



Navigating What's Next



Registration Now Open for 2019 Risk Management Symposium

ISMIE is excited to announce that our 4th annual Risk Management Symposium is now open for registration!

Our 2019 program will be held on **November 1** at the Westin Chicago Lombard.

The Symposium will again be a daylong conference and will feature eight outstanding speakers. Our theme this year is "Navigating What's Next," with topics including cannabis, macro-level healthcare trends, big data, opioids, physician wellness, and more.

Click [here](#) to learn more about the program and faculty.

Physicians and clinicians insured by ISMIE attend for free. Staff of ISMIE policyholders are eligible to attend at a discounted rate of \$199, or **\$99 if registered by Oct. 1.**

Space is limited, so [register today!](#)



Risk Assessment Round-Up: 5 Common Concerns

When it comes to managing your practice risk, studies and anecdotes only go so far. That's why ISMIE offers all policyholders an *on-site risk assessment* that focuses on potential litigation factors and much more.

In 2018, nearly 3,500 ISMIE policyholders took us up on our offer to come to their practice and "pop the hood" on their risk management principles. The risk assessment focuses on principles of good risk management and evaluates how well your practice or facility is addressing potential litigation landmines. During our visits, we see a lot of common issues that could lead to greater risk exposure.

Here are the top five problem sources we routinely spot:

- **Transitions of care** – These high-risk areas continue to be problematic, especially when involving a facility transfer or discharge.
- **Informed consent and patient education** – Documentation of these critical areas remains an issue. In particular, clear documentation of patient understanding of risks and instructions is often found to be lacking.
- **Controlled substance prescribing practices** – Usage of controlled substance/pain management agreements is not consistent.
- **Electronic medical records** – Issues related to copying and pasting of clinical notes, use of pre-populated templates and other general documentation inaccuracies continue to present problems.
- **Burnout** – Poorly designed systems and protocols can be a significant contributing factor to health professionals' burnout.

Click [here](#) to learn more about ISMIE risk assessments or contact the ISMIE risk management team any time by [email](#) or phone at 800-782-4767 ext. 3300.



***Workplace Violence:
Preparedness and
Fallout – New ISMIE
‘Lesson from the Field’
Tells You What You Need
to Know***

Healthcare professionals are 20 percent more likely to experience instances of workplace violence than

employees in other fields.

The [newest installment](#) of ISMIE’s “Lessons from the Field” [series](#) dives headfirst into what clinicians and staff need to do to be prepared in the event of such an incident, and the follow-up procedures if one should occur. Remember, even a seemingly minor instance of workplace violence in your practice must be handled correctly, and often must be reported to the Occupational Safety and Health Administration (OSHA).

The latest lesson begins with a case study detailing an event of workplace violence in a medical practice, and its aftermath. The lesson also provides several helpful strategies to guide your practice, including:

- How to develop a workplace violence preparedness plan in your practice;
- How to best support clinicians and staff in the aftermath of such an event;
- Statistics on workplace violence in healthcare settings; and
- Resources where you can learn more.

“Lessons from the Field” is just one risk management resource available to all ISMIE policyholders nationwide. Review our [risk management educational](#) options and ways eligible policyholders can earn [premium discounts](#) through our Managing Risk Partnership Program.



Transition Period for New Medicare Cards Ends in 5 Months!

Starting Jan. 1, 2020, Medicare claims must be submitted using the Medicare Beneficiary Identifier (MBI) regardless of what date the service was performed. If you submit a claim using the old Health Insurance Claim Number (HICN), which is based on the individual's social security number, CMS will reject the claim, with few exceptions.

The MBI is a unique, randomly-selected 11-digit number using alpha and numeric characters that is replacing the HICN.

You may continue to accept both the old (HICN) and new (MBI) Medicare cards from patients during the transition period, which ends Dec. 31, 2019.

Starting Jan. 1, 2020, CMS will only accept claims using the MBI.

For more information, visit CMS' [New Medicare Cards web site](#).

Know the Three Categories of Claims

1

Lawsuits - A litigated demand for damages alleging a failure to provide appropriate medical services to a patient. A Summons and Complaint is filed with the court and served personally upon the physician.



2

Attorney liens - A pre-litigation demand for damages alleging a failure to provide appropriate medical services to a patient. The physician will receive the attorney lien through the mail.



3

Direct patient claims - A pre-litigation demand for damages received directly from the patient alleging a failure to provide appropriate medical services. This demand may come in the form of a letter or a direct communication from the patient.



At ISMIE Mutual, we like to educate our policyholders about medical liability issues *before* there's a need. If you have any questions about the claims process or receive any of the notices listed above – lawsuits, attorney liens or deposition subpoenas – contact the ISMIE Claims Division immediately at 800-782-4767.

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