



# Patient Safety and Risk Management Programs

## FAST FACTS



**For more information on Patient Safety and Risk Management Programs,** please contact Stephanie Heronema at (800) 421-1834, ext. 6129 or email her at [sheronema@copic.com](mailto:sheronema@copic.com)

*State regulations and legal environments may limit the scope or availability of certain programs/resources. Please contact COPIC for details about your specific state.*

**COPIC offers industry-leading patient safety and risk management programs overseen by physicians and registered nurses who understand the challenges in health care.**

### EDUCATION AND TRAINING

**In-Person Seminars:** COPIC's team of physicians and attorneys present seminars throughout the year. Seminars can be specialty specific, focus on key issues (e.g., communication, documentation, legal risks, etc.) and/or include case-based learning from de-identified closed claims. They can also be customized to an organization's needs or be part of CME programs or specialty and patient safety conferences.

**On-Demand Courses:** COPIC provides access to a growing number of on-demand courses and we partner with other professional organizations to offer selected courses. The majority of courses are CME accredited and topics include:

- Case studies of real, de-identified claims presented in chronological fashion that does not reveal the outcome until its conclusion.
- Working safely with APNs and PAs.
- Medication errors in the EHR era.
- Optimal communication techniques.
- Managing adverse outcomes.

*Eligible insured physicians and allied health professionals who participate in seminars & courses can receive COPIC points, which qualify for an associated premium discount.*

**Multi-Day Conferences:** COPIC hosts annual conferences that address key topics in patient safety and risk management and feature nationally-recognized speakers. There is no cost for insureds to attend and the conferences provide knowledge that can be integrated into their organizations as well as opportunities to network with peers and share best practices. The Symposium is held in the spring in Nebraska and the Forum is a fall conference in Colorado.

**ACCME Accredited:** COPIC holds Accreditation with Commendation—the highest level of accreditation from the Accreditation Council for Continuing Medical Education (ACCME). COPIC is one of a few medical professional liability carriers to receive this status and we are able to serve as a joint provider for activities with medical groups, facilities, or hospitals.

COPIC can also provide customized training with internal/external resources in the following areas:

- High Reliability Organizations
- Building a Culture of Safety—Just Culture
- Improving outcomes (including HCAPS scores) and reducing adverse events via communication and team building



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*“You have to keep up and try to do better, and COPIC makes it easy to think about strategies for improving patient safety.”*

*—COPIC-insured physician*

### 3RS (RECOGNIZE, RESPOND, AND RESOLVE) PROGRAM

COPIC’s innovative 3Rs Program helps physicians maintain communication with patients and work toward a resolution when unexpected outcomes occur. Recognized by The *New England Journal of Medicine* and *Health Affairs*, the program attempts to preserve the physician-patient relationship and reimburse the patient for medical-related expenses.

### CANDOR IMPLEMENTATION

COPIC is a recognized expert in planning and implementing a Communication and Optimal Resolution (CANDOR) process to respond to unexpected outcomes that cause patient harm. We utilize the Agency for Healthcare Research and Quality CANDOR toolkit, offer case-by-case consulting and education workshops in disclosure techniques, and focus on managing adverse medical outcomes from recognition to resolution.

### ONSITE REVIEWS AND TRAINING

Each year, COPIC conducts on-site reviews at insured practices and facilities. These reviews are designed to identify high-risk areas and implement best practices to address these. Specially trained nurses and facility risk educators conduct the reviews and provide personalized support to develop policies/protocol in areas where there are opportunities for improvement.

### ACUTE CARE FACILITY SERVICES

Acute care facilities receive staff education on a variety of topics from documentation to patient care issues. Additionally, comprehensive assessments are provided based on The Joint Commission NPSGs and specialty guidelines. Assessments are conducted by registered nurses and cover all aspects of a hospital. Resources are provided to facility risk managers, and COPIC’s support services are customized to the specific needs of the facility.

### RISK MANAGEMENT RESOURCES AND SUPPORT

- COPIC offers a 24/7 risk management hotline staffed by experienced physician risk managers who are available to provide guidance in urgent situations.
- Published for more than 30 years, *Copiscope* is a newsletter distributed to COPIC insureds that covers current topics in patient safety and risk management.
- COPIC’s website provides downloadable medical guidelines and tools. These include clinical guidelines, consent forms, and practice management resources.

### RESIDENCY AND MEDICAL EDUCATION

Each year, more than 200 medical residents participate in COPIC’s rotations, including a week-long training program. The program focuses on key patient safety and medical-legal issues with the goal of providing valuable knowledge that complements medical school education and helps prepare residents as they transition into clinical settings.