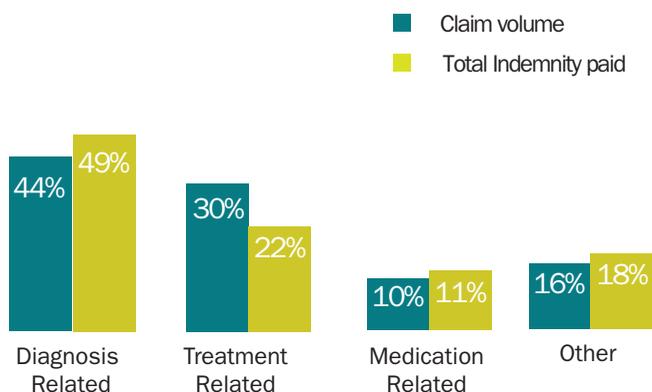




The figures below indicate the nature of the most frequently closed ISMIE Family Medicine claims between 2007-2018

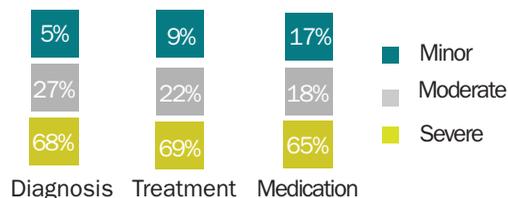
Allegations & Indemnity Paid¹



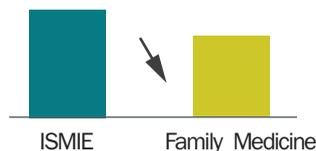
Top 5 Risk Factors for Family Medicine¹

- 77** Clinical Judgement - Failure to consider alternate diagnoses, failure to order appropriate diagnostic tests.
- 11** Communication - Coordination of care was insufficient, results and/or diagnosis were not communicated to the patient/family.
- 9** Documentation - Progress notes were insufficiently documented, medical records did not include all clinically relevant documents.
- Medication - Failure to properly manage medication regimen.
- 1** Systems - Patient did not receive necessary follow-up care.

Injury Severity¹



The average indemnity paid by ISMIE on Family Medicine-related claims was 4% lower when compared to all ISMIE claims.^{1,2}



ISMIE has insured more than **3,600** Family Medicine physicians since its founding in 1976.

ISMIE Trial Win Percentage¹ 2007-2018

8



Since 1976, ISMIE has handled more than **4,600** cases filed against insured Family Medicine physicians.

¹ Data derived from closed claim study performed by ISMIE.

² Comparison of overall ISMIE average indemnity payments versus payments made related to this specialty.

44% of family medicine claims* are diagnosis-related

CLAIMS FREQUENTLY INVOLVE:

- Failing to properly or timely diagnose:
 - Neoplasms (e.g., colon, lung, breast, prostate)
 - Pulmonary embolisms
 - Head injuries
 - Other injuries and poisoning
 - Digestive systems diseases

Common risk management issues:

- Failure to consider alternate diagnose
- Failure to correctly interpret diagnostic tests
- Failure to order appropriate diagnostic tests
- Failure to communicate results and/or diagnosis

WHAT YOU CAN DO TO IMPROVE DIAGNOSTIC ACCURACY:

- Conduct and document a thorough evaluation of the patient.
- Obtain all clinically relevant information about the patient, including previous medical records when possible.
- Consider a differential diagnosis.
- Document your clinical thought process and rationale for treatment decisions.
- Seek follow-up tests when necessary.
- Track tests ordered to ensure that you receive and review the results, that the patient is notified, that the patient's treatment plan is amended appropriately, and that your efforts are documented in the patient's medical record.
- Maintain a high index of suspicion when patients do not recover as expected following an intervention
- Document your attempts to follow up with patients.

30% of family medicine claims* are treatment-related

COMMON RISK MANAGEMENT ISSUES:

- Insufficient coordination of care
- Failure to monitor
- Failure to refer or seek consultation
- Failure to properly manage medication regimen
- Insufficient documentation of informed consent/refusal
- Insufficient documentation of progress notes
- Premature discharge from an institution
- Patient not receiving necessary follow-up care

*Family Medicine closed claims, 2007-2018

The recommendations contained in this resource are not intended to define conduct that is appropriate in every case, should not be considered as establishing any standard of care, and do not constitute legal advice. Physicians, clinicians and health care providers should take care to ensure that all care rendered reflects the best clinical judgment and complies with the laws and regulations of the state or location at which the care was provided.

WHAT YOU CAN DO TO MITIGATE YOUR RISK:

- Educate patients thoroughly about any procedures or treatments that they will be undergoing. Use plain, non-medical language with patients to help ensure comprehension.
- Carefully explain to the patient potential significant complications of each procedure or course of treatment.
- Ensure that your informed consent discussion with the patient is documented, including the risks, benefits and alternatives to treatment. Document your patient's understanding and acceptance of these risks.
- Conduct and document informed refusal when appropriate.
- Consider your experience and level of expertise with particular procedures.

Visit www.ismie.com to learn more about how ISMIE is helping policyholders manage their risk by keeping patients safe.