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*State regulations and legal environments may limit the scope or availability of certain programs/resources. Please contact COPIC for details about your specific state.*

**COPIC's nationally-recognized 3Rs (Recognize, Respond and Resolve) Program addresses the physical, financial, and emotional needs of patients following an unexpected outcome.**

### THE 3Rs PROGRAM GOALS ARE:

- Maintain the health care provider-patient relationship.
- Encourage open and honest communication, including disclosure of unexpected outcomes.
- Encourage expressions of concern, including an apology where appropriate.
- Address patients' needs at a crucial time.

### THROUGH THE 3Rs PROGRAM, PATIENTS IMPACTED BY AN UNEXPECTED OUTCOME CAN:

- Receive reimbursement for their out-of-pocket medical expenses and extended recovery time.
- Retain the right at all times to pursue legal action if desired. No waiver or release is sought or required as a condition of receiving program benefits.

The 3Rs Program helps more than just the patient and health care provider involved in the circumstances in question. It also helps to identify patient safety lessons learned. COPIC shares these lessons with its insureds through newsletters, website resources, and educational seminars.

### ACCOMPLISHMENTS OF THE 3Rs PROGRAM:

- The 3Rs Program was recognized by *The New England Journal of Medicine* and *Health Affairs* as an industry benchmark for how health care providers communicate with patients about unexpected outcomes.
- As of June 2017, more than 1,800 COPIC-insured physicians have referred patients to the 3Rs Program. And nearly 4,000 patients have participated in the program.
- COPIC participated in a federally-funded grant in conjunction with the University of Washington to study how educating physicians on disclosure affects physician and patient perceptions of the disclosure, and the effect on claims.
- Researchers from Harvard University and the University of Washington visited COPIC in connection with a separate qualitative study funded by a Robert Wood Johnson grant. This study examined communication and early resolution programs across the country.
- COPIC participated in the development of the CANDOR (Communication and Optimal Resolution) program funded by the Agency for Healthcare Research and Quality (AHRQ) based on experience and knowledge gained from the 3Rs Program, and is qualified to offer training in this area to medical facilities.



*"This program was truly an answer to prayers—we didn't know how to resolve our problem until this was suggested. The 3Rs Program saved us from costly legal fees and allowed our daughter to have revision surgery. We really could see no negatives in using 3Rs. Many thanks."*

- Patient Testimonial

### EXAMPLES OF INCIDENTS HANDLED UNDER THE 3RS PROGRAM:

- **OB/Gyn:** Abdominal hysterectomy with bilateral salpingo-oophorectomy. Two weeks following the procedure, the patient experienced pain and bulging at the surgical site. A CAT scan confirmed an abscess, necessitating a trip to the operating room for drainage. Reoccurrence of the abscess two months later required another procedure. COPIC assisted the physician-patient communication and reimbursed the patient copays, hospital, anesthesia, medications, and extended loss of time.
- **IM/Gastro:** Colonoscopy. Patient presented to the ER the day following discharge with work-up confirming a colon perforation and volvulus of the cecum necessitating a hemicolectomy. The 3Rs Administrator facilitated physician-patient communication and reimbursed the patient's copays related to hospital charges, anesthesia, medications and the extended recovery period.
- **Orthopaedic Surgery:** ORIF of ankle fracture dislocation. Subsequently, the intermittently uninsured patient developed fracture blisters and required wound debridement and skin grafts. COPIC facilitated physician-patient communication, recognized the patient's unexpected loss of time and reimbursed for related out-of-pocket medical expenses.

### PATIENT TESTIMONIALS:

*"What happened to me was a complete accident and I have no hard feelings against Dr. H. I also want to thank [the 3Rs Administrator] for being so very kind and helpful with my case. Thank you very much COPIC!"*

*"We are simply overwhelmed at receiving such a positive and helpful response to our situation from both [the physician] and the insurance company. Having the repair work performed was no picnic, but with [the physician's] and with COPIC's help it was not nearly as traumatic as it may have been."*

### PHYSICIAN TESTIMONIALS:

*"The case manager kept me appropriately updated and asked my opinion at critical points. This is an outstanding, proactive program!"*

*"It gave me peace of mind and I think it helped [the patient] too."*

*"This is a very useful program—I felt the parents and patient got a good resolution and there was no adversarial situation. Thank you for your assistance."*

*"I feel this may be the most helpful program I have seen a malpractice carrier implement. Fantastic!"*