

# Professional liability

## NURSE INVESTIGATION SERVICES

Whether your healthcare organization requires an independent investigation, geographic barriers exist, or there is a lack of internal resources, our experienced team can help. We provide a full range of professional liability investigation services to meet your needs.

### A comprehensive solution

Our expert team works closely with clients to provide thorough investigations. Our services include:

- Obtaining, reviewing and summarizing all pertinent medical records to develop an analysis of liability, causation and damages
- Conducting in-person or telephone interviews with involved parties, witnesses, claimants and/or claimants' attorneys
- Performing research related to medical, product or pharmaceutical aspects of the claim
- Conducting site surveys and obtaining site photographs
- Recommending medical experts or other case-specific experts
- Advising on sequestration of records and other pertinent physical evidence
- Attending claims meetings with client representatives to discuss investigative findings and strategies
- Reviewing incident reports to determine reporting and/or investigational needs
- Identifying risk management issues pertinent to healthcare delivery systems
- Ensuring consistency and continuity of clinical nurse investigations and reports by following Sedgwick's rigorous audit and quality processes

Under appropriate circumstances, at the client's request, we can provide the following additional services:

- Negotiate settlement or otherwise resolve a claim within the authority granted
- Participate in trial monitoring, mediation or arbitration on behalf of the client
- Offer opinions on case value and resolution strategy

### Experienced professionals

We have a network of expert colleagues strategically located throughout the U.S. to provide prompt, cost-effective investigations for self-insured and captive-insured clients. Key services include:

- Conducting the essential early investigation of events, claims and suits
- Forming a framework for determining liability and making informed decisions about resolutions
- Working closely with hospitals and health systems, physician practices, elder care facilities, home health systems, pharmacy and laboratory services, managed care organizations and prison health systems

## Unmatched expertise

We are committed to providing consistent, superior quality services. Our dedicated nurse investigators maintain:

- An average of 20 years of combined clinical and field investigation experience
- Nursing licensure; many carry advanced designations, including additional certifications in their respective clinical specialties, as well as legal nurse consultant, paralegal or JD
- Extensive experience in healthcare risk management, quality assurance and case management
- Adjuster licenses and required continuing education

Our comprehensive training program, coupled with ongoing mentorship and support of continuing education initiatives, helps ensure our consultants are always on the forefront of professional liability investigation best practices.

“Based on your review, I was able to settle this case with the plaintiff’s attorney for \$25K...excellent! This could not have been done without your review, which really was detailed and allowed me to ferret out the liability issues very easily.”

– *Director of risk management for a large, faith-based health system*

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For more information about our professional liability nurse investigation services, contact:

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*To learn more about our integrated and customized solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)*