

# INTRODUCTION

**Home Study 2005: Elements of Successful Risk Management** is part of a complete professional liability insurance package offered by the OUM Chiropractor Program. We hope you will use it to improve your understanding of risk management principles and then apply those principles to the challenges you face every day. **Home Study 2005** is designed to help you improve your understanding of the risk management factors that are essential to the success of your practice.

**Risk Management Discount.** The purchase of this home study manual entitles you to a 10 percent premium renewal discount in accordance with the OUM Chiropractor Program policy. Data Trace Publishing Company will automatically inform OUM of your purchase and the risk management discount will be recorded. If you have questions about your policy, the renewal process, or an invoice, please contact OUM directly at 1-800-423-1504, ext. 7.

**Continuing Education Units.** In addition to valuable practice advice and a risk management discount, **Home Study 2005** offers chiropractic physicians an avenue for earning Continuing Education Units (CEU) (where available) by simply taking the test at the end of this publication, forwarding the answer form to Data Trace Publishing Company, and receiving a passing grade.

## What's in the Workbook?

### ***Section 1—Case Studies***

The four case studies in Section 1 of **Home Study 2005** are based on actual claims, although the names and circumstances have been changed. A careful reading of this sampling of case studies will help chiropractic physicians recognize the principles of good risk management. At the end of each case study you can review relevant teaching points and risk management tips.

### ***Section 2—Risk Management Review***

Section 2 of the workbook contains three vignettes addressing common situations that arise in chiropractic practice. Each vignette is followed by advice for how to avoid these situations.

### ***Section 3—Protecting Professional Boundaries***

In Section 3 we take an in-depth look at sexual misconduct from a variety of angles and describe the techniques you can implement in your practice to help avoid these kinds of charges and protect your practice.

### ***Section 4—Risk Management Tips for Chiropractic Assistants***

In Section 4 we reprise a popular feature directed to your Chiropractic Assistants. This section offers valuable tips for your staff. By carefully reviewing this information, your staff will understand the important role they play in your practice and how they can also apply risk management principles in their work that can protect you from a lawsuit.

· **Section 5—Continuing Education**

· After reading the case studies, risk management review, and in-depth features  
· and listening to the audio program, you can earn CEUs by completing the brief  
· multiple-choice examination. Questions are based on information provided in the  
· workbook and the audio program.

· The continuing education portion of **Home Study 2005** is coordinated by Data  
· Trace Publishing Company, a trusted and respected publisher of chiropractic  
· educational material since 1987. Data Trace is an approved sponsor of continuing  
· chiropractic education with authorization to sponsor instructional media.

· Approval for CEU varies by state, as does the number of credit hours approved.  
· To check if your state has approved credits for this program, visit Data Trace  
· Publishing Company’s website at [www.datatrace.com/medical/chiropractic](http://www.datatrace.com/medical/chiropractic), or  
· call 1-888-240-8401.

· Participation in the continuing education portion of the workbook is optional. If  
· you choose not to participate, you will still receive a 10 percent risk management  
· discount on your OUM Chiropractor Program malpractice insurance premium.

· **About the Audio Program**

· The accompanying audio program, “The Chain of Communication . . . Are You  
· the Weakest Link?,” addresses a major source of malpractice actions against  
· chiropractors—breakdowns in communication. Breakdowns come from two  
· sources: 1) poor communication skills and 2) poorly designed communication  
· processes. The purpose of this lecture is to increase chiropractors’ awareness of  
· this problem, identify its many sources, and identify ways to reduce the frequency  
· of communication breakdowns between doctor and patient, doctor and staff, and  
· staff and patient. Improvement in communication will not only reduce the inci-  
· dence of malpractice but will also improve the clinical and financial success of  
· a practice.

· The audio program is written and presented by Jon A. Hultman, DPM, MBA. Dr.  
· Hultman is a graduate of UCLA’s Anderson Graduate School of Management and  
· author of St. Anthony Publishing’s *Reengineering the Medical Practice*, and has  
· written and lectured extensively on a variety of health care business topics. He is  
· a health care consultant focused primarily on improving practice performance in  
· areas that impact cost, quality, efficiency, and productivity.

· **Conclusion**

· **Home Study 2005** is designed as a reference tool for you and your staff. The  
· workbook and audio program are evidence of the OUM Chiropractor Program’s  
· continuing commitment to education and managing professional liability risk for  
· the chiropractic physician. Your feedback is important to us, and we are pleased  
· with the overwhelmingly positive response to our home study workbooks. Please  
· do not hesitate to contact us with suggestions or comments. Any comments should  
· be directed to OUM by calling 1-800-423-1504, ext. 7 and asking for your OUM  
· Client Services Representative.

· Thank you for your participation in our Risk Management Program.