



The Risk Management Department at PLICO is available with a variety of resources to assist you in improving the patient experience thereby reducing the risk of liability in your facility. We believe that providing tools to the staff and physician to improve communication and the relationship with the patient and/or family leads to better patient outcomes as well as improved staff and physician satisfaction.

*We are committed to providing service both proactively and in response to unanticipated events that may result in a future claim for compensation or damages.*

**Proactive:** Education, hospital assessments, assisting staff in the development of risk management strategies, tracking and trending of incident report data for identification of targeted risk management strategies.

**Reactive:** Assistance with handling unexpected outcomes, early intervention strategies to mitigate damages

As an insured facility, we would like to implement the following plan for risk management activities:

## Initial Visit

- Discuss the hospital/outpatient services offered and the patient population served in order to tailor a hospital risk assessment that will meet your needs.
- Review the Incident/Claim Reporting form and process.
- Provide a template for maintaining important information for incidents/claims to optimize our ability to assist you in managing/settling issues.
- Discuss potential staff/physician educational programs available.
- Discuss your expectations for Risk Management assistance.

## Assessment

- Complete hospital assessment with assistance from CEO, CNO, departmental management and person responsible for Risk Management/Quality.
- Identify potential staff/physician educational programs that may be beneficial to the facility based on findings.
- Provide report with recommendations for improvement.

## Education

- Schedule educational offerings for the staff/physicians as identified.