

ESIS ProClaim[®]

Medical Malpractice Claims and Risk Management Services

ESIS ProClaim takes a specialized approach to medical malpractice, general liability claims, and clinical risk management for hospitals, combining deep expertise and resources with highly customized solutions and services.

Hospitals are not one size fit all. ESIS ProClaim has decades of experience delivering exceptional claims handling to all sizes and types of facilities — your hospital is our specialty. Reducing the frequency and severity of hospital professional liability and general liability claims and optimizing claim outcomes is a shared goal. ESIS ProClaim combines specialized expertise and resources with data-driven insights and technology to help hospitals mitigate exposure, enhance patient safety, and optimize claim and litigation results.

Your Hospital is Our Specialty

ESIS ProClaim provides services to a wide range of hospitals, including but not limited to:

Acute Care Hospitals

- Community Hospitals
- Academic Medical Centers/
Teaching Hospitals
- Trauma Centers
- Cancer Centers
- Orthopedic, Women's, and Children's
Hospitals, and more

Long-term Care Hospitals

- Rehabilitation
- Intensive Respiratory
and/or Ventilator Care
- Wound Care
- Dialysis
- Chronic Disease Care
- Injury Management

ESIS ProClaim provides hospitals with services across the full spectrum of claims, professional, general liability and D&O liability, to property, auto, cyber, and environmental liability.

Psychiatric Hospitals & Behavioral Healthcare

- Private & Government-Operated
Federal Government Hospitals
- Veterans Hospitals
- District Hospitals
- Public Health Centers
- Rural Hospitals
- Surgical Centers
- Independent & Hospital-Affiliated Centers

Raising the Bar in Claim Management

Our hospital-focused claims adjusters and risk consultants have an average of 20 years of experience managing medical malpractice claims. Our claims team also encompasses a multi-disciplinary panel of clinical, legal, and regulatory specialists.

This collective expertise ensures that our clients benefit from unrivaled knowledge of healthcare professional liability industry and litigation trends impacting claim handling. Our skilled professionals adeptly navigate the nuances of hospital-based claims no matter how complex or highvalue.

Our claims team knows the actions to take, have access to the right specialists, and use

advanced tools to model potential damages and hone strategies to achieve the best possible outcomes for our clients.

Nurse Consultants

Our nurse consultants evaluate the clinical aspects of a case and pinpoint opportunities to mitigate exposure. The ability to look at a medical file from a clinician's point view assists in identifying nuances that strengthen the ability to defend a claim.

Customized at Every Turn

Managing hospital professional liability claims requires proficiency, agility, and flexibility – ESIS ProClaim has what it takes to deliver on all fronts. Whether it is external considerations such as regulatory or jurisdiction specific requirements, or internal concerns, such as client subtleties, our team will navigate each claim to the best possible outcome. ESIS ProClaim can tailor any program so that it best suits a client's needs from intake and claim strategy, through resolution and the preferred metrics to track and measure results. Whether our client is a large health system, a rural community hospital, or specialty hospital – You expect, we deliver.



ESIS ProClaim offers industry-focused expertise and a client-centric approach for self-insureds, insurance carriers, reinsurers, MGAs and PAs, captives, risk retention groups, and London markets.



A dedicated Partnership Leader serves as the go-to resource for everything ESIS.

We constantly benchmark our performance and identify new ways to enhance results for clients.

An Extension of Your Risk Management Team

Whether we are collaborating at a claims review or presenting key metrics in the boardroom, we are a true partner and an extension of our client's team. Like our claims approach, our risk management services are tailored to help achieve each client's own risk management goals and enhance their existing capabilities. Services include:

- Pre-underwriting facility loss control inspections
- Development of policies and procedures
- 24/7 emergency risk management hotline
- 24/7 nurse advice line
- Incident triage
- Medical records reviews
- Crisis management
- Training & education

Leveraging Data to Do More

Harnessing our decades of hospital-specific claims data and state-of-the-art technology provides us with data-driven insights, benchmarking, and analytics that strengthen our ability to mitigate claims frequency and severity and optimize our client's experience.

For example:

- Proprietary predictive analytics identify hospital claims with the potential for adverse development, providing early insights on claim strategy.
- Global RiskAdvantage® (GRA) provides clients with real-time access to financial analyses, documentation, and flexible reporting.
- ESIS Advanced Analytics in Action offers quarterly analyses of multiple program metrics enabling clients to spot trends and track reserve adequacy, loss costs, and more.

Discover the Extraordinary

Learn more about how ESIS ProClaim can elevate medical malpractice claims management for your organization.

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Along with medical malpractice, hospitals face claims arising from everything from on-premises liability to escalating cyber risks.

With ESIS ProClaim, they have a partner nationwide to help mitigate and manage their wide range of complex, specialized claims.

ESIS ProClaim is a boutique division of ESIS Specialty that provides industry-leading claim administration and risk management solutions for clients facing high frequency, severity, or complex, specialized claims. ESIS Specialty is a division of ESIS®, Inc., a Chubb company, a leading global provider of Third-Party Administration (TPA) and risk management services, and a wholly owned, independently operated subsidiary of Chubb, the leading commercial lines insurer in the U.S. ESIS celebrates its 70th Anniversary in 2023 and with offerings in both the U.S. and globally, ESIS provides one of the industry's broadest selections of risk management solutions covering both pre- and post-loss services.

For more information, visit us at www.esis.com and www.chubb.com.