

# TOP TIPS

## Healthcare Risk Mitigation and Claims Management

As healthcare organizations face the reality that the frequency and severity of claims is increasing, the need to understand the drivers of risk and implement risk mitigation strategies is more critical than ever. Utilizing clinical claims data and risk mitigation expertise from your medical professional liability (MPL) insurance provider to identify areas of greatest risk to your organization can help you develop a proactive, long-term risk mitigation plan.

Here are some measures and protocols that Coverys provides its insureds to help significantly reduce adverse events and ensure patient safety.

1

### **Leverage the power of data to identify your vulnerabilities.**

Data plays a critical role for healthcare organizations by providing insights that can help you identify vulnerabilities, improve patient safety, and reduce the likelihood of adverse events. Your MPL provider should share insights from a rich database of historical malpractice data that provides you with an industrywide perspective as well as specific issues driving errors and claims in your own practice or organization.

Integrating this valuable data with your organization's internal data can help generate more actionable insights to drive improvements in care delivery and reduce liability, risks, and claims. Even better, an insurance provider that offers data analytics by risk management clinicians who understand risk mitigation and claims management can share insights that the organization can learn from and drive into day-to-day operations.

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**Take advantage of a risk assessment that provides recommendations for improvement.**

An interactive risk assessment from your MPL provider is a valuable tool that can give you insights and recommendations for risk mitigation strategies customized for your organization. The assessment can help you identify areas where risks of malpractice claims are higher so you can focus your proactive measures on specific solutions with the most potential to improve patient safety and minimize potential legal issues in your practice or organization. The MPL provider can help you implement the suggested strategies with expert advice and resources.

3

**Share your findings with care providers.**

After identifying your organization's vulnerabilities, your risk teams should share key findings with leadership, service chiefs (e.g., surgery, medicine, hospitalists, obstetrics), nurses, and other staff directly involved in patient care. Your MPL provider can help you interpret and share the data with the teams that can put what you've learned into practice.

4

**Alert your insurer about potentially adverse events as early as possible.**

Prompt management of potentially problematic events is critical for enhancing patient safety and reducing the likelihood of a claim. That is why physicians must report any unexpected adverse event, potential compensable event (PCE), or potential claim to their insurance provider as soon as possible.

When you work with an MPL provider who truly understands your challenges and the legal, regulatory, and reputational risks that hospitals face, you can expect expert guidance in ensuring proper documentation, compliance with reporting requirements, and proactive risk management strategies that can help protect your institution, your providers, and your patients.

5

**Focus education and skills training on the issues driving errors.**

After identifying the issues at your organization resulting in harm or claim trends, offer regular education to enhance awareness of risk factors and protocols to avoid adverse events. Your MPL provider can work with you to design training programs that address issues identified by a risk assessment and work with your risk managers to develop focused education and training programs.

6

**Leverage the power of automation to improve patient engagement and risk analysis.**

Hospitals are under constant pressure to improve efficiencies while maintaining quality patient care, and many are automating administrative tasks to free up valuable time for patient care. Working with an MPL provider that embraces artificial intelligence (AI) and automation enables you to provide a more responsive approach to risk assessment, claims management, and policy administration. By responsibly leveraging technology to reduce administrative burdens, an AI-driven provider can deliver faster claims handling, critical risk insights, and data-driven decision-making so you can focus on patient care while enhancing your overall risk management strategy.

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### Set expectations for complete and accurate documentation of care to help reduce litigation risk and foster trust.

Providers must recognize their ultimate accountability for the decisions that impact patient care. By insisting on proper, authentic, and accurate documentation of all communication, care decisions, and interactions with patients and other providers, you can help ensure legal protection in the event of a malpractice claim. Clear, timely records support continuity of care and serve as critical evidence to demonstrate clinical reasoning, adherence to standards, and informed patient interactions, helping you mitigate liability risks.

Working with an MPL provider with an in-depth understanding of — and experience working with — the intricacies of claims can help your providers develop well-formed documentation of all critical touchpoints and ensure they are well-prepared to defend against any potential claims.

8

### Understand the risks and rewards of AI.

As healthcare organizations consider the benefits and implementation of AI technology, it would be wise to consult with your MPL insurance provider about the potential impact of the technology and liability concerns — from generative voice-activated copy development to potential errors in automated decision-making tools. An experienced MPL provider may be able to help hospitals navigate these complexities by offering guidance to ensure that AI is used safely and effectively while minimizing legal exposure.

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### Get leadership on board.

The C-suite and other leadership at healthcare organizations must prioritize understanding risk drivers and support risk mitigation efforts across the organization. To insulate the organization from liability in the future, they must appreciate the role that data, technology, and risk and claims management play in delivering care and provide staff with the resources they need for training and education, as well as tools for providing and documenting quality care.

At Coverys, we strive to provide these resources, insightful data, and consultative services to help you reduce the complexity and risk of negative events so you are free to focus on patients.

#### Contributing Voices:

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