

Hospital Professional Liability Claim Report 2015 Highlights



We can show you more.®



HEALTHCARE

CNA is known for the value and quality of its claim reports on aging services, counselors, nurses, nurse practitioners, pharmacists and physical therapists. We have just published our first hospital claim report. *Hospital Professional Liability Claim Report 2015: Stepping Up to Greater Quality and Patient Safety* goes beyond traditional claim reports and provides interventions that may directly help hospitals improve patient care and reduce losses.

The report's recommendations reflect that hospitals need to focus on delivering what is already recognized as components of good patient care. By paying attention to the details, patient services are more likely to reflect processes that are foundational to high quality and safe patient care. These recommendations relate to challenges found in a wide range of clinical areas and services including:

- Perinatal services
- Behavioral health
- Emergency departments
- Surgical and Invasive Procedures
- Medicine inpatient and ambulatory care
- Communication
- Credentialing and privileging
- Medication errors
- Patient falls
- Pressure ulcers

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Using the report

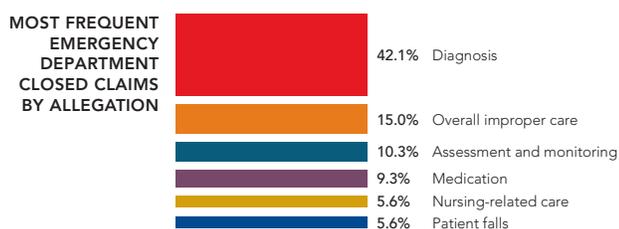
The report provides your hospital clients with a resource they can use to compare their loss history to the report data and findings and review their policies and procedures against the risk control recommendations.

In addition to recommendations, the report offers claim scenarios to illustrate several allegations associated with higher-than average paid indemnity. Hospitals can incorporate these scenarios into their staff training. The report's self-assessment tool, which can help hospitals evaluate liability exposures, is included in the report.



Sample Findings

Following is an example of the data and recommendations that you'll find in CNA's claim report for hospitals.



Risk control recommendations:

- Comply with all EMTALA requirements regarding access to medical screening evaluation and appropriate interventions.
- Remind staff to document patient and/or family concerns, as well as symptoms and changes in condition.
- Encourage providers to obtain assessment and diagnostic input from consultants or specialists, and to document these discussions.
- Ensure consistency in the management of radiology over-reads to minimize errors.
- Establish a process for communicating and documenting test results post-discharge, in collaboration with laboratory and/or diagnostic testing departments.

Claim dataset

This first hospital claim report examines professional liability claims that closed over the 10-year period from January 1, 2005, through December 31, 2014. The report's dataset consists of closed claims that were paid by CNA on behalf of organizations with professional liability coverage insured through the primary hospital program.

We encourage you to explore the wealth of claim data, proprietary insights and actionable risk control recommendations found in *Hospital Professional Liability Claim Report 2015* and share them with your hospital clients. This report is just one of many risk control resources that CNA offers hospitals. Others include our *SORCE*[®] educational programs and *VantagePoint*, CNA's newsletter written specifically for the hospital market.

An electronic copy of "Hospital Professional Liability Claim Report 2015" is available at www.cna.com/healthcare. If you would like to receive a printed copy of the report, please contact your Healthcare risk control consultant.

