

Participants will gain knowledge of:

- Important features of an effective patient safety-driven practice
- Why patient satisfaction is so important
- The role that effective communication plays in patient safety
- Office processes that make a difference
- Case examples that exemplify unsafe and safe office processes



To schedule a session *at your practice location*, please contact the Healthcare Risk Services Department at:

**1-866-Rx-4-Risk
(1-866-794-7475)**

**Healthcare Risk Services
Department
746 Alexander Road
Princeton, New Jersey
08540
1-866-Rx-4-Risk**

Princeton Insurance

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**...Educational
Opportunities**

Patient Safety for the Office Practice



**1 hour Educational Session
for
Physician Office Staff**

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The largest and most widely used segment of the American healthcare system is the physician office; yet, the physician office setting has not received the same industry attention as hospitals and other healthcare institutions with regard to patient safety.

While believed to be under-reported, various studies indicate that at least 25% of all outpatient office visits result in errors and preventable adverse events – and one in four patients treated in the primary care setting experience an adverse drug event.

A review of Princeton's liability cases also reveals breakdowns in fundamental patient safety efforts such as communication, service excellence, documentation, and more.

Patient Safety for the Office Practice

An effective patient safety program focuses on promoting patient satisfaction and preventing adverse or unanticipated outcomes of care through:

- Improved communication among care providers and patients
- Well designed processes and office systems
- Accurate, thorough and timely documentation
- Monitoring and follow through with tests, test results, and patient visits

These one hour inter-active sessions can be provided **at your practice location** during the office lunch hour in order to avoid interruptions to busy patient schedules. Or, we will attempt to accommodate any other time that is more convenient for you.

Your staff will learn what thirty years of experience as a provider of medical malpractice insurance for physicians has taught us.

Programs can be tailored to your specific needs. Programs are intended for all staff, and physicians are always welcome.

Our staff is also available to perform office practice reviews that may assist you in pinpointing problem areas upon which to focus your patient safety efforts.