

# Lexington Healthcare 2023 Policyholder Risk Management Support



**LEXINGTON  
INSURANCE**  
An  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.

## 2023 Quarterly Webinars



Invitations and registration links to our quarterly risk management webinars are sent to ALL Lexington Healthcare policyholders approximately one month prior to the webinar. 2023 topics include:

- **Workplace Violence: Evaluating Your Threat Assessment Procedures**  
January 26, 2023 at 2 pm ET
- **Hospital at Home: Risk Management Implications**  
March 23, 2023 at 2 pm ET
- **The Impact of Innovative Technology on Patient Care**  
May 18, 2023 at 2 pm ET
- **Advancing Medical Staff Credentialing and Privileging: Taking Your Program To The Next Level**  
November 9, 2023 at 2 pm ET

## 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: *Permissible Texting in Healthcare and Emergency Department Call Coverage*; *Privileging Language*; *Root Cause Analysis (RCA): An Overview of Issues to Consider when Conducting an RCA and When an Active Shooter Incident Occurs in Healthcare*; *Arming of Security Personnel in Hospitals*; *Telemedicine: Healthcare Professional Liability Risk Management Concerns*.



### 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*, *HCPPro Building a High Reliability Organization*, *ECRI Risk Management Basics*, and *HCPPro Effective Peer Review*.

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

Lexington Insurance Company, an AIG company, is a leading U.S.-based surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds. The term AIG refers to American International Group, Inc. property and casualty insurance operations, including related property and casualty business divisions, but not to any specific subsidiary insurance company. Coverage is subject to actual policy language. Certain products and services may be provided by other AIG subsidiaries or affiliates. Non-insurance products and services may be provided by independent third parties. Licensed, surplus lines brokers may obtain products and services from Lexington Insurance Company or from Lexington Specialty Insurance Agency, Inc. (CA license no. #6003097), an AIG subsidiary serving as a program administrator for Lexington Insurance Company and other AIG member companies. Additional information about AIG can be found at [www.aig.com](http://www.aig.com) | YouTube: [www.youtube.com/aig](http://www.youtube.com/aig) | Twitter: [@AIGinsurance](https://twitter.com/AIGinsurance) | LinkedIn: [www.linkedin.com/company/aig](http://www.linkedin.com/company/aig). INTENDED FOR LICENSED SURPLUS LINES INSURANCE BROKERS ONLY.