

# Risk Report

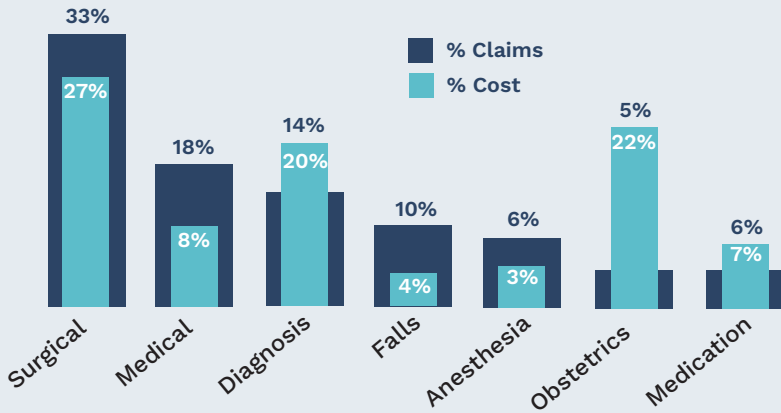
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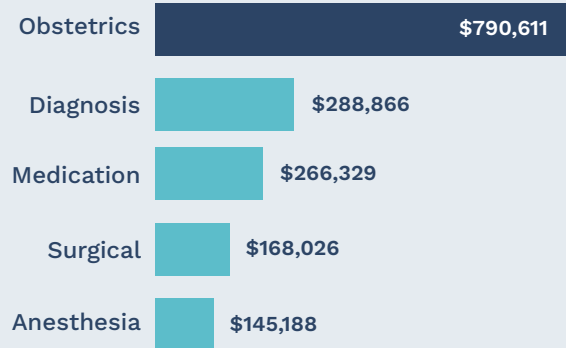
## Reducing Hospital Patient Harm Events

In an analysis of our medical professional liability claims\* originating in the hospital setting, **surgical allegations were #1 in occurrence and #2 in cost. Obstetrical allegations were #1 in cost and #5 in occurrence.**

### Top Allegations Triggering Hospital Claims

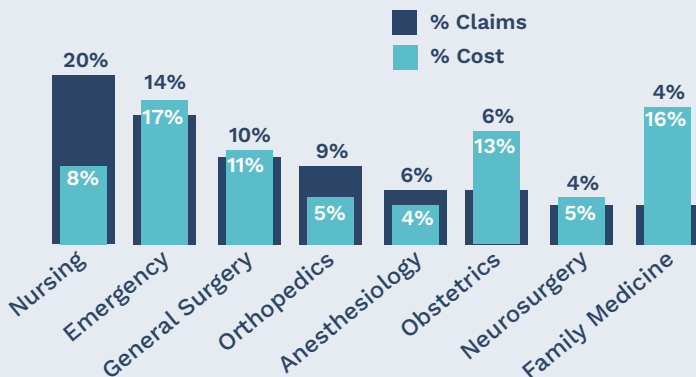


### The Cost of Hospital Harm Average Cost

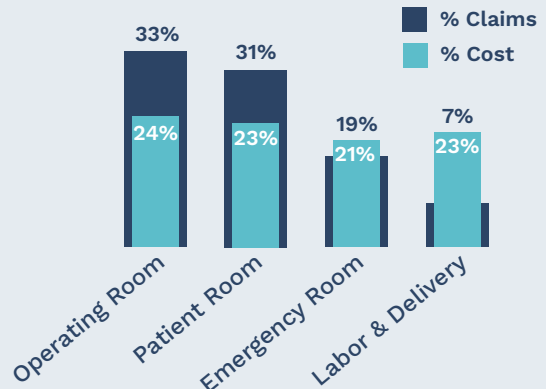


## Clinicians and Locations Responsible for Patient Care

### Top Responsible Teams



### Top Locations



## Risk Factors Contributing to Harm in Top Locations

	Who's Involved	Leading Cause of Injury	Factors Contributing to Claims
<b>Operating Room</b>	Orthopedics (21%) General surgery (21%) Anesthesia (12%)	Surgical technical performance factors, including known procedural risks and complications	<ul style="list-style-type: none"> <li>•Clinical judgment related to patient assessment and selection of surgical procedure</li> <li>•Communication with the patient/family</li> <li>•Patient behavior-related factors</li> </ul>
<b>Patient Room</b>	Nursing (48%)	Failure to ensure safety from falls and improper management of a surgical patient	<ul style="list-style-type: none"> <li>•Patient assessment and monitoring issues</li> <li>•Failure to follow hospital policy/protocol</li> <li>•Communication breakdowns with patient/family and among team</li> </ul>
<b>Labor and Delivery</b>	Obstetrics (70%) Family Medicine (17%)	Selection/management of labor/delivery, patient assessment in recognizing and responding to symptoms/tests/diagnostic studies, monitoring, and technical performance of vaginal delivery	<ul style="list-style-type: none"> <li>•Communication among the care team</li> <li>•Insufficient documentation</li> <li>•Communication with the patient/family</li> </ul>
<b>Emergency Room</b>	Emergency Medicine (73%) Nursing (10%)	Clinical judgment factors in patient assessment, including delay or failure to order tests, premature discharge and narrow diagnostic focus	<ul style="list-style-type: none"> <li>•Clinical environment - shift and workload</li> <li>•Communication breakdowns with patient/family and among team</li> <li>•Patient behavior-related factors</li> </ul>

## What You Can Do To Reduce Hospital Harm Events

**LEARN** about the causes and contributing factors to hospital-related harm

**ENSURE** surgeon technical skill with a robust credentialing and privileging process

**IMPROVE** nursing team member assessment and monitoring skills

**OPTIMIZE** communication processes and teamwork skills

**IMPLEMENT** clinical decision support tools to assist providers and team members