

Allied World collaborates with policyholders to incorporate their insights and experience into risk reduction programs that help keep assets and people protected. This partnership is the foundation of all good risk management programs. Each risk management consultant has extensive clinical and risk management experience and customizes services to meet the needs of our policyholders, ranging from a 24/7 hotline to on-site consulting. By providing the tools and information necessary to avoid or mitigate losses, we can help prevent problems and control outcomes.

Allied World Bermuda's Physician Group lead policyholders are provided with an allotment of risk management services as an integral component of their insurance coverage – adding value beyond simply an insurance policy. We are known for our experienced and knowledgeable team and proactive, customized services.

RISK MANAGEMENT PROVIDED BY AWAC SERVICES COMPANY, A MEMBER COMPANY OF ALLIED WORLD

- Clinical Risk Assessments:** In order to help medical professional policyholders identify areas of potential liability and provide risk reduction strategies, risk management consultants closely examine an organization's existing risk management program and clinical practices – identifying potential gaps and areas needing improvement.
- Education Programs:** Education programs are a fundamental component of all good risk management programs and policyholders have access to a broad range of educational options to support and augment their existing risk management initiatives. Issues that policyholders identify as important to the continuing education of their staff determine program content and areas of focus. Educational programs are often jointly developed following our analysis of areas of exposure and educational needs through clinical risk assessments, claims history and emerging trends in liability. These educational programs are a powerful tool to help each policyholder mitigate potential loss, and they reinforce
 - the central role each staff member plays in managing their organizational risk. Recent topics include Medical Necessity and Best Practices in Medication Management. Complimentary webinars and DVDs are also offered to policyholders on a range of patient safety and risk management topics presented by internal and national experts. Recent topics include Documenting with a Jury in Mind and Integrating Physician Office Practice into the Hospital Risk Management Program. These programs are available to all employees as well as medical staff during the live presentation or on-line after the program for listening convenience.
- Risk Management Research and Publications:** We provide access to industry trends and news through subscriptions to risk management publications produced by experts in the areas of health law, risk management and liability insurance. We also assist policyholders with research on risk management issues and standards of care.
- Risk Management Hotline:** Our risk management hotline is dedicated to healthcare policyholders and provides direct and immediate access to risk management information whenever the need arises, 24/7 and 365 days a year.
- Educational Scholarships:** Scholarships to attend clinical risk management and patient safety programs may be available.
- Policy and Procedural Development:** Our team provides assistance when drafting new policies and procedures, as well as updating existing policies and procedures. Access to an extensive library of resources and samples is available.
- Complimentary Resources:** We have compiled a comprehensive list of risk management and patient safety resources from which policyholders can select a free copy each year.

CONTACTS

AWAC SERVICES COMPANY

A Member Company of **Allied World**

Please send all risk management inquiries to riskmanagement@awacservices.com.

Rated "A (Excellent)" by A.M. Best Company
 Rated "A (Strong)" by Standard & Poor's
 Rated "A2" by Moody's

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