



4 out of 10 patients  
experience a harm event  
in the outpatient setting.

**80% OF THIS HARM  
IS PREVENTABLE.**

Ambulatory settings  
frequently do not  
have a dedicated risk  
professional onsite  
or at all.

**So, how do you help  
your practice managers  
develop the expertise  
they need to identify  
and mitigate risk?**

# Med-IQ has 3 ways to help:

## 1 Ambulatory Care Risks and Best Practices: Risk Management Development Program

Educate your practice managers with practical and interactive content (videos and case studies) that helps them identify and mitigate risk.

**Specific benefits include:**

- ▶ On-demand format that makes it easy to access when and where it is needed
- ▶ Self-directed activities and discussion boards that allow for a learner-driven and hands-on approach to reduce learner fatigue
- ▶ Team-specific cohorts that are customizable

Learn more about this program: <https://link.med-iq.com/XNHnsz>

## 2 Monthly Real-World, Case-Based Best Practices

Provide your practice managers with evidence-based best practices to improve safety, enhance the patient experience, and mitigate the risk of patient harm.

**Topics include:**

- ▶ Diagnostic error prevention
- ▶ Workplace violence
- ▶ Health equity
- ▶ Informed refusal
- ▶ Terminating the patient/provider relationship

And more!

## 3 Ambulatory Setting Courses for Healthcare Providers

Give your outpatient healthcare clinicians the specific education they need that aligns with the patient populations they serve in the ambulatory setting.

**Our online courses cover:**

- ▶ Patient aggression
- ▶ Concurrent behavioral health issues
- ▶ Equitable care strategies
- ▶ Bolstering the patient experience
- ▶ Triageing patient portal messages

And more!



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*This program has been pivotal in helping me identify risk specific to the outpatient setting and, just as importantly, has given me the tools, resources, and templates to address those risks.*

*I am very thankful for the specialized information I gained through this program.*

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Lacie Eldred, BSN, RN,  
Risk Management Nurse  
Manager for UUMAS