



Aon/ASHRM HPL Benchmarking Survey Series – 2020, Vol. 2: Consent to Participate & Questionnaire

Welcome

As part of the 2020 Data Call for the Aon/ASHRM Hospital and Physician Professional Liability Benchmark Study, one of the required submission items is to fill in this form which includes your consent to participate in the benchmark and answer a short survey. This exercise should only take 10 minutes and is meant to provide us your contact information for any data questions and basic risk management questions that we may have. All individual information will be kept confidential.

Please visit [2020 Data Submission Instructions](#) for more details on the entirety of the data call submission requirements.

We appreciate you taking the time to take this brief survey and consenting to participate in our report.

If you happened to miss Volume 1 of our survey series, you may access it here:

<https://www.surveymonkey.com/r/AonASHRM-HPLQuestionnaire-Vol1>

Thank you,

The Aon HPL Benchmarking Team
hpl.benchmark@aon.com

Click "Next" to get started with the survey!

Note: Individual participation is kept confidential and statistics are presented on an aggregated, de-identified basis.

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CONTACT INFORMATION AND CONSENT

*** 1. Contact Information:**

Contact Name:

Organization

Name:

E-Mail:

*** 2. Please accept these Terms & Conditions of participating in our study in 2020:**

By submitting information in response to this request, you represent that you are properly authorized to share such data with Aon and that the submitted data does not contain personally identifiable financial or health information, including, but not limited to, patient names. You understand and agree that the submitted data will be combined with data submitted by other participants to produce aggregated, de-identified benchmark results describing Hospital and Physician Professional Liability claim costs and exposures that Aon will make publicly available in the 2020 Aon/ASHRM Hospital and Physician Professional Liability Benchmark Report, and that Aon receives a percentage of the revenue generated by the sale of this report. You further acknowledge and agree that Aon may share submitted data with Aon subsidiaries for the purpose of compiling the Benchmark Report or other general internal business purposes, and that Aon may use the benchmark results to improve and enhance actuarial and brokerage work products. Aon will not disclose submitted data to third parties.

☐ I Accept - use my information and send me a free report

☐ I Do Not Accept - do not use my information and do not send me a free report

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RISK MANAGEMENT / FINANCIAL METRICS

3. Please indicate your Fiscal Year 2019 Gross Revenue (\$):

4. Please indicate your Current Estimated Number of Days Cash on Hand:

5. Please indicate your Total Number of Risk Management Staff (FTEs) for entire organization:

6. If possible, please provide Risk Management Staff (from above) FTEs by these categories (all that apply):

Patient Safety

FTEs:

Compliance

FTEs:

Quality FTEs:

Legal FTEs:

Safety &

Security FTEs:

7. How many Certified Professionals in Health Care Risk Management (CPHRM) do you have on staff?

- ☐ 0
- ☐ 1
- ☐ 2 - 5
- ☐ More than 5

8. How does your organization insure advance practice professionals (i.e. NPs, PAs, CRNPs, etc.)?

- ☐ Require separate limits
- ☐ Shared limits within hospital self-insurance program
- ☐ Not Applicable/Unsure

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CLAIMS HANDLING / DATA QUESTIONS

9. In your loss run submission, will you be able to highlight or identify "batch claims"?

- ☐ Yes: we will identify batch claims
- ☐ Yes: we can but we do not have any batch claims
- ☐ No: we cannot identify batch claims
- ☐ Not Applicable/Unsure

10. If a single occurrence were to affect multiple individuals, would your insurance attachment point (i.e., retention) apply to each individual claim or to the combined "batch" set of claims?

- ☐ Commercial insurance would apply the retention to each individual claim with no aggregate limit
- ☐ Commercial insurance would apply the retention to each individual claim subject to an (annual) aggregate limit
- ☐ Commercial insurance would apply the retention to the combined set (i.e., batch) of claims
- ☐ Not Applicable/Unsure

11. How does your system allocate claim reserves for events where both the entity and a covered physician and advance practice (AP) professionals are named?

- ☐ One item is established on the loss run for the entire event; allocation determined after settlement/resolution
- ☐ One item is established on the loss run for the entire event; costs are not allocated
- ☐ Multiple items are established on the loss run for each named entity/physician/AP; reserves are judgmentally allocated until settlement/resolution
- ☐ Multiple items are established on the loss run for each named entity/physician/AP; reserves are allocated by formula until settlement/resolution
- ☐ Other (please specify)

12. Does your claim handling team or third-party administrator (TPA) establish dollar reserves (>\$1) for incidents or events that do not become actual claims? In other words, do you establish a significant number of dollar (non-zero) reserves which are reduced to zero as time passes and claims are not made?

- ☐ Yes, a significant number of small reserves are established for incidents but may be reduced to \$0
- ☐ No, we only establish dollar reserves for files having a high change of payment
- ☐ Other (please specify)

13. When setting case reserve amounts for significant Professional Liability claims, do your claim adjusters (or TPA) tend to set reserves generally above, below, or roughly at eventual outcomes?

- ☐ Claim handlers set reserves generally above eventual outcomes
- ☐ Claim handlers set reserves generally below eventual outcomes
- ☐ Claim handlers set reserves generally at the eventual outcome
- ☐ Not Applicable/Not Sure

14. Do you have a successful implementation of Enterprise Risk Management at your Organization and would you be willing to contribute your success as an educational case study as part of our 2020 report? *(anonymously if needed)*

- ☐ Yes (we will follow up with you directly)
- ☐ No