

HEALTH CARE PROFESSIONAL LIABILITY SERVICES

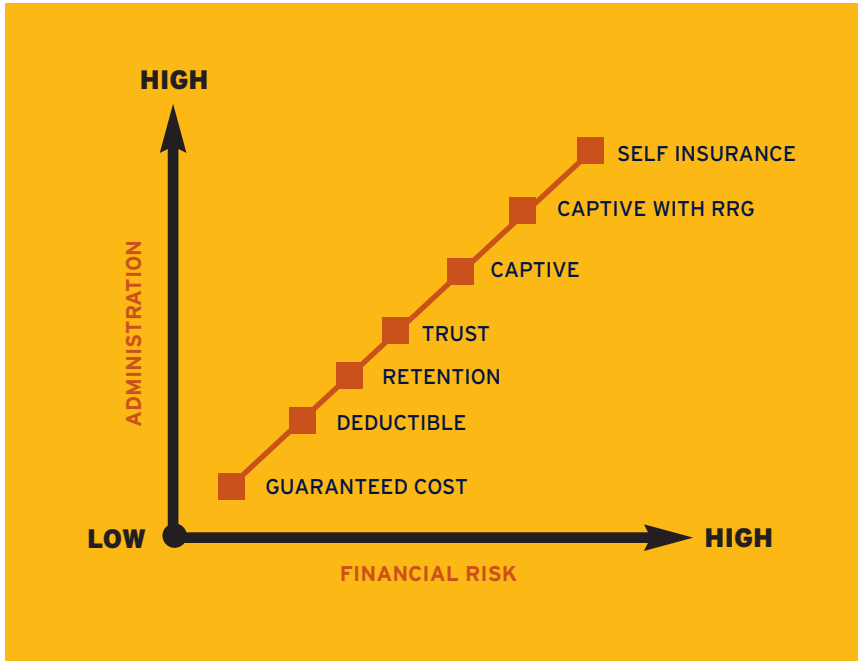
EXPERTISE CONSULTATION SERVICE

In medicine, the treatment can seem as painful as the disease. In Health Care Professional Liability (HPL), the insurance premiums can seem as painful as the threat of lawsuits.

Because HPL represents such a fundamental threat to every health care provider, Willis developed a Health Care Practice with the breadth of expertise and consultative approach necessary to serve the varying needs of every segment of the health care industry and the specific issues facing each health care organization. We are medical professionals; we are insurance experts; we are financial services veterans. We are a team focused beyond the transactional aspect of HPL – we are a partner in the enormous task of understanding, managing and financing your risk.

RISK AND COVERAGE ANALYSIS

Step one in reducing HPL risk is analyzing your operation. We start by conducting on-site interviews with key staff members. Once we have a clear understanding of operational risks and exposures, organizational structure and business goals and objectives, we address the appropriateness of your current risk financing and insurance programs.



RISK FINANCING STRATEGY

Step two is determining the optimal way for your organization to finance its liability risks – how much to retain, how much to transfer. Options along the risk financing continuum range from full risk transfer/guaranteed cost insurance to full self-insurance. We help you determine where you should be along this continuum in the near term and strategically assist you in reaching your ultimate, preferred risk financing goals further down the road. Above all, we are committed to providing you with alternative approaches to financing risk and finding the option that works for you.

RELATIONSHIPS BRING RESULTS

For solutions that involve insurance transactions, we have exceptional clout in all the major segments of the worldwide insurance marketplace: U.S., London, Europe and Bermuda. Clout alone, however, will not automatically yield great results. Great results come from developing and nurturing relationships with insurance carriers over many years – from the underwriters to the senior managers. We create relationships that are built on the confidence that Willis invests the time and energy to thoroughly understand your risks and acts as a fair and aggressive advocate on your behalf. Sound metrics, quality submissions, technical expertise and creativity enable us to deliver quality solutions. Quality solutions can mean a world of difference to your bottom line.

SPECIALTY SUPPORT SERVICES

Regardless of whether specific risks are retained or transferred, pre-loss and post-loss activities are essential to preventing and mitigating Professional and Medical Liability risk. Willis provides invaluable assistance in these crucial activities.

- **CLINICAL RISK MANAGEMENT CONSULTING.** Clinical risk is typically the largest and most volatile area of exposure for health care organizations. We have several full-time clinical risk management consultants who provide complementary support for client clinical risk management initiatives, emphasizing patient safety and the alignment of quality-of-care efforts and risk management priorities. The ability to bridge clinical risk management and risk financing is an invaluable part of our service delivery model.
- **CLAIM ADVOCACY AND SUPPORT.** Our claim consultants design claim protocols and procedures (in-house or with TPAs), as well as provide post-loss advocacy and support on complex HPL claims.
- **THE WILLIS RISK MITIGATION TEAM.** This group of law enforcement, military, technology and risk management professionals provides investigative and data security consulting, focusing on the protection of patient information and other data.
- **ALTERNATIVE RISK TRANSFER/ENTERPRISE RISK MANAGEMENT.** Our Enterprise Risk Finance Practice colleagues offer several state-of-the-art proprietary risk analytical tools, such as CCoRSM. CCoR is a decision support tool that identifies the most effective combination of premium, limit and retention for any given risk. It is of particular value for health care clients seeking an objective basis for determining the best program structure – for organizations seeking fact-based and data-based approaches to risk management.
- **CAPTIVES AND RISK RETENTION GROUPS.** Any thorough search for the optimal HPL program strategy must consider captive insurance company and risk retention group (RRG) options. Your Willis health care team can lead this effort with a feasibility study, a risk retention analysis and extensive financial modeling. The global expertise of our Captive Practice Team, allied with the most up-to-date captive and RRG technology, provides objective reports with pragmatic recommendations on what risks should be considered, where a captive (if suitable) should be located and, of course, what the financial impact of captive or RRG participation is likely to be.
- **CAPTIVE MANAGEMENT.** We are expert in managing captives in domiciles worldwide. Our captive management and accounting specialists, present in all major captive-friendly domiciles, contribute to our truly comprehensive management service. Whether issuing watertight policy documentation, providing management information for strategic decision making or steering a safe path through the regulatory minefield, your Willis captive management team is driven by one purpose: to ensure the long-term success of your captive.

Health Care Professional Liability coverage is complex and nuanced. Program design must consider occurrence vs. claims made coverage; coverage for business partners, such as non-employed attending physicians; batch losses; coordinating General and Professional Liability coverage; patient privacy issues, and many more potentially baffling issues. No two health care providers' needs are identical, Only through close consultation, dedicated partnership and a broad, world-class collection of resources can the right HPL solution be found.

CONTACT

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