

Chubb Healthcare

Clinical Risk Management Services

CHUBB®



Dynamic Healthcare Arena Challenges Healthcare Risk Managers

Healthcare organizations today faced unique and pressing challenges. The explosive growth in the frequency and size of malpractice awards pushes them to new limits in their efforts to reduce liability exposures and to promote quality care. Today's increasingly complex patient care and healthcare environments force risk managers to be more proactive than ever before in identifying emerging risks and in seeking and implementing the best risk management practices available. To survive in this environment, healthcare organizations must respond quickly to change.

At Chubb we understand the hurdles that healthcare organizations must overcome. Our goal is to help our clients meet these challenges head on. We work with our clients to help them plan and execute current, creative and comprehensive risk management strategies designed to meet their unique risk management needs. We make our in-depth expertise and consultative guidance available to our

clients at every stage of the risk management process. Our goal is to make our clients succeed.

Risk Managers Need for Resources

Clearly, the scope of the healthcare risk manager's role increased dramatically and will continue to expand. While dealing with the ramifications of evolving clinical, business and operational issues, risk managers must also focus on patient safety issues, accreditation requirements, and ensure organization-wide compliance with a vast array of federal, state, and local laws and regulations.

Chubb Healthcare recognizes the pressures that are placed on today's risk management departments. With expertise in every area of healthcare risk management, we work diligently to stay on top of industry trends and provide our clients with the most current information on timely healthcare topics and issues. Our clients turn to us for customized recommendations to help them maximize performance and exceed risk management goals.

Chubb Healthcare Partners with You to Meet Risk Management Challenges

Developing carefully planned and executed risk management strategies can significantly reduce liability exposures. Chubb Healthcare designs and customizes innovative risk management strategies that help our clients meet continually evolving healthcare industry challenges. We believe that our integrated, proactive approach to risk management consulting and loss prevention minimizes exposures and helps improve quality of patient care.

At Chubb, we value our client relationships. Our goal is to work with your organization to strengthen your existing risk management program. We believe that proactively and strategically identifying, assessing and managing risk can improve patient safety and satisfaction while protecting your organization's financial resources.

Chubb Healthcare is committed to building valued, long-term relationships with our clients by providing comprehensive risk management programs and services.

The Chubb Prescription for Managing Healthcare Risk

Chubb Healthcare is committed to building valued, long-term relationships with our clients by providing comprehensive risk management programs and services. We will work with you to develop the customized and realistic risk management strategies that best fit your organization's needs. We encourage our clients to use the full range of valuable risk management resources we provide, including:

Telephone Consultations

Chubb Healthcare stays abreast of the healthcare issues and practices that can impact your risk management programs, and makes this information available to you through supportive telephone consultations. Just a phone call away, Chubb Healthcare is a valuable and responsive resource for information on specific risk management and loss control issues and practices

On-Site Risk Management Consultations

Chubb Healthcare consultants will provide an objective assessment of your organization's risk management program. Our detailed follow-up reports identify both actual and potential areas of liability exposure and offer practical recommendations for improving the process.

On-Site Focused Risk Assessments

Chubb Healthcare consultants will conduct on-site focused risk assessments of specific high-risk clinical areas. We will work with your organization to identify actual and potential liability exposure and provide recommendations for implementing proactive risk reduction strategies.

Customized In-Service Education Programs

Chubb Healthcare designs our education programs to address pertinent issues that complement ongoing risk management programs. Topics include EMTALA, medical documentation, incident reporting, informed consent, physician/patient communication, disclosure of unanticipated outcomes, medication errors, HIPAA and physician office practice management, among others. Our education programs can be customized to reflect your organization's specific risk management focus.

Administrative Risk Management Research and Review

Chubb Healthcare consultants will review and assist in the development and enhancement of healthcare organizational policies, procedures, checklists and forms.

The Chubb Difference

Chubb Healthcare has the ability to offer customers the resources of a truly global insurance group. At Chubb, we are more than insurers; we are a global network of underwriting, risk management, claims and insurance professionals.

Chubb Healthcare provides customers with risk reduction solutions backed by our company's financial strength, breadth, expertise and capabilities.

Contact Us

Chubb Healthcare

Caroline Clouser
Executive Vice President
O 917.921.2939
E caroline.clouser@chubb.com

Risk Management

Diane Doherty
Senior Vice President
O 212.703.7120
E diane.doherty@chubb.com

Claims

Sandra Sutton
Vice President
O 201.479.6347
E sandra.sutton@chubb.com

Chubb. Insured.SM

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. Insurance provided by Chubb American Insurance Company and its U.S.-based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb is the world's largest publicly traded property and casualty insurance group. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to adverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.