

Name of Policy: Professional Liability Claims
Reporting and Management

Policy Number: 3364-10-16

Approving Officer: Executive Vice President of
Clinical Affairs

Executive Director, University of Toledo Physicians

- consideration of suing; or requests from patient, family or legal representative for medical records where the request form indicates that the party is considering filing a lawsuit; or
- (ii) Any written demands for compensation by patient, family or legal representative.
- (c) Class 1 Adverse Events (Potential Claims): Procedures or treatments that are not yet Class 2 or Class 3 Claims and which may meet the following criteria:
- (i) The event has resulted in an unanticipated death or major permanent loss of function, not related to the natural course of the patient's illness or underlying condition, including but not limited to Unexpected deaths or unexpected outcomes of a serious nature;
 - (a) Unanticipated neurological, sensory or systemic deficits: including but not limited to brain damage, spinal cord injury, paralysis or nerve injury, organ failure or sepsis;
 - (b) Severe burns, including but not limited to thermal, chemical, radiological or electrical, resulting in extensive hospitalization and/or skin grafting;
 - (c) Severe internal injuries, lacerations, infectious processes, foreign body retentions, or sensory or reproductive organ injuries;
 - (d) Substantial disabilities, including fractures, amputations or disfigurements;
 - (ii) Any outcome that is classified as a Sentinel Event (per UT Medical Center Policy # 3364-100-50-38 (Sentinel Events/Adverse Events)) and requires a Root Cause Analysis to be performed.

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- (b) If Claim is a 180-day letter, notice of intent or a written demand for compensation by

(e) Determine the nature of the Potential Claim and evaluate its validity, its potential of evolving into an actual Claim. Evaluate whether there is enough information or the event rises to the level of concern where it should be presented to the Standard of Care Committee for its review.

(f) Coordinate any claims management strategy or resolution with the Claims Management Committee, if appropriate, per policy # 3364-10-04.

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