

New! Zurich Healthcare offers market-leading services

As cost, technology and demographic pressures on health care increase, providers are continuously trying to improve the quality of care, reduce cost and increase patient safety, all at the same time. Helping customers meet these challenges is important to our customers and to Zurich in North America (“Zurich”). With Zurich Healthcare’s new relationship with Stanford Hospital & Clinics Risk Consulting (SRC), we’re able to enhance our offerings by providing innovative risk management solutions.



With SRC, Zurich Healthcare customers have access to a team of experienced professionals committed to integrating advanced and flexible solutions for the health care industry. SRC is a market-leading, principle-based consulting firm specializing in health care risk management solutions helping to reduce risk and create value by increasing the total return on risk management programs. SRC consultants have well over 100 years of combined front line, real-world experience in comprehensive risk management solutions.

Zurich is proud to offer the many benefits of this new relationship to our Healthcare customers at a special Zurich-only rate. Enjoy the following services developed to empower customers with the tools, knowledge, training and strategies to help them manage critical risks in today’s health care industry along with measuring their results:

- **Claims management methodologies and consulting services:**
 - PEARL (Process for Early Assessment and Resolution of Loss) – may include apology and remedial measures and compensation
- **DART (Decision Analysis Reserve Targeting)** – applies better methods to quantify risk to drive case management strategy and financial reserving decisions
- **Safe Patient Handling** – offers a full cost benefit analysis to build programs helping to protect patients and caregivers from injury, includes access to Stanford’s on-site safe patient handling and simulation lab
- **Strategic Decision and Risk Management class** – a two and a half day course focusing on applying advanced health care risk management techniques
- **Edge of Risk series** – a suite of education webinars focusing on advanced health care and emerging risk issues; includes views from industry professionals, white papers and guidance with creating enterprise-wide policies and procedures
- **Structural Risk Analysis** – provides an analysis of an organization’s risk management program utilizing the ISO 31000 framework

The Stanford Hospital & Clinics Risk Consulting Team

The Stanford Hospital & Clinics Risk Consulting (SRC) team has well over 100 years of combined front line, real-world experience in comprehensive risk management solutions. The team is focused on applying strategies and procedures to help reduce human and financial loss and create value for all stakeholders. This includes insurance management, risk identification, claims and litigation services, employee safety and workers' compensation.

The SRC team is also the service provider for the Stanford University Medical Indemnity and Trust Insurance Company Ltd. (SUMIT). SUMIT provides high quality insurance and risk services including medical malpractice and general liability insurance to Stanford Hospital & Clinics, Lucile Packard Children's Hospital, and The Stanford University School of Medicine, their employees, faculty physicians, adjunct clinical faculty, postgraduate fellows and residents.

SRC is committed to aligning with and empowering our customers with knowledge, tools, training and strategies that protect their valuable assets while continuing to build and deliver value.

Zurich: Your HelpPoint for health care insurance and services

Zurich Healthcare offers over 27 insurance solutions and a dedicated risk engineering team to respond to the various needs of our Healthcare customers. We've been in the U.S. market for almost 100 years, and with our industry leading financial ratings from A.M. Best A+ /stable and Standard & Poor's AA-/stable¹, we plan to be here for another hundred years and beyond.

Overall, Zurich has nearly 140 years of experience and presence in more than 180 countries and territories. We're proud to be recognized in the industry as an award winner:

- Advisen rated Zurich North America as one of the top pacesetters for new products in North America in 2010.
- Zurich's claims Call Center was named "Best of the Best" in 2009 by *Contact Center World*, a leading journal of the customer response industry.
- Zurich received the Excellence Award for customer satisfaction by Greenwich Associates in April 2010.

Our customers remain at the heart of all we do and delivering to them when it matters most continues to be the focus of our business.

Learn more about Zurich and our SRC services

To get more details on the SRC risk management services offered to Zurich Healthcare customers, you can choose to visit SRC's site at <http://src.stanfordhospital.org>, directly contact your Zurich representative or call Zurich at **800-382-2150**.

Zurich

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¹ Rating as of August 31, 2011. For complete information on the ratings of the underwriting companies of Zurich in North America, access www.zurichna.com

This is intended as a general description of certain types of insurance and services available to qualified customers through the companies of Zurich in North America. Your policy is the contract that specifically and fully describes your coverage. The description of the policy provisions gives a broad overview of coverages and does not revise or amend the policy.

Insurance coverages underwritten by individual member companies of Zurich in North America, including Zurich American Insurance Company. Certain coverages not available in all states. Some coverages may be written on a nonadmitted basis through surplus lines brokers.

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