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## News Release

### FOR IMMEDIATE RELEASE

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### PIAA Comments on Release of AHRQ CANDOR Toolkit

Rockville, MD (May 26, 2016) – PIAA, the leading association representing the medical and healthcare professional liability (MPL/HPL) insurance community, today commented on the release of the U.S. Agency for Healthcare Research and Quality (AHRQ) Communication and Optimal Resolution (CANDOR) toolkit. The CANDOR toolkit, released earlier this week, launches a new effort to address unexpected patient outcomes and reduce medical liability litigation. Based on lessons learned from the grant recipients in the Patient Safety and Medical Liability initiative funded by AHRQ in 2009, the toolkit aims to help hospitals and health systems respond to possible patient harm in a proactive manner, with faster and more efficient resolution to these incidents.

PIAA's involvement contributed to the development of CANDOR, ensuring the toolkit reflects the critical role that MPL/HPL insurers can play in the implementation of a CANDOR event response. For example, the toolkit emphasizes the importance of notifying the MPL/HPL insurer promptly when a patient harm event is identified, and in communicating to the insurer the results of any subsequent internal investigations.

As a result of PIAA advocacy, AHRQ now emphasizes that CANDOR is not to be construed as a "one-size-fits-all" process, because different hospitals and health systems, and their insurers, have different needs when implementing such programs. AHRQ notes that the toolkit can be adapted to fit a broad array of circumstances and needs.

"PIAA is pleased to have played a role in the development of this new tool, whose intent is to improve communication between healthcare professionals and patients and their families," said Brian K. Atchinson, president and CEO, PIAA. "We are hopeful that by promoting a culture of open communication, the CANDOR toolkit will help resolve unanticipated outcomes and, at the same time, diminish the likelihood of subsequent litigation.

"PIAA members have implemented similar programs to enhance patient-healthcare professional communications," Atchinson continued. "They have found that these initiatives are successful in promoting a process that healthcare institutions and practitioners can follow to respond rapidly, thoroughly, and equitably in the face of unexpected events. Lengthy, costly, draining court proceedings do not benefit anyone, and we are pleased to see ongoing efforts to avoid the litigation system."

More information about the CANDOR toolkit can be found at <http://1.usa.gov/25kEMxx>.

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*PIAA is the leading association representing medical professional liability insurance companies, risk retention groups, captives, trusts, and other entities with a commitment to the quality delivery of healthcare. PIAA members insure more than 2 million healthcare professionals around the world—doctors, dentists, nurses and nurse practitioners, and other healthcare providers—including more than two-thirds of America's private practicing physicians. PIAA members also insure more than 2,000 hospitals and 8,000 medical facilities.*