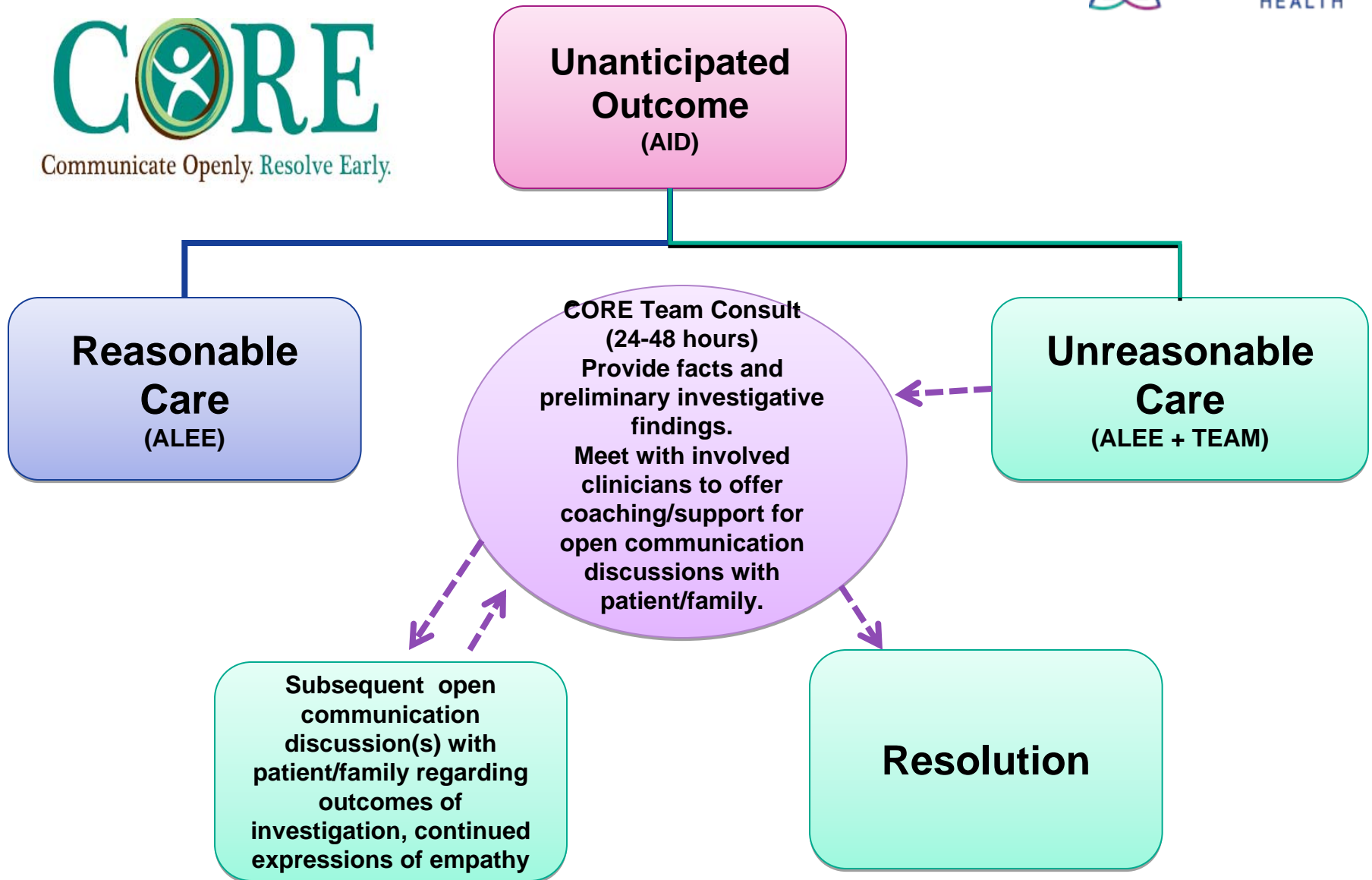

Disclosure, Apology and Early Resolution at Ascension Health



Christine McCoy
Sr. Vice President, Legal Services & General Counsel

September 18, 2013





AID
Acknowledge
Investigate
Plan to Disclose



ALEE

- Anticipate/Adjust
- Listen
- Empathize
- Explain

ALEE + TEAM

- Truth, Transparency & Teamwork
- Empathy
- Apology & Accountability
- Manage until resolved



Unanticipated outcome



What Have We Learned to Date from CORE?

1. CORE has resulted in decreases in actual versus expected claims frequency and severity (but, results are immature).
2. Training a core team (the OBERT) and physician leadership support are important factors to a successful communication and resolution program.
3. A common communication model reduces stress and anxiety.

Overcoming the Barriers to Core

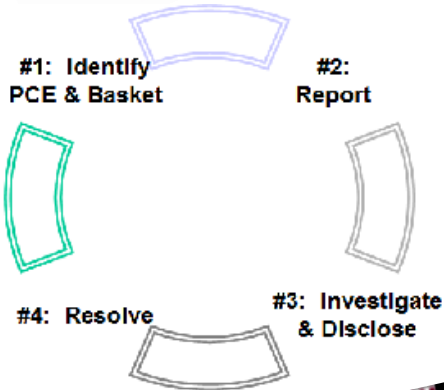
1. Third Party Insurers & Physician Concerns Regarding Admitting Liability
2. National Practitioner Data Bank Reporting
3. Matters for Special Consideration (i.e., Medicare recipients, minor children, incapacitated minor and adults)
4. Its “one more thing”...

How Does CORE Fit?

Apparent Cause Analysis (ACA)



Root Cause Analysis (RCA)



RISK MANAGEMENT QUALITY COUNCIL (RMC)



Safety Event Review Team ("SERT")

NATIONAL CLAIMS COMMITTEE (NCC)



