

Health Care Risk Management

Video & Audio Lending Library



To help health care clients better manage risk in their organizations, Chubb Health Care is pleased to provide a risk management video lending library. Videos are for the use of Chubb Health Care's health care professional liability insurance policyholders. Risk managers and their staffs are encouraged to borrow these videos for self-development and for use in staff training. Videos include:

Beyond Blame

(Distributed by Bridge, 10 minutes)

This video features three case histories involved in fatal medication errors. It describes in detail how errors can affect both patients and practitioners, as well as raise awareness of system flaws which cause most medication errors.

Building System Safeguards for the Safe Use of High Alert Medications

(Distributed by ECRI, 23 minutes)

This video focuses on how hospitals can prevent medication errors with high-alert drugs. Adapted from actual medication error reports, three scenarios depict events contributing to errors with high-alert medications. After each scenario, two patient safety experts explore how each medication error could have been prevented.

Completing the Incident Report

(Distributed by Kineticvideo.com, 12 minutes)

When an incident occurs, factual, concise, and non-judgmental documentation of the event is critically important. In fact, the incident report has been labeled the cornerstone of risk management. In this video, a nurse is guided through the process of identifying and recording the critical aspects of an incident.

Confidentiality: Legal and Ethical Concerns in Healthcare

(Distributed by Medcom, Inc., 24 minutes)

Confidentiality is important in every health care setting, including hospitals, long-term care, and home health care. This video incorporates testimony of professional experts, illustrative scenes in health care settings, and colorful graphics to examine topics such as defining confidentiality, breach of confidentiality, maintaining confidentiality, and reporting laws. The video presents excellent hypothetical situations illustrating ethical / legal dilemmas for viewer discussion.

Controlling Violence in Healthcare

(Distributed by Medcom, Inc., 33 minutes)

This program addresses the increasing problem of violence in health care organizations by demonstrating techniques for preventing and containing violence. Vignettes depict an angry accident victim in the emergency room, a confused elderly nursing home resident, a paranoid psychiatric patient, and a post-operative patient sexually harassing the nurses. The video discusses approaches to be used in health care facilities to manage these challenging situations and reduce or control incidents of violence.

Creating A Drug-Free Workplace

(Produced and Distributed by Coastal Video Communications Corp., 36 minutes)

It is estimated that 25% of U.S. workers have a problem with alcohol or drug abuse. This abuse can cost American businesses more than \$100 billion a year due to a result of lost productivity, high health insurance, injuries on the job or absenteeism. This video will teach you the symptoms of substance abuse, where to go for help, how and when to intervene, and it will cover the effects drug and alcohol abuse has on personal and professional lives.

Defensive Documentation: A Line of Defense

(Produced and Distributed by Coastal Video Communications Corp., 20 minutes)

This video provides a basic overview of what should be recorded to protect the caregiver, patient and health care facility, as well as “do’s and don’ts” of documentation. The information is directed toward minimizing potential legal complications. Key concepts in documentation are strongly emphasized. A vignette set in an acute care hospital illustrates the importance of defensive documentation.

Doctors, Nurses, and Informed Consent

(Distributed by Kinetic Inc., 18 minutes)

The notion of informed consent raises legal implications that are often not fully understood by health professionals. In this video, a physician/attorney explains the roles of both doctors and nurses with regard to informed consent, as well as the questions of adequate disclosure. Also outlined is the process that must be followed when a patient withdraws consent.

Domestic Abuse: Recognizing & Reporting

(Produced and Distributed by Coastal Video Communications Corp., 17 minutes)

One in every four Americans is a victim, witness to or perpetrator of family violence. Healthcare professionals - often the first to see signs of abuse - have a unique opportunity to identify victims early and send a strong message that family violence is unacceptable. This video will teach you how to screen and assess for violence, and how to intervene to stop the cycle of violence before it is too late.

Disaster Planning: Defuse the Time Bomb

(Produced and Distributed by Coastal Video Communications Corp., 20 minutes)

Whatever the disaster, your facility must react effectively - to save lives, treat casualties and maintain high-quality patient care. This video will teach your employees how to stay alert to preventing disasters such as fires, explosions and violence.

Ergonomics - Safe Patient Transfer

(Produced and Distributed by Coastal Video Communications Corp., 16 minutes)

Back injuries and other musculoskeletal disorders are rampant in the healthcare industry. According to the Bureau of Labor Statistics, nurses’ aides, health aides, radiology technologists, therapists as well as licensed practical nurses and registered

Ergonomics – Safe Patient Transfer – Cont.

nurses, make up six of the top ten professionals at the greatest risk for back injury. This video demonstrates how you can provide quality patient care and still protect your back.

Healthcare Compliance: Code of Conduct

(Produced and Distributed by Coastal Video Communications Corp., 18 minutes)

Now more than ever, it is important to have an effective Corporate Compliance program that sets the example of corporate responsibility, integrity and ethics for your entire staff. Compliance training is mandatory for all healthcare workers and failure to comply with healthcare laws and regulations can result in criminal indictments and huge fines. This video is to better prepare your staff for effective compliance training while delivering the highest quality of care.

Healthcare Violence - Be Part of the Cure

(Produced and Distributed by Coastal Video Communications Corp., 17 minutes)

Healthcare facilities are no longer considered immune from the violence of the outside world. In one state alone, nearly 60% of hospital employees received injuries from patients or visitors. Protect your employees by teaching them how to spot potential violence and how to diffuse a hostile situation.

HIPAA - Privacy Compliance

(Produced and Distributed by Coastal Video Communications Corp., 16 minutes)

With the use of electronic media in the health care system, came increased opportunity for breach of privacy and confidentiality. As a result, numerous states and the federal government enacted protections for health care information. Congress enacted the Health Insurance Portability and Accountability Act of 1996 - called HIPAA. You can make sure you protect an individual's personal health information by learning the basics of the HIPAA Privacy Rule outlined in this video.

Home Healthcare Violence - Be Smart, Be Safe

(Produced and Distributed by Coastal Video Communications Corp., 22 minutes)

Healthcare treatment is shifting from the hospital to the patient's home. Your role as a home care provider is changing to include more and more primary care. This program reviews the vital procedures that you and your employees should follow to minimize risk and have greater security when performing your job.

Hospital Security - Partners Against Crime

(Produced and Distributed by Coastal Video Communications Corp., 19 minutes)

Hospitals are the most crisis-prone workplaces in the United States. In this video, a hospital security officer teams up with the viewer to get an up-close look at security issues on the job. This program includes guidelines for dealing with safety concerns and pro-active responses to high-risk situations.

Infection Control for Ambulatory Care

(Produced and Distributed by Coastal Video Communications Corp., 18 minutes)

In healthcare settings, infections usually spread by droplet, airborne or contact transmission. This video was adapted for ambulatory care facilities and covers how infections are spread.

Infection Control - Chain Reaction

(Produced and Distributed by Coastal Video Communications Corp., 22 minutes)

OSHA and JCAHO require a comprehensive infection control program in all healthcare facilities. Everyone who works in healthcare should be educated about best practices. This video will teach your workers how to protect themselves and their patients from infections, and will learn the tools needed to break the infection transmission chain.

Lila's Story

(Produced and Distributed by Coastal Video Communications Corp., 14 minutes)

This is the story of a career nurse who becomes a patient herself. As she looks back on the people she treated, she sees that over the years, something got lost; the ability to really care about the people and families behind the illness. Lila's Story will enhance your employees' work satisfaction and your patients' lives.

Needlestick Prevention - Stick to Safety

(Produced and Distributed by Coastal Video Communications Corp., 12 minutes)

Approximately 800,000 needlestick injuries occur each year. This video will help healthcare workers understand why needlesticks are so dangerous, as well as provide guidelines on sharps safety.

Pain Management - Finding Relief

(Produced and Distributed by Coastal Video Communications Corp., 17 minutes)

JCAHO released revised standards on the assessment and management of pain for all patients in all critical settings. This video walks through some of these standards and takes a look at how they affect patient care.

Patient Safety - Light the Way

(Produced and Distributed by Coastal Video Communications Corp., 16 minutes)

JCAHO has established National Patient Safety Goals for 2003. This video demonstrates a health care facility's proactive risk assessment initiatives, response to medical errors, and also discusses FMEA.

Preventing Resident Falls in Long-Term Care

(Produced and Distributed by Coastal Video Communications Corp., 19 minutes)

Falls are the cause of 40% of all nursing home admissions. Today, healthcare professionals are taking pro-active steps to minimize and eliminate risk factors before falls occur. This video will take a look at some of the assessment tools and protective strategies you can use to take the guesswork out of fall prevention including why the resident fell, types of falls, preventing falls and making your long-term care facility safer for everyone.

Public Building Safety - It's Everyone's Concern

(Produced and Distributed by Coastal Video Communications Corp., 17 minutes)

Recent events show we can't take a safe work environment for granted. This video will help your facility distinguish areas at high-risk for building intruders, provide information on new security measures and offer solutions to maintain a secure facility.

The Record: A Tool for Optimizing Quality Care & Malpractice Prevention

(Distributed by Seven Counties Services, Inc., 80 minutes)

This syllabus of resources reflects the multiple uses and audiences of the medical record and, in particular, counseling records. The video focuses on written documentation as a communication tool, discusses components of the record, and expounds on the risk exposure of poor record keeping.

Recordkeeping for Healthcare: True to Form

(Produced and Distributed by Coastal Video Communications Corp., 30 minutes)

Compliance with OSHA's recordkeeping rules can be daunting. Organizations must keep abreast of published guidelines. Employees should also be aware of their OSHA reporting responsibilities. This video reviews OSHA recordkeeping and provides a quick reference guide. Also available with video is a CD-Rom with an electronic PowerPoint presentation which may also be used as a training tool.

Reducing Medication Errors Through Failure Mode & Effects Analysis

(Distributed by ISMP)

Medical errors will always occur. While these errors can never be eliminated, it is possible to prevent errors with life threatening implications. This video demonstrates how Failure Mode and Effects Analysis can be adapted to the hospital environment, and to predict errors, strengthen the error detection system and to minimize the consequences of error.

Restraint Reduction and Fall Prevention *(Distributed by Envision, 20 minutes)*

Assessment of the Fallen Patient *(Distributed by Envision, 10 minutes)*

Eliminating the use of restraints remains a great clinical challenge. JCAHO mandates that alternatives be tried and documented before resorting to the use of restraints. These two training programs detail how to assess fall risk, treatment interference and other behaviors, and develop interventions aimed at individualized restraint-free care. Also accompanying these videos is a post test recapping the major issues discussed.

Restraint-Free Care *(Distributed by Envision, 21 minutes)*

This program discusses the history of restraints and their harmful, debilitating effects. Real-life scenarios, with nurses on the cutting edge of this research, illustrate clinical situations where the use of restraints, both physical and chemical, has been eliminated through diligent patient assessment and individualized care.

Safety Issues in Healthcare: Environment of Care

(Produced by Health & Sciences Television Network)

The safety of the healthcare delivery environment for patients, workers, and visitors in an important component of an overall safety strategy. This program addresses issues related to providing a safe environment, including: Approaches for ongoing assessment of potential risks; Cost-effective preventive maintenance; Methods for safe handling and disposal of waste; Techniques to maximize security; Successful planning for interruption of utilities such as water or power.

Safety Issues in Healthcare: Medication Errors

(Produced by Health & Sciences Television Network)

Patient safety has become a priority for healthcare organizations. The Institute of Medicine (IOM), part of the nation's top scientific advisory group, the National Academy of Sciences, released a report that addresses medical errors and lays out a comprehensive roadmap for improving patient safety in healthcare facilities across the nation. Medication errors are identified as the most important source of patient injury that cost lives and healthcare dollars. This program discusses strategies to reduce and eliminate adverse drug events and related patient injuries by focusing on redesign and improvement of medication delivery systems.

Safety Issues in Healthcare: Occupational Safety

(Produced by the Health & Sciences Television Network)

Healthcare workers are at risk for injury and illness associated with the delivery of health care. These risks include illness associated with exposures to chemicals and potentially infectious agents, and risks of injury during patient care activities such as lifting and moving patients. This program addresses issues related to providing a safe and healthful environment for the worker while balancing the needs and safety of patients. The program also suggests ways workers can be proactive and manage their own health risks in any healthcare delivery setting.

Safety Issues in Healthcare: Patient Safety

(Produced by the Health & Sciences Television Network)

Up to 98,000 Americans die each year as the result of medical errors occurring in hospitals and other care settings across the U.S. Healthcare organizations must develop new tools and systems to address serious medical errors and learn from "near misses." This requires attention to how errors are identified and reported so that error reduction methods can be developed. This program addresses the elements of a prevention program and provides examples of how to implement error reduction strategies for improving patient safety.

Sexual Harassment in Healthcare - New Perspectives

(Produced and Distributed by Coastal Video Communications Corp., 13 minutes)

The cost of sexual harassment extends beyond money and takes a significant toll on employee morale and retention. This video drives home key training points by focusing on the perspective of the victim. This video contains realistic and subtle scenarios in a variety of work settings clearly demonstrating the negative impact of sexual harassment and the importance of understanding of others' perspectives. It also shows how to avoid "unintentional" harassment and the importance for needing victims to speak up.

Sexual Harassment in Healthcare - Relearning the Rules

(Produced by Envision, Distributed by Coastal Video Communications Corp., 35 minutes)

Designed for staff at all levels, this video addresses sexual harassment in the healthcare environment with the use of clear explanations and dramatizations. After viewing this video, our employees will be able to identify behavior considered sexual harassment, know the legal definition of harassment, and know what to do if they are being sexually harassed.

Tuberculosis: Identification and Control

(Produced and Distributed by Coastal Video Communications Corp., 15 minutes)

As of July 1, 2004 OSHA began enforcing the existing Respiratory Protection Standard to protect workers against exposure to TB. This new training video will help your facility implement an effective TB infection control plan to comply with the OSHA requirements. Learn how TB is transmitted, the difference between active and latent TB infection, how to recognize the systems, and when respiratory protection is recommended.

Chubb Healthcare Webcasts (CD Rom)

Operationalizing the New Quality Dimension – Perspectives From Quality and Risk

(Chubb Video Productions, 11/11/04, 1 hour)

From JCAHO to the National Quality Forum to the Voluntary Quality Initiative, health care organizations are expected to measure up in terms of performance and outcome. Benchmark data is not reserved to the confines of the boardroom. Now the public has access to it over the Internet. What does this new quality onslaught mean for health care facilities? Will it create new risk exposures culminating in litigation? What steps can be taken to avert potential claims? Hear how health care organizations can harness the new quality wave into processes that do not create unwanted liability exposures.

How to Reserve a Video:

To reserve a video, please contact Chubb Risk Management Coordinator, Beth Russell at 860.408.2716 or fax this completed order form to 860.408.2334, Attn: Beth Russell.

We recommend ordering the video of your choice several weeks in advance of planned training sessions, because "hot topics" are reserved quickly and supplies of each video are limited.

Please assist us by:

- Returning the video by the agreed-upon date.
(Insureds are allowed to view the video for two weeks from date of receipt)
- Return the video(s) in the packaging provided.

Please note:

- Videos are protected by copyright law and may not be reproduced.
- Video availability is subject to change.
- **Please note that clients using videotapes loaned from the Chubb Video Lending Library are responsible for full replacement cost of any video damaged or lost.**

Risk Management Video Lending Order Form

Which video(s) are your requesting?

- Beyond Blame
- Building System Safeguards for the Safe Use of High Alert Medications
- Completing the Incident Report
- Confidentiality: Legal and Ethical Concerns in Healthcare
- Controlling Violence in Healthcare
- Creating A Drug-Free Workplace
- Defensive Documentation: A Line of Defense
- Doctors, Nurses, and Informed Consent
- Domestic Abuse: Recognizing & Reporting
- Disaster Planning: Defuse the Time Bomb
- Ergonomics - Safe Patient Transfer
- Healthcare Compliance: Code of Conduct
- Healthcare Violence - Be Part of the Cure
- HIPAA - Privacy Compliance
- Home Healthcare Violence - Be Smart, Be Safe
- Hospital Security - Partners Against Crime
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- Lila's Story
- Needlestick Prevention - Stick to Safety
- Pain Management - Finding Relief
- Patient Safety - Light the Way
- Preventing Resident Falls in Long-Term Care
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- Safety Issues in Healthcare: Environment of Care
- Safety Issues in Healthcare: Medication Errors
- Safety Issues in Healthcare: Occupational Safety
- Safety Issues in Healthcare: Patient Safety
- Sexual Harassment in Healthcare - New Perspectives
- Sexual Harassment in Healthcare - Relearning the Rules
- Tuberculosis – Identification ad Control
- CHUBB WEBCAST – Operationalizing the New Quality Dimension – Perspectives From Quality & Risk



Name _____ Fax this completed form to Beth Russell at 860-408-2334

Company Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail _____ Date you would like to receive video: _____

