



NORCAL GROUP®



2017 NORCAL Group Risk Solutions & CME Activities

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Experience & Expertise

Risk Management helps you to improve patient safety and decrease your risk of a claim. We provide personalized risk management solutions through consultation and educational support with expertise in clinical patient care, hospital risk management and administrative healthcare. We're equipped to provide the risk management strategies you and your practice manager/administrator need, when you need them.

- » Contact us. Our Risk Management Specialists are available to discuss patient safety and medical liability issues of importance to your practice. We can be reached at **855.882.3412** and **risksolutions@norcal-group.com**.
- » If your situation is urgent, as a policyholder, you can rest assured that we provide 24/7 access to a Risk Management Specialist: **855.882.3412**.
- » Additional onsite risk management services are available.

Risk Management Resource Documents

The risk management department maintains over 100 resource documents, sample forms and tools to support you in your practice. Topics include working with allied health providers, informed consent, follow up of patient care, medical records documentation and management, EHR, medication management, and many more. These documents are available to all policyholders by calling a Risk Management Specialist at **855.882.3412**, and are available online to policyholders in many states.

Live Risk Management Presentations and Webinars

Our Risk Management Specialists — and special physician and attorney guests — deliver live risk management presentations nationwide on various topics. CME credit is often available. Presentation topics include: (**Special topics may be available upon request.*)

- Managing Challenging Patient Encounters
- Teamwork and Communication
- Process Improvement to Minimize Risk
- Cultural Competency & Health Literacy
- TeamSTEPPS® for the Medical Office
- Working with APP and Allied Health
- Hand-offs Along the Continuum of Care
- Disclosure of Unanticipated Outcomes
- Pain Management & Opioid Prescribing
- Diagnostic Errors
- Medical Ethics
- Stress & Healthcare Professional Burnout
- EHR & E-Communication Best Practices
- Several medical specialty specific topics

Claims Rx Risk Management Publication

Each month, NORCAL Mutual publishes *Claims Rx*, featuring claims-based learning and risk management advice on both clinical and administrative topics. Typically each *Claims Rx* provides an opportunity for *AMA PRA Category 1 Credit™*. After reading an issue, complete the post-activity quiz online to receive your CME certificate.



2017 Topics for Claims Rx*

Jan	Balancing Efficiency and Safety During Pre-Anesthesia Evaluations
Feb	Communicating Critical Findings: Part 1 – Radiology and Emergency Department
Mar	Communicating Critical Findings: Part 2 – Pathologists, Ordering Physicians and Relevant Clinicians
Apr	Communicating Critical Findings: Part 3 – PCP's and Patients
May	Overview of Emergency Medicine Liability Issues
Jun/Jul	The Business of Medicine (2 credit issue)
Aug	Overview of Medical Records Issues
Sep	Scope of Practice Drift: Part 1 – Hospital-based Issues
Oct	Scope of Practice Drift: Part 2 – Physician Office-based Issues
Nov	Unanticipated Outcome Disclosure and Ethical Considerations
Dec	Diabetes-related Issues

2016 Claims Rx Titles

Jan	HIPAA Data Breach Prevention and Management
Feb	Communication is the Key to Anticoagulation Therapy Safety
Mar	Dealing with Impaired Professionals and Ethical Considerations
Apr	Patient Engagement Along the Continuum of Care
May	Making Empathy a Work-Life Strategy
Jun	Adolescents, Their Parents, Consent and Privacy
Jul	Preventing Pain Medication Overdose Deaths
Aug	Managing Prenatal Windows of Opportunity
Sep	Telemedicine Risk Management
Oct	Delegating Duties to Medical Assistants
Nov	Effective Follow-up Systems Can Reduce Breast Cancer Lawsuits
Dec	Bullying in Medical Practice

* The list above is topics only, not titles. The need for these topics is supported by risk management field experience and claims data. Topics are subject to change at any time at the discretion of the VP of Risk Management.

Online & Mobile CME

Access *Claims Rx* — NORCAL Mutual's award winning monthly digital publication — and a robust library of risk management activities on timely and relevant topics that can help you reduce risk in your practice. You may even receive a discount* on your insurance premium by participating in NORCAL Mutual CME activities. (Contact your agent/broker or call 844.4NORCAL to determine your eligibility.)

MyACCOUNT

Your self-service portal for policy, CME, and claims and risk management resources.

- 1 Complete your CME activity within the MyCME area.
- 2 Take the post activity quiz and get your CME certificate.
- 3 Print or email your CME certificates or transcripts.

Additional online resources, courses and webinars are also available. To create your MyACCOUNT login, call Customer Service for an activation code at 844.4NORCAL.

Log in at NORCAL-GROUP.COM

Accreditation

NORCAL Mutual Insurance Company is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide CME for physicians. NORCAL Mutual fulfilled the accreditation requirements for Accreditation with Commendation set forth by the ACCME and was awarded accreditation for six years as a provider of CME.



MyNORCAL App

Fast, simple and convenient CME activities on the go.

The free MyNORCAL app for iOS and Android has all the award-winning *Claims Rx* articles available in MyACCOUNT, automatically syncing your CME activity with your other devices.

Download the free MyNORCAL app today and use your MyACCOUNT login.



* Coverage availability varies by state and restrictions may apply. Discounts subject to underwriting approval.