

Appendix Table 1. Opportunities to Intervene (n=47)

Category (n)	Sub-Type	Cases	Total Indemnity, \$
Communication (5)	- Miscommunication on phone	13	5,186,247
	- Staff-Family		
	- Staff-Patient		
	- Staff-Staff		
	- Staff-Staff Handoff		
Consent (3)	- Consent	15	6,559,981.88
	- Behave consistent with patient consent		
	- Obtain and document consent		
Diagnosis (1)	- Diagnose correctly	23	11,800,000
Documentation (6)	- Document accurately	31	5,723,400
	- Document all encounters		
	- Document comprehensively		
	- Timely documentation		
	- Truthful documentation		
	- Prevent pre-documentation		
Medication (6)	- Avoid contraindicated medications	24	7,457,534
	- Give correct medication		
	- Give patient information at time of prescribing		
	- Medication tracking		
	- Prepare medications correctly		
	- Retrieve unneeded medications from the floor		
Monitor Lab Results (1)	- Check results during medication therapy	1	0
Ordering (3)	- Consistent with guardianship order	6	4,320,000
	- Avoid performing unordered tests		
	- Order the right test		
Patient Care (5)	- Fall prevention	42	13,787,356.02
	- Patient monitoring		
	- Provide care within scope of practice		
	- Supervision		
	- Provide timely care		
Procedure (4)	- Avoid leaving foreign body in patient	69	19,076,848.21
	- Perform indicated procedure		
	- Perform procedure correctly		
	- Perform procedure in appropriate setting		
Radiology (2)	- Interpret film comprehensively	4	1,100,322.82
	- Interpret film correctly		
Referral Management (3)	- Failure to refer	13	7,122,891.72
	- Recommendations not followed		
	- Staff-staff communication		
Results Management (7)	- Recommendations not followed	27	10,763,232.66
	- Repeat abnormal tests		
	- Specimen handling		
	- Staff-staff communication		
	- Test ordered, not performed		
	- Test performed, not followed up on		
	- Transcribe correctly		
Screening (1)	- Health maintenance	4	2,300,000