

RISK SOLUTIONS & CME ACTIVITIES



EXPERIENCE & EXPERTISE

Risk Management helps you and your practice manager improve patient safety and decrease your risk of a claim.

- ◆ Personalized risk management strategies and solutions
- ◆ Consultation and educational support
- ◆ Robust expertise in clinical and administrative healthcare risks
- ◆ Hospital, facility and community healthcare clinic risk management

NORCAL Group Specialists are available to discuss patient safety and medical liability issues of importance to your practice.



855.882.3412 (Urgent Requests addressed 24/7)



risksolutions@norcal-group.com

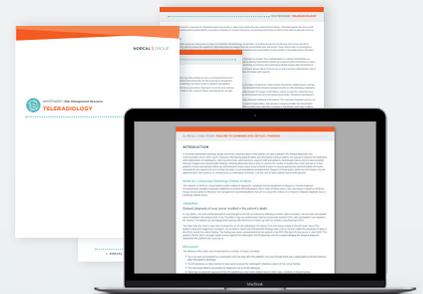


Onsite, online and telephonic risk management services by request

RESOURCE DOCUMENTS

100+ resource documents, sample forms and tools to support you in your practice with topics including:

- ◆ Terminating the physician-patient relationship
- ◆ Informed consent & minor's consent
- ◆ Medical records documentation & management
- ◆ Advanced practice professionals & allied health personnel
- ◆ Medication management
- ◆ Follow up of patient care
- ◆ Disclosing unanticipated outcomes
- ◆ And many more

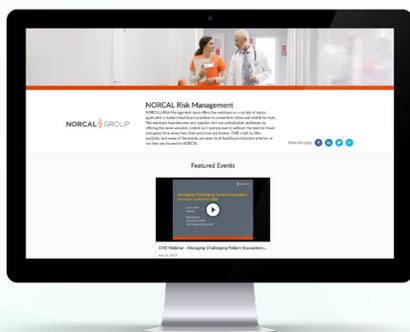


norcal-group.com

Available to all policyholders at MyACCOUNT Online.

LIVE WEBINARS, EVENTS & ON-DEMAND WEBCASTS

Presented by NORCAL Group Risk Management Specialists and special physician and attorney guests on a variety of topics. CME credit is often available.



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



Online Education and CME Credit accessible at your convenience.

2019 Topics for *Claims Rx**

- JAN** Approaches to Managing Disruptive Patients
- FEB** Myocardial Infarction
- MAR** Misdiagnosis of Back Pain
- APR** Why Communication Failures Prompt Lawsuits Against Surgeons
- MAY** Why Communication Failures Prompt Lawsuits Against OB/GYN
- JUN** Why Communication Failures Prompt Lawsuits Against PCPs
- JUL** Sepsis
- AUG** Professionalism and Utilization of Medical Chaperones: Avoiding Allegations of Familiarity/Sexual Impropriety
- SEP** General Surgery Claims with Cholecystitis/Cholelithiasis
- OCT** Quality Improvement Overview of Resources and Tools
- NOV** Managing Behavioral Healthcare Liability Risks
- DEC** Cardiac Dysrhythmias

**This proposed list as supported by risk management field experience and claims data, is subject to change at any time at the discretion of the VP of Risk Management.*

ONLINE & MOBILE CME

Access a vast library of *Claims Rx* – NORCAL Mutual’s award winning monthly digital publication – as well as timely and relevant webcasts on-demand with CME Credit available.



Discount may be available[†] on your insurance premium by participating in NORCAL Mutual CME activities.

MyACCOUNT

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

- ◆ Access educational activities within the MyCME area.
- ◆ Education via *Claims Rx*, On-Demand Webcasts, and Risk Management Courses.
- ◆ Print or email your CME certificates or transcripts.

To create your MyACCOUNT login, call Customer Service for an activation code at 844.4NORCAL.

Log in at norcal-group.com

2018 *Claims Rx* Titles

- JAN** Managing Risk in the Physician-Advanced Practice Professional Relationship
- FEB** Telemedicine Risk Management - The Future is Now
- MAR** The Impact of Anesthesiology Situational Awareness on Patient Safety and Liability Risk
- APR** Late-Career Physicians: Ethical Considerations and Patient Safety Strategies
- MAY/JUN** End-of-Life Healthcare Liability Risk Management and Ethical Considerations (2 CME)
- JUL** Emerging Claim Trends: Negligent Follow Up in Chronic Viral Hepatitis Cases
- AUG** Emerging Claim Trends: Cervical Cancer Cases
- SEP** History, Exam and Workup Problems in Diagnosis Error Claims
- OCT** Breast Cancer: Reducing the Risk of Delayed Diagnosis
- NOV** Diagnostic Error in Radiology
- DEC** Systems Solutions to Decreasing Physician Burnout and Increasing Wellness

MyNORCAL App

Earn CME credits anytime, anywhere. The free MyNORCAL CME app for iOS and Android has all the on-demand webcasts and 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.



ACCREDITATION

NORCAL Mutual Insurance Company has been reviewed by the Accreditation Council for Continuing Medical Education (ACCME®) and awarded Accreditation with Commendation for six years as a provider of continuing medical education (CME) for physicians. Accreditation in the ACCME System seeks to assure the medical community and the public that NORCAL Mutual Insurance Company delivers education that is relevant to clinicians’ needs, evidence-based, evaluated for its effectiveness, and independent of commercial influence.

[†]Coverage availability varies by state and restrictions may apply. Discounts subject to underwriting approval. | NORCAL Group includes NORCAL Mutual Insurance Company and its affiliated insurance companies. Visit norcal-group.com/companies for more information.