



COPIC POINTS PROGRAM FOR FACILITIES

Patient Safety & Risk Management

EFFECTIVE 11/1/2022



OVERVIEW

PATIENT SAFETY AND RISK MANAGEMENT

With more than 30 years of claims experience, COPIC draws upon its expertise to teach practical, pragmatic techniques for managing and reducing risk. Our goals are to reduce liability risk, provide effective tools to enhance the quality of medicine, and support improved outcomes that contribute to maintaining stable premiums. Our staff consists of trained medical professionals who understand health care challenges and provide trusted support.

COPIC's Patient Safety and Risk Management department oversees education activities that include a growing selection of on-demand courses available through our website, and in-person seminars offered throughout the year. The department also performs assessments to identify opportunities for changes to internal systems and processes, designed to reduce adverse outcomes.

Please contact COPIC's Patient Safety and Risk Management Department at **(720) 858-6396** with any questions.

COPIC PATIENT SAFETY AND RISK MANAGEMENT FORUM

COPIC's Annual Patient Safety and Risk Management Forum is a multi-day conference that provides an opportunity for facility risk management professionals to obtain education and resources regarding current risk management and patient safety issues. Participants attend presentations on a variety of subjects, from state and federal regulatory updates to clinical risk management and patient safety enhancements.

The Forum hosts nationally-recognized health care speakers, including local and regional experts, and provides practical resources and valuable networking opportunities. Sessions allow attendees to:

- Engage in small group discussions.
- Gain industry knowledge.
- Share insight among peers.

BACKGROUND OF THE COPIC POINTS PROGRAM:

COPIC developed its physician risk management discount program in 1993 to reward physicians who adhered to risk management guidelines and continued to expand their knowledge by participating in seminars, trainings, and other activities. Physicians who met these requirements were given "Preferred" premium status. In January 1996, COPIC enhanced this program by equating Preferred premium status with a premium discount and approving an expanded range of eligible activities.

Effective January 1, 2018 we implemented a COPIC Points program for our insured facilities.

In 2015, the Accreditation Council for Continuing Medical Education (ACCME) reviewed COPIC's process for developing CME activities. It resulted in us receiving "Accreditation with Commendation" in 2016 and "Reaccreditation" for the period of 2022-2026.

In December 2017, COPIC became accredited as a provider of Continuing Nursing Education (CNE) by the American Nurses Credentialing Center Commission on Accreditation (ANCC). As a provider, COPIC is now authorized to present and award CNE credits for nursing staff education programs.

PROGRAM GUIDELINES

All facilities insured by COPIC under our facility policy form are eligible to participate in the COPIC Points Program for Facilities. The program is voluntary and there is no obligation to participate.

Points are earned during a one-year cycle that runs from November 1 of the current year to October 31 of the following year. These dates are chosen to assist with renewing policies timely and accurately, beginning January 1.

Policyholders can earn up to three (3) points during each cycle that may be associated with a premium discount for the upcoming renewal cycle. There is no roll-over provision of excess points from one cycle to another.

Discounts earned under this program are applied toward the premium charged for facility coverage at a policy level only. Discounts do not apply to premium charged for individuals listed on the policy. Policyholders with multiple sites may participate in all activities, but the points obtained will be applied at the policy level not on a per location basis.

PREMIUM DISCOUNTS

| Points | Discount |
|--------|----------|
| 3 | 10% |
| 2 | 7% |
| 1 | 3% |

Eligibility for a COPIC Points discount is subject to minimum premium requirements. Discount does not apply to Umbrella/Excess policies.

OPPORTUNITIES THAT QUALIFY FOR COPIC POINTS

COPIC PROGRAMS AND SEMINARS

Host or attend a COPIC education program for facility clinical staff personnel. Topics include: documentation, patient care situations, and Just Culture.

- Policyholders earn **1 point** for hosting or attending a COPIC program that is at least 45 minutes in length. Only one point is earned regardless of the number of times the same program is held each day.

Hosting a program also provides an opportunity for eligible physicians and advanced practice providers named on a separate COPIC MPLI policy to earn a point for attendance.

Contact COPIC's Patient Safety & Risk Management department to schedule a program at your facility.

WEBINARS

COPIC provides 30-minute educational real-time webinars designed specifically for our insured facilities three times a year. Topics are selected based on inquiries from insureds, as well as state and national patient care trends. Invitations are sent to the facility's primary risk management contact and may be shared with staff.

- Policyholders earn **0.5 point** for participating in a 30-minute, real-time COPIC webinar.
- Maximum of **1.5 points** per cycle.

ATTENDANCE BY RISK MANAGER AT AN APPROVED COPIC EDUCATION PROGRAM*

COPIC has several in-person and virtual risk management education programs that qualify for earning points under this program.

- **1 point** per program attended.

*Program *must be* approved for earning facility COPIC points. Please contact COPIC's Patient Safety & Risk Management department for more information about available courses.

PATIENT SAFETY AND RISK MANAGEMENT FORUM

Attend COPIC's annual multi-day Patient Safety and Risk Management Forum. There is no cost for facility risk managers and patient safety staff of COPIC-insured facilities. The number of attendees from each policyholder is limited.

- Policyholders may earn a maximum of **2 points** for staff attendance at the entire program.

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OPPORTUNITIES THAT QUALIFY FOR COPIC POINTS (Cont.)

FACILITY ASSESSMENT

COPIC conducts assessments of hospitals and ambulatory centers based on Institute for Healthcare Improvement, National Patient Safety Foundation, Joint Commission, and other professional association standards and guidelines. These assessments help facilities identify and address patient care processes that may lead to improved patient safety. Points are awarded to facilities that achieve 90% of the key processes. All facilities are eligible for an assessment, whether full or focused, every year.

- Full assessment of all patient departments and services provided **3 points**
If less than 90% achievement of key processes..... **1 point**
- Focused assessment*
 - ◆ 1-2 departments/services **1 point**
If less than 90% achievement of key processes **0.5 point**
 - ◆ 3-4 departments/services..... **2 points**
If less than 90% achievement of key processes **1 point**

*Focused assessments are available annually, as long as the department/services being reviewed are different from the previous policy cycle.

Completion and Review of a Specialty Specific Self-Assessment Tool

COPIC's self-assessment tools have been created to assist our insureds in developing and improving systems and mitigating risk in ways that support effective patient care and promote patient safety. The tool uses guidelines and standards from national and state accreditation entities. Insureds will receive 2 COPIC points for completing and reviewing the results with a COPIC Patient Safety Risk Manager.

COPIC SERVICES AND RESOURCES

Upon insuring with COPIC, an introductory visit is scheduled to welcome the facility's patient safety and risk management staff and present the services and resources COPIC offers.

Thereafter, we offer to meet with you annually to present new COPIC services and resources, and when new facility staff or risk managers join your team. We also offer an interim courtesy visit to discuss any new process or areas in which COPIC can advise the facility.

- Introductory visit or annual meeting with key risk management staff, re-visit with new key staff; policyholders earn **1 COPIC point**.
- Interim courtesy visit with risk manager for meetings lasting more than one hour; policyholders earn **0.5 COPIC point**.

Important Note

The information contained in this publication is provided for descriptive purposes only. Changes in policy provisions and eligibility may have occurred since publication; provisions and eligibility currently in effect take precedence.



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