

Risk Control Services for Healthcare Organizations and Providers



HEALTHCARE

In a rapidly changing healthcare industry, leaders need current information, sophisticated analysis and expert advice to effectively address present and emerging exposures. At CNA, we are dedicated to helping healthcare organizations and providers manage the financial impact of risks by preventing losses from occurring in the first place.

Enterprise-wide scope

CNA's multi-disciplinary, enterprise-wide approach to risk control provides you with the tools to help you create a safer, stronger and more competitive organization. We work with you to develop strategies tailored to your organization's risk profile, claim history and culture. In addition, our scope and longevity in the healthcare professional liability field enables us to quickly spot liability trends and patterns. In collaboration with our property and casualty risk control professionals, we offer a road map designed to assist our customers in reducing enterprise risk.

CNA boasts an industry-leading team of risk control professionals who have earned the Certified Professional in Healthcare Risk Management designation, as well as other quality and safety certifications. These experienced consultants are dedicated to identifying your vulnerabilities and partnering with leadership by developing strategies to:

- Strengthen clinical policies and procedures.
- Analyze claim histories.
- Evaluate organizational structure and processes.
- Examine leadership styles to determine the level of patient/resident safety.
- Identify potential exposures.
- Review state and federal regulatory environments (in collaboration with CNA's legal counsel).

Recognizing the financial impact of effective risk management, CNA offers unique services focused on fast-moving trends such as changing reimbursement models and industry consolidation.

"Our consultants understand that proactive risk control solutions are necessary in today's complex and dynamic healthcare environment."

Long-lasting relationships

CNA risk control professionals begin by asking you about your organization's overall mission, values and objectives. Then they collaborate with you to:

- Develop preventive strategies and interventions.
- Educate leadership teams, staff members, and healthcare providers.
- Provide recommendations for improvements.
- Integrate risk awareness into organizational decision making.

In addition to one-on-one consulting, we provide insureds with a wide range of risk management publications and special reports focusing on all segments of healthcare. These publications bring together timely claim findings, effective risk control strategies and tools for organizational self-assessment.

Our consultants understand that proactive risk control solutions are necessary in today's complex and dynamic healthcare environment. Their goal is to build solid, long-lasting relationships with our insureds, based upon a willingness to listen to your needs, as well as offer useful resources and practical guidance.

Service plan components

The following risk control services can be adapted to suit your needs and complement the insurance products you select:

Publications	CNA is known for the value and quality of its claim reports for aging services, hospitals, counselors, nurses, nurse practitioners, pharmacists and physical therapists. Our newsletter series addresses critical healthcare issues with industry-specific publications for aging services organizations, allied healthcare facilities, dentists, hospitals and life sciences companies. Special publications and bulletins augment these publications.
Customized risk education programs	Our consultants develop special educational programs in collaboration with insureds and offer them to key audiences at accessible locations or via webinars, and/or Brainspark®.
Onsite consultation risk assessments	CNA consultants work closely with insureds to identify potential liability exposures and develop practical, enterprise-wide risk control strategies to address patient/resident safety concerns. Onsite assessments include face-to-face discussions with key leaders and staff, review of records and documents, and a tour of the facility to observe potential environment of care safety issues. Assessments also may focus on high-risk clinical or specialty areas, such as emergency department, perinatal services, patient/resident falls, mergers and acquisitions and CMS hospital-acquired conditions. A written report is provided after each onsite assessment.
Claim projects	Our consultants may conduct an in-depth review of professional liability claims to identify customer-specific trends and defense challenges, as well as offering strategies to mitigate risks.
Telephone and written consultation	CNA's consultants provide timely telephone and/or written support to help insureds manage risk-related concerns.
Topical and regional seminars	Representatives from insured organizations may attend CNA-sponsored educational seminars that address a variety of pertinent and emerging healthcare issues. These sessions are scheduled at locations around the country.
School of Risk Control Excellence (SORCE®)	Our complimentary SORCE® educational programs offer industry-leading loss prevention, loss reduction and risk transfer techniques. Classes are led by experienced CNA consultants. SORCE® <i>On Demand</i> provides 24/7 access to our library of risk control courses whenever the need arises. These online courses are based on proven adult-learning principles and the latest regulatory requirements to ensure that every learning experience is interactive and relevant.

Please note that the services provided depend upon the insurance program purchased. All insureds are eligible to receive relevant CNA publications, telephone and written consultation.

To learn more about how CNA can help you improve patient care while reducing losses, please contact CNA at 1-866-262-0540 or visit www.cna.com/riskcontrol.

