



Better Medicine • Better Lives

COPIC POINTS PROGRAM FOR FACILITIES

Patient Safety & Risk Management

EFFECTIVE 1/1/19



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OVERVIEW

PATIENT SAFETY AND RISK MANAGEMENT

With more than 30 years of claims experience, COPIC draws upon its expertise to teach practical, pragmatic techniques for managing and reducing risk. Our goals are to reduce liability risk, provide effective tools to enhance the quality of medicine, and support improved outcomes that contribute to maintaining stable premiums. Our staff consists of trained medical professionals who understand health care challenges and provide trusted support.

COPIC's Patient Safety and Risk Management department oversees education activities that include a growing selection of on-demand courses available through our website, and in-person seminars offered throughout the year. The department also performs on-site assessments to identify critical enhancements to internal systems and processes, designed to reduce adverse outcomes.

Please contact COPIC's Patient Safety and Risk Management Department at **(720) 858-6396** with any questions.

COPIC PATIENT SAFETY AND RISK MANAGEMENT FORUM

COPIC's Annual Patient Safety and Risk Management Forum is a multi-day conference that provides an opportunity for facility risk management professionals to obtain education and resources regarding current risk management and patient safety issues. Participants attend presentations on a variety of subjects, from state and federal regulatory updates to clinical risk management and patient safety enhancements.

The Forum hosts nationally-recognized health care speakers, including local and regional experts, and provides practical resources and valuable networking opportunities. Sessions allow attendees to:

- Engage in small group discussions.
- Gain industry knowledge.
- Share insight among peers.

BACKGROUND OF THE COPIC POINTS PROGRAM:

COPIC developed its risk management discount program in 1993 to reward physicians who adhered to risk management guidelines and continued to expand their knowledge by participating in seminars, trainings and other activities. Physicians who met these requirements were given "Preferred" premium status. In January 1996, COPIC enhanced this program by equating Preferred premium status with a premium discount and approving an expanded range of eligible activities.

In 2015, the Accreditation Council for Continuing Medical Education (ACCME) reviewed COPIC's process for developing CME activities. It resulted in us receiving

"Accreditation with Commendation" in 2016 for a six-year period. This is the highest level of ACCME accreditation and places COPIC among the few medical professional liability carriers with this distinction.

In December 2017, COPIC became accredited as a provider of Continuing Nursing Education (CNE) by the American Nurses Credentialing Center Commission on Accreditation (ANCC). As a provider, COPIC is now authorized to present and award CNE credits for nursing staff education programs.

Effective January 1, 2018 we implemented a COPIC Points program for our insured facilities.

PROGRAM GUIDELINES

All facilities insured by COPIC under our facility policy form are eligible to participate in the COPIC Points Program for facilities. The program is voluntary and there is no obligation to participate.

Points are earned during a one-year cycle that runs from January 1 to December 31. Policyholders can earn up to three (3) points each calendar year to receive and maintain the associated premium discount for the upcoming renewal cycle. There is no roll-over provision of excess points from one calendar year to another.

Discounts earned under this program are applied toward the premium charged for facility coverage at a policy level only. Discounts do not apply to premium charged for individuals listed on the policy. Policyholders with multiple sites may participate in all activities, but the points and discount are applied to the overall policy.

PREMIUM DISCOUNTS

Points	Discount
3	10%
2	7%
1	3%

OPPORTUNITIES THAT QUALIFY FOR COPIC POINTS

ON-SITE COPIC PROGRAMS AND SEMINARS

Host a COPIC on-site education program for facility clinical staff personnel. Topics include: documentation, patient care situations, and Just Culture.

- Policyholders earn **1 point** for hosting a COPIC program that is at least 45 minutes in length. Only one point is earned regardless of the number of times the same program is held each day.
- Eligible physicians and allied health professionals insured under a COPIC MPLI policy form can also earn **1 point** for attendance.

Contact COPIC's Patient Safety & Risk Management department to schedule a program at your facility.

WEBINARS

COPIC provides 30-minute educational real-time webinars designed specifically for our insured facilities three times a year. Topics are selected based on inquiries from insureds, as well as state and national patient care trends. Invitations are sent to the facility's primary risk management contact and may be shared with staff.

- Policyholders earn **0.5 point** for participating in a 30-minute, real-time COPIC webinar.
- Maximum of **1.5 points** per year.

ATTENDANCE BY RISK MANAGER AT AN APPROVED COPIC EDUCATION PROGRAM*

COPIC has several in-person risk management education programs that qualify for earning points under this program.

- **1 point** per program attended.

**Program must be approved for earning facility COPIC points. Please contact COPIC's Patient Safety & Risk Management department for more information about available courses.*

PATIENT SAFETY AND RISK MANAGEMENT FORUM

Attend COPIC's annual three-day Patient Safety and Risk Management Forum. Facility risk managers and patient safety staff of COPIC-insured facilities are able to attend at no charge.

- Policyholders earn a maximum of **2 points** for staff attendance at the entire program.
 - Wednesday's ½-day program earns .5 points.
 - Thursday's full-day program earns 1 point.
 - Friday's ½-day program earns .5 points.

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OPPORTUNITIES THAT QUALIFY FOR COPIC POINTS (CONT.)

FACILITY ASSESSMENT

COPIC conducts on-site assessments of hospitals and ambulatory centers based on Institute for Healthcare Improvement, National Patient Safety Foundation, Joint Commission, and other professional association standards and guidelines. These assessments help facilities identify and address patient care processes that may lead to patient injury and/or claims. Points are awarded to facilities that achieve 90% of the key processes on the initial assessment.

- Full assessment* of all patient departments and services provided..... **3 points**
*(Full assessment is available once every two years.)
- Focused assessment*
 - ◆ 1-2 departments/services ... **1 point**
 - ◆ 3-4 departments/services... **2 points***(Focused assessments are available annually, as long as the department/services being reviewed are different from the previous year.)
- Follow-up assessment
Facilities who achieve less than 90% of key processes on an initial assessment will be asked to submit an action plan for review, and a follow-up assessment will be conducted within the following year.
 - ◆ Review of previous areas and 90% achievement of key processes..... **1-2 points**

ORIENTATION SITE VISITS

Upon insuring with COPIC, an introductory visit is scheduled to orient patient safety and risk management staff with the services we offer. Introductory visits include the first visit with a new insured's facility staff, new risk managers, or a courtesy interim visit to discuss any new process or areas in which COPIC can assist the facility with patient safety procedures.

- Initial introductory site visit with key risk management staff, or re-visit with new key staff; policyholders earn **1 COPIC point**.
- Interim courtesy visit with risk manager, for meetings lasting more than one hour; policyholders earn **0.5 COPIC point**.
(Limited to one qualifying visit per year.)

Important Note

The information contained in this publication is provided for descriptive purposes only. Changes in policy provisions and eligibility may have occurred since publication; provisions and eligibility currently in effect take precedence.

