

Risk Report

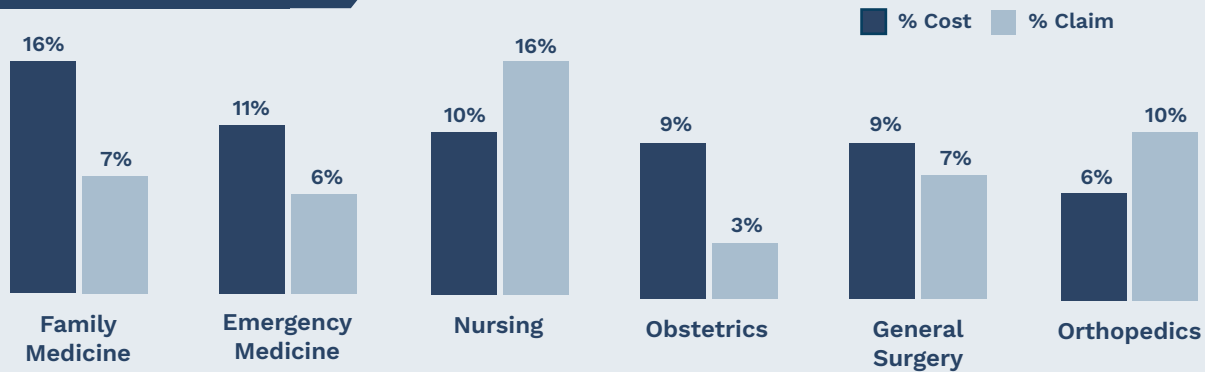
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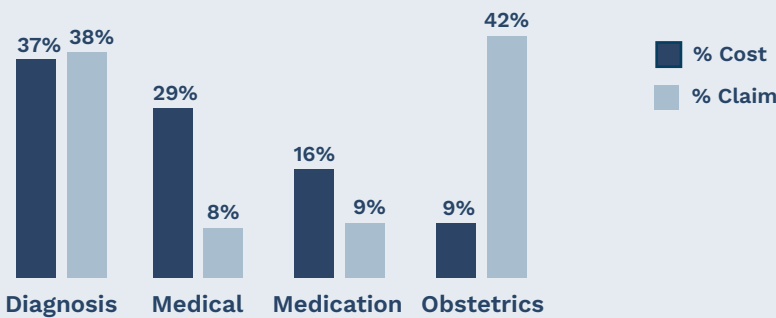
Reducing Harm in Family Medicine

In an analysis of our professional liability claims*, **family medicine was the most expensive and third most frequently cited clinical service responsible for care at the time of an alleged harm event.** Family medicine claims account for 16% of all costs and 7% of all claims.

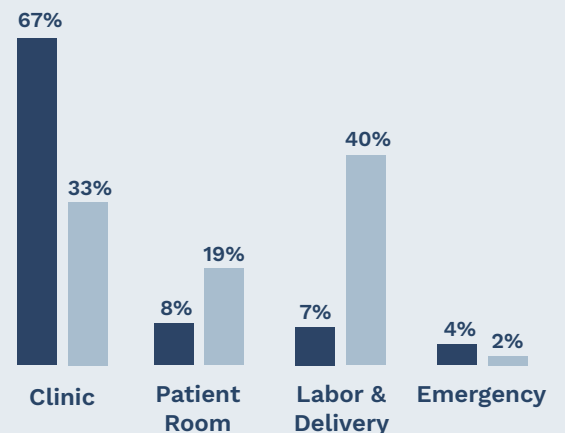
Top Clinicians Responsible for Care



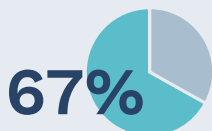
Allegations Triggering Family Medicine Claims



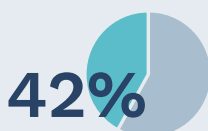
Locations of Family Medicine Claims



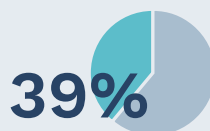
Snapshot of Family Medicine Claims



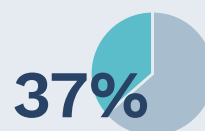
of claims occurred in a clinic



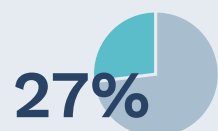
of costs involved obstetrics



of claims involved communication issues

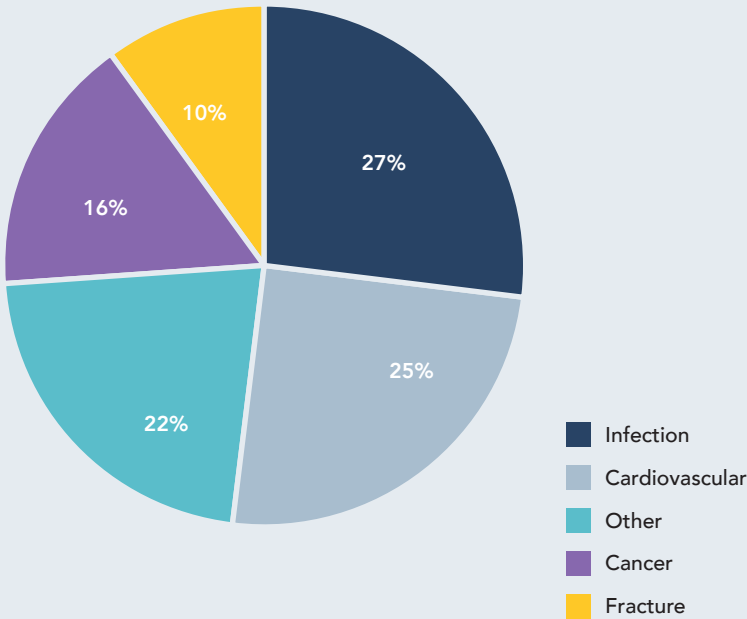


of claims involved diagnostic errors



of missed diagnoses were infections

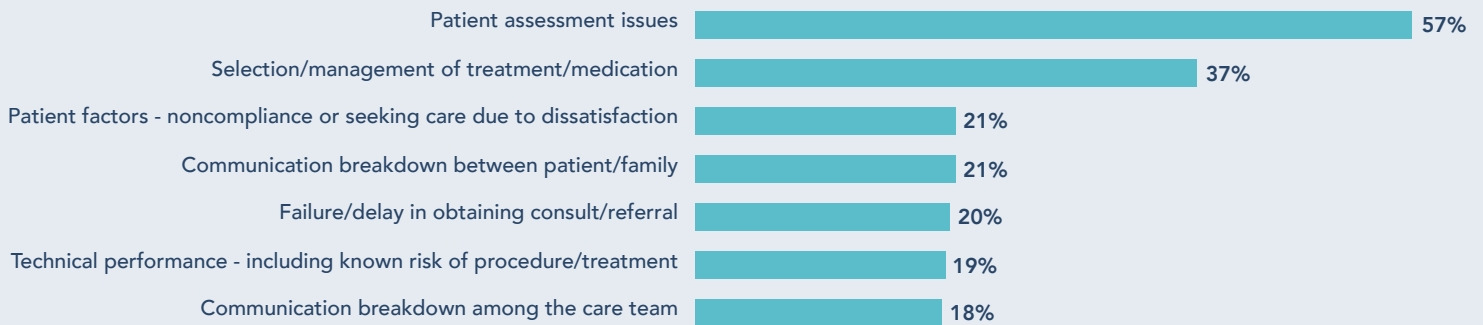
Top Missed Diagnoses % Claims



A Delay in Diagnosis of Infection

On a Friday afternoon, a family physician examined a 23-year-old who complained of left eye redness and significant pain after wearing colored contacts overnight. The physician examined the eye and diagnosed a small corneal abrasion. He prescribed Tylenol with codeine for pain, told her the abrasion would heal itself and to return on Monday if the eye was not better. On Monday morning, her parents took her to an ophthalmologist because she could not open her left eye. The ophthalmologist diagnosed an eye infection and prescribed antibiotic eyedrops and oral prednisone. Three days later, the eye was not better and she was examined by another ophthalmologist who diagnosed a severe eye infection. She was admitted to the hospital for intense antibiotic treatment and ultimately underwent corneal replacement surgery due to a pseudomonas infection of the eye. She filed a malpractice claim against the family physician alleging failure to diagnose her eye infection. The experts who reviewed the care were critical of the family physician for not prescribing antibiotic drops, for failing to refer her to an eye specialist and for not telling her to go to the emergency department if the eye became worse over the weekend. The claim was settled with a payment on behalf of the family physician.

Top Contributing Factors % Claims



These factors contribute to harm events/malpractice claims and are amenable to risk mitigation strategies. A single harm event may involve multiple contributing factors.

What You Can Do To Reduce Family Medicine Harm Events

LEARN about the causes and contributing factors to family medicine harm events

ASSESS your risk for harm events and malpractice claims

ENHANCE communication with patients, senior living residents, and among the care team

ANALYZE harm events and implement strategies to reduce risk