

The University of California partnership with CRICO Strategies has reaped innumerable benefits. In addition to sharing in the powerful comparative benchmarking database and having meaningful data to share with our leadership and practitioners, we have enjoyed the benefits of sharing best practices with peers across the country.

—Terri Kielhorn
University of California

The information we have harvested together from 10 years of claims data drives an informed, focused, and evidence-based risk management strategy for our hospitals and physician insureds. The Comprehensive Risk Intelligence Service is completely turnkey and reliable. Dollar-for-dollar, the CRICO-Stanford data partnership provides among the highest returns for Stanford's risk management investments.

—Jeff Driver
Chief Risk Officer, Stanford University Medical Center

We would like to express our appreciation for the support your team provides relative to the claims and underwriting systems. The professionalism, attention to detail, sincere concern, and desire to deliver the best available service is evident in every interaction we have. I can think of no other relationship where the drive and commitment excels so highly. You are to be strongly commended.

—Brian Teusink
Sr. Executive VP, Palmetto Healthcare Liability Insurance Program (PHTS)

**STRATEGIES PARTNERS.
HARVARD MEMBERS.
ONE COMMUNITY.**

The Strategies community includes many premiere health care organizations such as (but not limited to):

- Baptist Health System, Inc. (AL)
- Beth Israel Deaconess Hospital (MA)
- Boston Children's Hospital (MA)
- Cassatt RRG (PA)
- Maine Medical Center (ME)
- Massachusetts General Hospital (MA)
- MedStar Health System (MD)
- MMIC Group, Inc. (MN)
- PHTS Services, LTD (SC)
- Princeton Insurance Company (NJ)
- Stanford University Medical Center (CA)
- Temple University Health System (PA)
- The Doctors Company (CA)
- University of California (CA)
UCLA, UCSD, UCSF
- University of Colorado (CO)
- University of Florida (FL)
- University of Maryland Health System (MD)

Our community includes approximately 25 Harvard members and 550 partner hospitals. For a complete listing, visit our website.

Strategies community of peers, representing over 550 hospitals and 125,000 physicians, share dialogue and comparative analyses of claims data and effective patient safety practices.



CONTACT US TODAY TO GET STARTED
Gretchen Ruoff, 617.450.5500,
or gruoff@rmf.harvard.edu
Visit our website: www.rmfsstrategies.com

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A division of the Risk Management Foundation of the Harvard Medical Institutions, Inc.

Strategies is a division of the Risk Management Foundation of the Harvard Medical Institutions, a CRICO company. A recognized leader in evidence-based risk management, CRICO is a group of companies serving the Harvard medical community. Its mission of improving patient safety is extended nationally, as Strategies offers risk solutions that deliver the highest degree of insight and data integrity.

crico | strategies

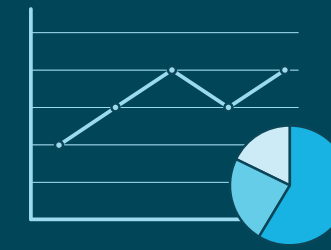
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TOGETHER WE CAN LEARN FROM OUR MISTAKES



CLINICAL EVENTS



DATA ANALYSIS



TARGETED INTERVENTIONS



Providing Solutions. Promoting Safety.

The core of a model patient safety organization and the key to success is the use of data to drive informed decision making. Data-driven intelligence that proactively identifies vulnerabilities and engages physicians and clinical leaders in solutions that transform the safety of patient care is the real catalyst for change. Strategies offers a number of risk solutions that deliver the highest degree of insight and data integrity. Armed with these unique perspectives, you can accurately prioritize needs, support resourcing, and mobilize solutions that will dramatically reduce medical errors, mitigate financial loss, and minimize harm.

Do you know what drives your malpractice claims?

1. Where in your process of care are the breakdowns that lead to diagnostic failure?
2. Are your communication breakdowns in internal medicine similar to other hospitals of the same size?
3. How do challenges related to resident supervision compare between surgery and other services?
4. How does your rate of claims (e.g., surgical, OB, ED) compare to your peers?
5. Are you spending more defending your claims than your peers?

We can help you with these common questions and more. Contact us to find out how.

OUR DATA CAN HELP SAVE LIVES

When you become a CBS member, you gain access to a wealth of industry knowledge through this single partnership. Your resources will include an accomplished staff of physicians, nurses, lawyers, claims specialists, and clinical data analysts. Their insight, coupled with your experience, ensures your organization is best poised to identify, mitigate, and respond to risk. In addition, your membership gives you access to our extended patient safety community of academic medical centers, community-based hospitals, health care networks, and medical professional liability insurers which contribute to our comparative database.

Your Data. Our Analysis. Mitigated Risk. Saved Lives.

Data is the most valuable tool we have to understand medical error. Through our proprietary coding taxonomy, we deliver targeted data intelligence that answers how care systems fail, why miscommunication happens, and where clinical judgement falters. Your organization can identify and prioritize its risk reduction initiatives and target its resources and dollars to the very real vulnerabilities that put their patients and providers at risk. Our products and services are designed to leverage comparative data and position organizations to make a significant impact on patient safety.

RISK APPRAISAL AND PLAN (RAP)

A short-term consultative engagement with our risk and patient safety experts to identify the vulnerabilities of a specific service, system, or organization. Captures insights and assesses performance of culture, structure, and leadership through onsite interviews with key stakeholders and concludes with an interactive presentation, comparative benchmarking, and recommendations.

COMPARATIVE BENCHMARKING SYSTEM (CBS)

Using our proprietary clinical coding taxonomy, CBS provides members with a detailed individual and comparative analysis of the key factors driving their malpractice claims. Participation in CBS includes continual access to the intelligence derived from the 300,000+ claims in our database, access to our patient safety experts, and collaborative interaction with a national community of learning.

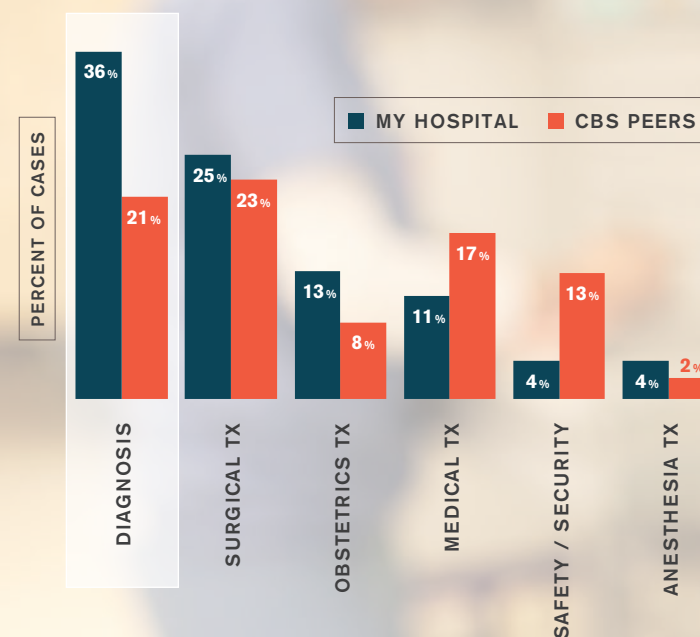
CAPTIVE (MPL) MANAGEMENT SYSTEM

A suite of IT tools to fully manage your medical professional liability claims. Includes underwriting, clinical coding, reporting, and analytics. One integrated system to optimize quality and reduce inefficiencies.

RISK ASSESSMENT & DATA ANALYSIS. EXPERTISE & COLLABORATION. SYSTEMS & SOLUTIONS.

Where are my organization's vulnerabilities?

CASE TYPE



BREAKDOWNS IN THE DIAGNOSTIC PROCESS OF CARE

	MY HOSPITAL % CASES	CBS PEERS % CASES
Patient notes problem and seeks care	1%	5%
History/physical and evaluation of symptoms	61%	43%
Order of diagnostic/lab tests	79%	55%
Performance of tests	1%	9%
Interpretation of tests	37%	31%
Receipt/transmittal of test results	21%	11%
Physician follow-up with patient	19%	14%
Referral management	15%	27%
Patient compliance with follow-up plan	2%	11%

*Cases may involve breakdowns at multiple points in the process.