

COMMUNICATION FAILURES A MAJOR ISSUE IN MEDICAL LIABILITY CLAIMS¹

Communications issues — *communication problems between healthcare providers and failure to follow-up on tests/consults* — were among the most expensive (highest indemnity) and most frequent (number of claims) associated issues in medical liability claims.

MOST FREQUENT ASSOCIATED ISSUES

1. Problems with history, exam, or workup
2. X-ray error
3. Comorbid issues
4. **Communication problems between healthcare providers**
5. Consent issues
6. Problems with records
7. Involves surgical/medical device
8. **Failure to follow-up on tests/consults**
9. Vicarious liability
10. Unnecessary treatment



MOST EXPENSIVE ASSOCIATED ISSUES

1. Problems with History, Exam, or Workup
2. Problems with Records
3. **Communication problems between healthcare providers**
4. Comorbid Issues
5. X-ray Error
6. **Failure to follow-up on tests/consults**
7. Consent Issues
8. Lack of Adequate Facilities, Equipment, or Staff
9. Unnecessary Treatment
10. Fraud



TOP
5

SPECIALTIES WITH HIGHEST INDEMNITY PAYMENTS

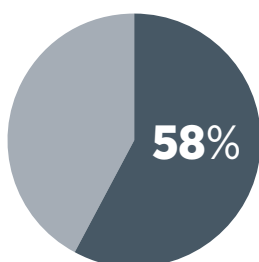
FAILURE TO FOLLOW-UP ON TESTS/CONSULTS

1. Internal Medicine
2. OB/GYN
3. Family Medicine
4. Pediatrics
5. Cardiology

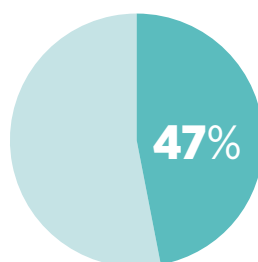
COMMUNICATION PROBLEMS BETWEEN HEALTHCARE PROVIDERS

1. OB/GYN
2. Internal Medicine
3. Radiology
4. Family Medicine
5. General Surgery

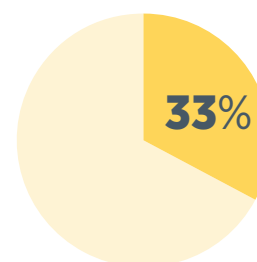
PERCENTAGE OF CLAIMS WITH INDEMNITY PAYMENTS



Failure to Follow-Up on Tests/Consults



Communication Problems Between Healthcare Providers



All Claims