

Introduction

Welcome! Thank you for taking the time to participate in this educational activity.

As a staff member in a medical office, you have the opportunity to create a positive experience for your patients. You also have the opportunity to prevent malpractice claims from being brought against your practice and your doctors.

Why do patients sue? The most logical answer is “because the doctor did something wrong!” However, recent research reveals a surprising statistic: only 2% of patients who are injured by their doctor end up suing them.¹ Those who DO sue are usually motivated by non-medical factors, such as the poor communication skills of the doctor and his staff.

There are many small things you can do every day to help prevent medical errors and malpractice lawsuits. An article in *Medical Economics*, titled “10 Ways to Guarantee a Lawsuit,” highlighted many of the non-clinical mistakes that are likely to cause patients to sue.² This educational activity is based on information taken from that article.

INSTRUCTIONS FOR COMPLETING THE ACTIVITY:

1 : REVIEW DVD	2 : READ INFO	3 : TAKE QUIZ
Watch the DVD that accompanies this packet. You will hear the story of a malpractice case from the perspective of the patient, the doctor, and the office manager.	Read the following information. Each page highlights one of the top ten ways to guarantee a lawsuit, points out places in the story where the issue was demonstrated, and offers advice for preventing the problem from happening in your practice.	Take the test found at the end of this booklet. Your practice manager has the answers.

Good luck. We hope you find this exercise to be helpful in reducing malpractice risk and increasing patient safety in your practice.

Notes

¹Research compiled by the Center for Patient and Professional Advocacy, Vanderbilt University Medical Center, accessed at: www.mc.vanderbilt.edu/root/vumc.php?site=CPPA&doc=152

²Rice, Berkeley, “10 Ways to Guarantee a Lawsuit” *Medical Economics*, July 8, 2005, www.memag.com/memag/article/articleDetail.jsp?id=168737