

..... **RISK SOLUTIONS & 2021 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
- ◆ Extensive expertise in clinical and administrative healthcare risks
- ◆ Essential healthcare quality improvement resources
- ◆ 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



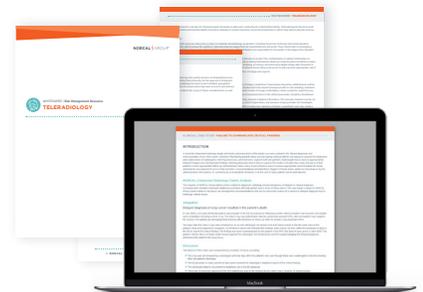
Risk management services by request, including online and telephonic



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
- ◆ Patient care follow up
- ◆ Disclosing unanticipated outcomes
- ◆ Quality in healthcare organizations
- ◆ And many more



norcal-group.com

Available to all policyholders at **MyACCOUNT Online**.

LIVE WEBINARS, EVENTS & ON-DEMAND WEBCASTS

Programming is 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
- ◆ Guard against implicit bias in patient care
- ◆ Teamwork & communication
- ◆ Process improvement to minimize risk
- ◆ Cultural competency & health literacy
- ◆ TeamSTEPS® for the medical office
- ◆ The patient experience & its impact on patient safety
- ◆ Annual compliance training series: HIPAA, OSHA & bloodborne safety, & workplace safety
- ◆ Quality improvement
- ◆ Responding to unanticipated outcomes
- ◆ Avoiding allegations of sexual misconduct
- ◆ Diagnostic errors
- ◆ Root cause analysis
- ◆ Professional wellness series: boosting immunity to burnout, addressing suicide and litigation stress
- ◆ 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.

2021 *Claims Rx* Topics*

- ◆ Don't Let Bias Affect Your Diagnosis
- ◆ Maternal Obesity
- ◆ Telemedicine: Current RM Perspectives
- ◆ Update History, Exam & Work-up
- ◆ Medical Record Documentation Risks and Strategies
- ◆ Patient Decision-Making Capacity & Management of Family Dynamics
- ◆ Ostensible Agency/Vicarious Liability
- ◆ Production Pressure
- ◆ Medical Record Management and Access: Risk Management and Ethical Considerations
- ◆ Failure to Diagnose and Treat Epidural Abscess
- ◆ Bullying

Claims Rx Directory

A comprehensive collection of the publication, coupled with extensive search capabilities: norcal-group.com/claimsrx

**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 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 section.
- ◆ Complete educational materials via *Claims Rx*, 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 844.466.7225.



Log in at norcal-group.com

2020 *Claims Rx* Titles

- JAN** Reducing Risks Associated with Treating Atrial Fibrillation During Inpatient/Outpatient Transitions
- FEB/MAR** Abandonment of Surgical Patients
- APR** When Radiologists Fail to Communicate Findings & Recommendations
- APR 15** Termination of the Physician-Patient Relationship: Breaking Up is Hard to Do
- MAY** **SPECIAL EDITION** — Policyholder Frequently Asked Questions about COVID-19-Related Risk Management & Patient Safety
- JUN** Adolescents, Their Parents, Consent, & Privacy
- JUL** Refusal of Treatment— Liability, Patient Safety & Ethical Considerations
- AUG** Curbside Consultation Strategies for Risk Reduction
- SEP** The Current State of Opioid Prescribing for Chronic Pain
- OCT** Current Issues in Anesthesiology Claims
- NOV/DEC** The Risks of Cosmetic Procedures Performed in Physicians' Offices

MyNORCAL App

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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.