams, administrators and staff members
- generate promising ideas for future growth and development
- implement suggested improvements
- integrate risk awareness into corporate decision-making
- involve staff in modifying systems

We know that cookie-cutter risk control solutions will not suffice in today's complex and dynamic healthcare environment.

Healthcare will never be free of uncertainty. The risk control services at CNA HealthPro can help your organization minimize the likelihood and potential consequences of adverse events, allowing you to provide care for your patients/residents with confidence.

CNA HealthPro offers a broad roster of risk control services designed to complement our insurance products. These services are listed on the reverse.

Service Plan Components

The following risk control services can be adapted to suit your needs and to complement the insurance products you select:

RISK CONTROL SERVICE	DESCRIPTION
<i>Access to the CNA Risk Control Web Site</i>	<i>The CNA Risk Control Web site (www.cna.com/riskcontrol) brings together a broad range of information, including our monthly series of Exposure Guides on selected liability topics, numerous Client Use Bulletins ready for downloading, the course catalog of the CNA School of Risk Control Excellence and links to related online resources.</i>
<i>CNA HealthPro Publications</i>	<i>Clients receive regular CNA HealthPro-created newsletters and topical bulletins targeted to their needs. Resources include CareFully Speaking for long term care services, inBrief for allied healthcare facilities and Vantage Point for hospitals. ALERT Bulletins and special claim studies are also available to insureds.</i>
<i>Customized Risk Education Programs</i>	<i>Consultants are available to present special educational programs. Topics are developed by our consultants in collaboration with clients and are presented to key audiences at accessible locations or via teleconference.</i>
<i>On-site Consultation and Projects</i>	<i>CNA HealthPro consultants can collaborate with organizations to identify potential liability exposures and develop proactive, enterprise-wide risk control strategies. On-site consultations include face-to-face discussions with key leaders and staff, review of records and documents, and analysis of safety factors in patient/resident environments.</i>
<i>Research Projects</i>	<i>Upon request, consultants can research specific risk-related issues and report findings to clients.</i>
<i>Risk Education Tools</i>	<i>Up-to-date presentations and self-assessment tools on selected risk control topics are available to insureds.</i>
<i>Telephone and Written Consultation</i>	<i>Consultants are available to provide telephone support to help clients manage risk-related concerns. Written communication is available when necessary.</i>
<i>Topical and Regional Seminars</i>	<i>Representatives from insured organizations have access to CNA HealthPro-sponsored educational seminars, which address a variety of pertinent healthcare issues. These sessions are offered at different locations around the country.</i>

Please note that the services provided depend upon the insurance program purchased. All clients, however, are eligible to receive CNA HealthPro publications and telephone and written communication, and also enjoy access to the CNA Risk Control Web site.

1.888.600.4776

www.cna.com/healthpro/



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