

# Lexington Healthcare 2024 Policyholder Risk Management Support



**LEXINGTON  
INSURANCE**  
An **AIG** company

Lexington Healthcare remains committed to providing complimentary, comprehensive policyholder risk management resources designed to mitigate today's medical malpractice liability exposures. Listed below are examples of its available risk management services, depending on policy type.

## 2024 Webinars



Invitations and registration links to our risk management webinars are sent to ALL Lexington Healthcare policyholders approximately one month prior to the webinar. 2024 topics include:

- **The Increasing Use of Bodycams and Other Security Technologies in Healthcare and Privacy Issues**  
January 25, 2024 at 2 pm ET
- **Informed Consent and Informed Refusal: What's the Difference?**  
March 21, 2024 at 2 pm ET
- **Proactive Risk Assessment Methodologies**  
May 16, 2024 at 2 pm ET
- **Becoming A High Reliability Organization**  
September 19, 2024 at 2 pm ET
- **Leveraging Technology to Meet Patient Demands**  
November 7, 2024

## Risk Management Services



### Risk Management Consultation

Value-add Risk Management consultations at [riskmanagement@aig.com](mailto:riskmanagement@aig.com) are available for ALL Lexington Healthcare policyholders Monday to Friday from 9 to 5 EST, to provide risk management support to policyholders when the need and questions arise.



### "Did You Know?" Risk Management Advisories, Alerts and Updates

Our "Did You Know?" risk management advisories, alerts and updates are sent to ALL Lexington Healthcare policyholders periodically to provide timely information on current and emerging risk management topics. Previously published topics include: When is Consent Required to Text/Call Healthcare Clients?, Hospital Readmission Penalties Soar, Promoting Workplace Violence Prevention Through Partnerships, Infection Prevention Basics.



### Crisis Prevention and Verbal De-escalation Training (Live Remote/Onsite Options Available)

Depending on the policy type, Lexington Healthcare policyholder may have access to our Crisis Prevention Institute (CPI) certified instructor who will work with your facility to provide training and teach staff proven strategies for de-escalating and responding to a potentially violent situation before it escalates.



### Workplace Violence Risk Management Resource Library

Workplace violence is much more common in healthcare facilities than other industries. Lexington Healthcare Risk Management is now offering exclusive access to our policyholder Workplace Violence Risk Management Resource Library developed in conjunction with ECRI. This robust resource library provides access to complimentary value-add workplace violence and behavioral health resources to assist facilities in their risk management efforts. Please contact [riskmanagement@aig.com](mailto:riskmanagement@aig.com) for additional information.



### RiskTool Advantage

Lexington Healthcare policyholders are provided with access to AIG RiskTool Advantage®, at no additional cost. This robust web-based system provides many sources of information, previously recorded webinars, advisories, assessment tools, and training for segments of the healthcare industry including hospitals and various ambulatory care settings such as ambulatory surgery and home care.



### Complimentary Resources

Lexington Healthcare Policyholders are entitled to choose one complimentary resource per policy year, from a comprehensive list of value-add resources. This comprehensive list includes some of the following titles: ASHRM Risk Management Playbook, HCPro Building a High Reliability Organization, ECRI Risk Management Basics, and HCPro Effective Peer Review.

For more information about available risk management services for current policyholders, please contact [riskmanagement@aig.com](mailto:riskmanagement@aig.com)

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