



Your Tennessee Risk Management & Patient Safety Support

In this issue of the MAGnet, we introduce you to your local risk management and patient safety support. You may not be aware of the breadth of services MAG Mutual provides — free of cost — to policyholders. To see all risk management and patient safety services, including a free on-site risk assessment survey, visit www.magmutual.com/risk/index.html.

Deborah Wexler

Tennessee Senior Risk Management and Patient Safety Consultant



To Deborah Wexler lowering risk in the practice setting is not a solo endeavor — far from it.

"It's all about teamwork," she says. "With the physicians we help, we share the goal of improving patient outcomes and safety."

"I love when I can help physicians find the answers they need or improve a process."

A registered nurse who has worked in a hospital for most of her career, Deborah joined MAG Mutual in December 2010. She came to the physician-owned company from Emory Healthcare in Atlanta, where she worked as a risk manager.

"Having been a nurse, I understand the challenges and risks doctors face — I've seen them firsthand," she says. "That experience helps me to help them."

Contact: DWexler@MAGMutual.com / 800-282-4882 ext. 5683

Risk Management & Patient Safety Dept. Tips

Developing Social Media Policies for Your Practice

The improper use of social media in its various forms by healthcare employees and physicians could result in severe HIPAA violations; some of which could damage a practice's bottom line and reputation.

Healthcare organizations should develop social media policies, defining not only what is acceptable or appropriate, but arming employees with the know-how to keep information safe and comply with HIPAA regulations. Employers should scrutinize the use of e-mail, laptops, and handheld devices, which may be used to transmit or store personal health information; state consequences of noncompliance; and develop a "social media incident" response plan.

For an example of what others in healthcare have implemented, read Danbury Hospital's social media policy online at <http://bit.ly/rdZwod>. Other examples include:

- Mayo Clinic (<http://bit.ly/bEmQ36>);
- Cleveland Clinic (<http://bit.ly/mcmhYn>);
- Vanderbilt University Medical Center's toolkit (<http://bit.ly/bxabOK>).

Remember that your vendors are considered an extension of your organization for HIPAA regulations, or "covered entities." Be certain they are informed of your policies.

Physicians who wish to develop and maintain an online presence should consider the American Medical Association's new policy, "Professionalism in the Use of Social Media," published online (<http://bit.ly/bswKCB>).

Look for an upcoming MAG Mutual social networking (online) CME activity for physician policyholders and a companion online "Learning Module" for managers and staff at www.magmutual.com.

In Practice. In Life.

One Source for All of Your Insurance Needs

MAG Mutual Insurance Agency, LLC can save you time and money by combining your medical office insurance needs in one package.

- Medical Office Package Policy — Business and premises liability, property insurance, equipment breakdown and business interruption coverages.
- Workers' Compensation — Medical expenses and disability benefits for your employees with coverage protecting your practice's liability for work-related injuries.
- Commercial Umbrella — An additional layer of protection for your practice above and beyond your other liability coverages.

For more information, contact **Chip Goen** at **800-303-7798** or **CGoen@MAGMutual.com**. ☞

AMA: E-Prescribing Deadline Looms

The American Medical Association in early October urged physicians unable to meet Medicare's E-Prescribing program requirements to apply for a hardship exemption prior to Nov. 1. The AMA also expressed concern that physicians are not being provided sufficient time to get in compliance.

To apply for an exemption, go to <http://bit.ly/qVZMor>. For more information on the e-prescribing program, go to <http://bit.ly/mgbG98>. ☞

In Your Words: MAG Mutual Defends

No one can speak to our commitment to defending doctors better than a policyholder who's been there. One policyholder recently emailed his claims team: He said he was "absolutely delighted" with his experience with MAG Mutual's defense team, adding that he felt everyone supporting him was "on the same page."

"All of you have handled this with the upmost professionalism and treated me with the greatest respect and sensitivity. Please accept my personal thanks. I was always kept in the loop and felt well informed," he says.

The lawsuit against the physician was ultimately dismissed.

Many of the doctors we have defended have not only shared their appreciation of our defense expertise, but the way we support them throughout the process. You can be certain that if you face a claim, you will be in capable and supportive hands. In the future, we will be sharing more stories from our policyholders — your fellow company owners. ☞

We've Got You Covered

We know that your time is precious and when you call us about your medical liability or other insurance policy, you want ready information and quick resolution. That's why, beginning in May 2009, MAG Mutual Insurance Agency, LLC (MMIA) undertook a quality improvement initiative. MMIA President **Carol Quaif** says, "We wanted to make it easier for our customers to do business with us." The biggest "disconnect" for customers, she says, was being routed to multiple contacts, leaving voice mails, and waiting for call backs.

"Reducing customer effort became our No. 1 goal," says **Lani Painter**, Director, Customer Service. In the past, calls were routed through one number, but "we have many customers who have many products/policies with us." With new technology and staff, today every one of the 1,500 average incoming monthly calls are answered by account service consultants.

"Each account service consultant is trained in all of the products the agency offers so everyone can answer specific questions — whether those are about workers' compensation or cyber liability policies or accounting or payment questions," Painter says. "There is no waiting for someone to call you back. No phone tag."

"Continuing quality assurance programs will track response and resolution time," Quaif says. **Just call 1-800-282-4882 and press option #4.** ☞

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MAG Mutual Insurance Co.
P.O. Box 52979
Atlanta, GA 30355-0979

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