

For More Information

Articles

“Chronic Disease Management: What Will It Take to Improve Care for Chronic Illness?” E. H. Wagner, *Effective Clinical Practice*, 1998.

“Don’t Be a Target for a Malpractice Suit,” Edward G. Zurad, *Family Practice Management*, June 2006.

“Emerging Med-Mal Strategy: ‘I’m Sorry,’ Peter Geier, *The National Law Journal*, July 24, 2006.

“Six Steps to Customer Satisfaction—From Patient Survey to Action Plan,” Kevin W. Sullivan, *Performance and Practices of Successful Medical Groups: 2004*, Medical Group Management Association.

“The Role of Pictures in Improving Health Communication: A Review of Research on Attention, Comprehension, Recall, and Adherence,” P. S. Houts et al, *Patient Education and Counseling*, May 2006.

“Translating the Chronic Care Model Into the Community: Results From a Randomized Controlled Trial of a Multifaceted Diabetes Care Intervention,” G. A. Piatt et al, *Diabetes Care*, April 2006.

“Using a Simple Patient Registry to Improve Your Chronic Care,” David D. Ortiz, *Family Practice Management*, April 2006.

“Using Pictographs to Enhance Recall of Spoken Medical Instructions,” P. S. Houts et al, *Patient Education and Counseling*, October 1998.

Books

Bulletproofing Your Medical Practice: Risk Management Techniques for Physicians That Work, Kevin M. Quinley, SEAK Inc, 2000.

Performance and Practices of Successful Medical Groups: 2005 Report Based on 2004 Data, Medical Group Management Association, 2006. For more information go to: www.mgma.com/surveys/economic_challenges_detail.cfm.

The Satisfied Patient: A Guide to Preventing Malpractice Claims by Providing Excellent Customer Service, James W. Saxton, Hcpco Inc., 2003.

Wall of Silence: The Untold Story of Medical Mistakes That Kill and Injure Millions of Americans, Rosemary Gibson and Janardan Prasad Singh, LifeLine Press, 2003.

Reports

“Defensive Medicine Among High-Risk Specialist Physicians In a Volatile Malpractice Environment,” David Studdert, Michelle M. Mello et al, *Journal of the American Medical Association*, June 1, 2005.

“Health Care at the Crossroads: Strategies for Improving the Medical Liability System and Preventing Patient Injury,” Joint Commission on Accreditation of Healthcare Organizations, 2005. Available at www.jointcommission.org/NR/rdonlyres/167DD821-A395-48FD-87F9-6AB12BCACB0F/0/Medical_Liability.pdf

“Informed Consent,” ECRI, March 2006. A discussion of the challenges in obtaining informed consent, including tools to assist healthcare professionals in patient education. For more information, contact Sharon Murphy at smurphy@ecri.org; by telephone at (610) 825-6000, ext. 5145; by mail at ECRI, 5200 Butler Pike, Plymouth Meeting, PA 19462-1298; or by fax at (610) 834-1275.

“Medical Liability Rate Survey,” Medical Liability Monitor. For more information, go to www.mlmonitor.com.

“Medical Liability Reform-NOW,” American Medical Association, July 19, 2006. A compendium of facts supporting medical liability reform and debunking arguments against reform. Available at www.ama-assn.org/go/mlrnow.

“Medical Malpractice: Impact of the Crisis and Effect of State Tort Reforms,” Claudia H. Williams and Michelle M. Mello, Robert Wood Johnson Foundation, May 2006.

“Medical Malpractice Liability Crisis Meets Markets: Stress in Unexpected Places,” Robert A. Berenson, Sylvia Kuo, Jessica H. May, Center for Health System Change, September 2003. Available at www.hschange.com/CONTENT/605/.

“Technical Report: Alternative Dispute Resolution in Medical Malpractice,” John J. Fraser Jr, MD, JD, and the Committee on Medical Liability, American Academy of Pediatrics, March 2001 (Re-affirmed May 2006). Available at: <http://aappolicy.aappublications.org/cgi/content/full/pediatrics;107/3/602>.

“The Determinants of the Cost of Medical Liability Insurance,” Daniel P. Kessler, Physicians Insurers Association of America, April 2006. Available at www.thepiaa.org.

“The Politics of Medical Malpractice in Pennsylvania, 1975-2005,” Rogan Kersh, Pew Charitable Trusts, July 2006. Available at www.medicalliabilitypa.org.

“Understanding Medical Malpractice Insurance: A Primer,” Michelle Mello, Robert Wood Johnson Foundation, January 2006. Available at www.rwjf.org/publications/synthesis/reports_and_briefs/pdf/no10_primer.pdf.

Training, Seminars, and Support Groups

ISMIE Mutual Insurance Company (www.ismie.com) in Chicago offers a semiannual seminar, “Taking Control: Managing Your Malpractice Lawsuit.” The company also offers The Litigation Support Network, which enables physicians facing legal action to talk to others who have been in similar situations.

Medical Mutual Insurance Company of Maine (www.medicalmutual.com) offers support for insured physicians who are facing legal action.

Web Resources

A.M. Best Company (www.ambest.com) offers financial ratings for insurance companies.

American Medical Association offers a wide range of resources and information about the medical liability crisis on its Website www.ama-assn.org. The organization’s summary of the crisis in various states is available at www.ama-assn.org/ama/noindex/category/11871.html

American Physicians Assurance Corp. (www.apassurance.com), a malpractice carrier based in East Lansing, Mich., publishes risk-management advice, tips, and articles on its Website.

Anesthesiology Patient Safety Foundation offers resources for enhancing patient safety and education—including newsletters highlighting current patient safety issues—at www.apsf.org.

Committee on Energy and Commerce, U.S. House of Representatives, posts testimony before the Health Subcommittee at <http://energycommerce.house.gov/>. To read testimony on “Innovative Solutions to Medical Liability,” including the statements of Michelle Mello, click on Hearings and Markups and scroll down to July 13, 2006.

Common Good, a legal reform coalition that advocates the creation of health courts, offers a variety of resources on its Website, www.cgood.org.

Connecticut Medical Insurance Company (www.cmic.biz) has a

Website with information on the liability crisis and access to recent issues of its Connection newsletter.

COPIC Insurance Company (<http://callcopic.com>) offers a wide range of risk management resources on its Website, including sample forms, clinical guidelines for certain procedures, and some patient education materials.

Doctor's Advocate (www.doctorsadvocate.org) offers inexpensive legal service designed to terminate frivolous lawsuits.

Dun & Bradstreet (www.smallbusiness.dnb.com) sells comprehensive reports on insurance companies' financial standing.

ECRI, an independent, nonprofit health services agency, has developed a Web-based survey to help medical practices identify gaps in compliance with procedures, patient care, and business operations. For more information go to www.ECRI.org.

Georgia Composite State Board of Medical Examiners maintains profiles on physicians licensed in the state. For more information, go to www.medicalboard.state.ga.us.

iHealthRecord, developed by Medem, provides patients with the ability to securely store and share personal health information with physicians and in the event of an emergency. In addition, patients can enroll in education programs about their conditions and medications. For more information, go to www.ihealthrecord.org.

Improving Chronic Illness Care (www.improvingchroniccare.org) is a national program of the Robert Wood Johnson Foundation. It is designed to correct deficiencies in current management of chronic diseases.

Jarvis & Mandell, a consulting firm specializing in financial services and risk management for physicians, offers a variety of publications and resources through their Website, www.jarvisandmandell.com.

Massachusetts Board of Registration in Medicine (www.massmedboard.org) gives public access to in-state physician profiles online or by phone.

Medical Board of California makes physician information—including malpractice history and disciplinary actions—available to the public at www.medbd.ca.gov.

Medical Justice Services (www.medicaljustice.com) offers legal services to physician members.

National Practitioner Data Bank (www.npdb-hipdb.com) identifies practitioners with a history of adverse actions and medical malpractice payments by tracking licensure actions and mandatory pro-

fessional review actions. Physicians are not able to initiate reports, but can request corrections to reports.

New Jersey's Health Care Consumer Information Act makes public certain information about physicians in the state. That information is available at www.njdoctorlist.com.

New York State offers profiles of physicians licensed in the state at www.nydoctorprofile.com.

Patient Education Institute (www.patient-education.com) provides interactive patient education systems for 20 medical specialties.

Physicians Insurers Association of America (www.thepiaa.org) offers a wide range of information on medical malpractice insurance, the liability crisis, and other legal issues concerning insurance.

Professional Advocate Insurance Company (www.professional-advocate.com), a division of Medical Mutual Liability Insurance Society of Maryland, offers an online stress management program.

Rightfield Solutions (www.rightfield.net) produces multimedia, interactive programs for patient education, and informed-consent documentation.

Sorry Works is a coalition representing patients, physicians, hospitals, and attorneys that promotes the practice of full disclosure after medical errors, followed by an apology and a quick financial settlement. Find out more about Sorry Works on its Website (www.sorryworks.net).

Texas Medical Association (www.texmed.org) offers e-tips and other information to address the medical malpractice liability crisis.

The Doctors Company (www.thedoctors.com) provides nationwide risk-management services, including custom programs, site surveys, crisis intervention, and specialty-specific seminars, panels, and reports. The Website also has tips, articles, and sample informed-consent forms.

U.S. Senate Committee on Health, Education, Labor and Pensions (<http://help.senate.gov/>) posts testimony its website. To see testimony on "Medical Liability-New Ideas for Making the System Work Better for Patients," including statements by David Studdert, click on Hearings and scroll down to June 22, 2006.

Utah Medical Insurance Association (www.umia.com) offers background information on the advantages of arbitration in medical malpractice disputes as well as information and seminars on risk management.