



## Risk Control

# Risk Control Services for Healthcare Organizations and Providers

In the complex and evolving healthcare industry, leaders require current information, insightful analysis and advice from experienced professionals to address their risk factors and emerging exposures. CNA's dedicated Healthcare Risk Control team understands these challenges, and works closely with healthcare organizations and providers to deliver risk mitigation resources and solutions that fulfill their specific needs.

### Enterprise-wide scope

Our multi-disciplinary, enterprise-wide approach to risk control provides insureds with tools to help create a safer organization. Through active collaboration and consultation, we help to guide the development of strategies tailored to the risk profile of the organization, including its claim history and culture.

All consultants on CNA's industry-leading Risk Control team have attained the Certified Professional in Healthcare Risk Management (CPHRM) designation, and many have earned additional industry designations and advanced educational degrees. Team members also have written numerous articles for professional journals and industry publications, and served as national and regional speakers for various professional organizations.

Our Healthcare Risk Control professionals and Risk Control Solutions team work collaboratively to provide in-depth account analysis and assist insureds in the development of organization-specific strategies to address liability exposures and mitigate risk.

Specialized teams provide industry-specific consultation that differentiates CNA in the marketplace through the development of customized risk assessments and services to address professional liability exposures.

CNA recognizes the organizational and strategic benefits of effective risk management, offering services focused on identified risk exposures and emerging trends. Our Healthcare Risk Control team is dedicated to partnering with organizational leaders to:

- Strengthen clinical and operational policies and procedures
- Analyze and evaluate claim trends
- Evaluate organizational systems and processes
- Enhance resident/patient safety protocols and quality of care
- Review state and federal regulatory environments as they relate to resident and patient care
- Integrate risk awareness into organizational decision-making

### Long-lasting relationships

CNA's Risk Control professionals understand that proactive solutions are necessary in today's dynamic healthcare environment. Our goal is to build long-lasting relationships based upon an organization's mission, values and objectives. CNA consultants collaborate with insureds to:

- Develop preventive strategies and interventions
- Provide educational opportunities to leadership teams, staff members and healthcare providers
- Offer useful resources and practical guidance
- Provide recommendations for system and process improvements

### Wide-ranging support

CNA's Risk Control team provides a broad range of services, risk management publications and special resources across the healthcare continuum. These resources bring together timely claim findings, effective risk control strategies and tools for organizational self-assessment.

### Service plan components

Visit CNA's [Email Preference Center](#) to subscribe to our healthcare publications.

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<b>Consultative services</b>	<p>CNA's consultants use their healthcare experience, as well as the resources of the combined team, to:</p> <ul style="list-style-type: none"><li>• provide telephonic and written responses to customer queries</li><li>• help customers manage risks related to their unique exposures and develop new processes and services</li></ul>
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<b>Consultative risk assessments</b>	<p>CNA's consultants work closely with customers to identify potential liability exposures and develop practical, enterprise-wide risk control strategies to address patient/resident safety concerns. Consultative assessments, conducted in-person or virtually, may include:</p> <ul style="list-style-type: none"><li>• discussions with key leaders and staff</li><li>• a review of records and documents</li><li>• a facility tour to observe potential environmental safety issues</li><li>• a focus on high-risk and specialty areas</li></ul> <p>A customized written report is provided after each assessment that includes evidence-based recommendations and resources to assist in addressing potential areas of exposure.</p>
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<b>Customized risk education programs</b>	<p>Consultants develop customized educational programs to address customer needs. Programs may be delivered in person or via webinar.</p>
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<b>Publications</b>	<p>CNA's branded publications that address critical healthcare issues include:</p> <ul style="list-style-type: none"><li>• <i>CareFully Speaking</i>® – dedicated to our aging services customers</li><li>• <i>Alert Bulletin</i>® – presents topics related to aging services and allied healthcare</li><li>• <i>InBrief</i>® – focuses on exposures encountered by allied healthcare organizations and providers</li><li>• <i>Vantage Point</i>® – covers topics across the healthcare continuum</li></ul>
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<b>Claim reports</b>	<p>CNA differentiates itself in the marketplace through the value and quality of our claim reports for aging services organizations, counselors, nurses, nurse practitioners, pharmacists, dentists and physical therapists.</p>
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<b>Special resources</b>	<p>Our special resources and alerts address emerging trends impacting healthcare customers.</p>
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<b>School of Risk Control Excellence® (SORCE®)</b>	<p>Complimentary SORCE® educational programs offer industry-leading resources to help customers recognize and minimize exposures and enhance their risk management practices.</p>
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Please note that the services provided depend upon the insurance program purchased. All insureds are eligible to receive relevant CNA publications, telephonic and written consultation.

To learn how CNA can help your organization improve resident and patient care while mitigating loss exposures, visit [cna.com/healthcare](https://cna.com/healthcare).