



NORCAL GROUP®

NORCAL GROUP OF COMPANIES



2016 NORCAL Group Risk Solutions & CME Activities

Experience & Expertise

Risk Management helps you to improve patient safety and decrease your risk of a claim. We provide personalized risk management solutions through consultation and educational support. Our staff has backgrounds in clinical patient care, hospital risk management and administrative healthcare, and we're equipped to provide the risk management strategies you need, when you need them.

- » Contact us. Our Risk Management Specialists are available to discuss patient safety and medical liability issues of importance to your practice. We can be reached at **855.882.3412** and **risksolutions@norcal-group.com**.
- » If your situation is urgent, as a policyholder, you can rest assured that we provide 24/7 access to a Risk Management Specialist: **855.882.3412**.
- » Additional onsite risk management services are available.

Risk Management Resource Documents

The risk management department maintains over 100 resource documents, sample forms and tools to support you in your practice. Topics include working with allied health providers, informed consent, follow up of patient care, medical records documentation and management, EHR, medication management, and many more. These documents are available to all policyholders by calling a Risk Management Specialist at **855.882.3412**, and are available online to policyholders in many states.

Live Risk Management Presentations and Webinars

Our Risk Management Specialists — and special physician and attorney guests — deliver live risk management presentations nationwide on various topics. CME credit is often available. Presentation topics include: (**Special topics may be available upon request.*)

- E-Communication
- Diagnostic Error
- Strategies to Minimize Risk
- Behaviors that Undermine a Culture of Safety
- Pain Management & Prescribing Opioids
- Electronic Health Records
- Hand-Offs & Communication
- Medical Ethics
- Allied Health
- Cultural Competency
- Physician Stress & Burnout
- Specialty specific including: Anesthesia, Radiology, Emergency Medicine, Hospitalists & Obstetrics

Claims Rx Risk Management Publication

Each month, NORCAL Mutual publishes *Claims Rx*, featuring claims-based learning and risk management advice on both clinical and administrative topics. Typically each *Claims Rx* provides an opportunity for *AMA PRA Category 1 Credit™*. After reading an issue, complete the post-activity quiz online to receive your CME certificate.



2016 Topics for Claims Rx*

- January:** Data Breaches/Cyber Liability Risks
- February:** Anticoagulation Management and Medication Reconciliation
- March:** The Impaired Physician
- April:** Shared Decision Making, Informed Consent, and "Patient Activation"
- May:** Empathy
- June:** Pediatrics: Communication and Informed Consent Issues with Adolescent Patients
- July:** Pain Management
- August:** Prenatal Care
- September:** Telemedicine
- October:** Medical Assistants
- November:** Breast Cancer
- December:** Bullying on the Healthcare Team

2015 Claims Rx Titles

- January:** Termination of the Physician-Patient Relationship
- February:** Failure to Diagnose Acute Myocardial Infarction
- March:** Reducing Risk Associated with Radiology Interpretation and Communication
- April:** Communicating with Patients about Risks and Results of Tests
- May:** Risk Issues Associated with the Diagnosis and Treatment of Gastrointestinal Disorders
- June:** Don't Fumble the Handoff
- July:** Managing the Risks of Using EHR Efficiency Tools
- August:** Diagnostic Error—Claims Data Reveal Continuing Concerns
- September:** Vicarious Liability Risk Management
- October:** Be Prepared for Category 3 Fetal Heart Rate Tracing
- November:** The Unique Risks of Expanding Urgent Care Services
- December:** Overview of Orthopedic Claims

*The list above is topics only, not titles. The need for these topics is supported by risk management field experience and claims data. Topics are subject to change at any time at the discretion of the VP of Risk Management.

Online & Mobile CME

Access *Claims Rx* — NORCAL Mutual's award winning monthly digital publication — and a robust library of risk management activities on timely and relevant topics that can help you reduce risk in your practice. You may even receive a discount* on your insurance premium by participating in NORCAL Mutual CME activities. (Contact your agent/broker or call 844.4NORCAL to determine your eligibility.)

MyACCOUNT

Your self-service portal for policy, CME, and claims and risk management resources.

- 1 Complete your CME activity within the MyCME area.
- 2 Take the post activity quiz and get your CME certificate.
- 3 Print or email your CME certificates or transcripts.

Additional online resources, courses and webinars are also available. To create your MyACCOUNT login, call Customer Service for an activation code at 844.4NORCAL.

Log in at NORCALMUTUAL.COM

MyNORCAL App

Fast, simple and convenient CME activities on the go.

The free MyNORCAL app for iOS and Android has all the award-winning *Claims Rx* articles available in MyACCOUNT, automatically syncing your CME activity with your other devices.

Download the free MyNORCAL app today and use your MyACCOUNT login.



Accreditation

NORCAL Mutual Insurance Company is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide CME for physicians. NORCAL Mutual fulfilled the accreditation requirements for Accreditation with Commendation set forth by the ACCME and was awarded accreditation for six years as a provider of CME.



*Coverage availability varies by state and restrictions may apply. Discounts subject to underwriting approval.