



Providing SOLUTIONS to Risk Management PROBLEMS

Contact us
Robinson-Adams Insurance, Inc.
205.877.4500
Fax: 205.414.2632
2200 Woodcrest Place, Suite 200
Birmingham, Alabama 35209
www.RobinsonAdams.com



You have enough to worry about without medical liability issues.

Keeping your health care business protected from risk exposures is a full-time concern. You can rely on Robinson-Adams Insurance for solutions to give you peace of mind. From risk management to loss control, Robinson-Adams offers comprehensive protection you can trust.

In addition to risk management and loss control services, Robinson-Adams provides claims management, insurance and alternate risk financing services to the Long Term Care industry, including Skilled Nursing and Assisted Living facilities and other health care industries.

Our people are experienced in the business of Long Term Care, including Skilled Nursing and Assisted Living facilities.

The accomplished professionals at Robinson-Adams Insurance are consultants who assist facilities in identifying and managing risk exposures that could potentially affect resident safety, claims management, survey compliance, and more.

Our Consultant Team consists of individuals with professional experience as administrators, nurses, certified risk managers, certified DETA trainers, certified health and safety professionals, registered health information managers, and attorneys.

Whatever your needs—staff education, risk management programs, claims management, or other program developments, Robinson-Adams Insurance **will provide you with professional services, not just sell you a policy.**

Our mission is to serve you—our valuable client—and provide solutions to your unique risk management challenges.

Risk Management | Loss Control Program Development

- Risk assessments
- Staff recruitment and retention
- Facility admissions process
- Physician credentialing
- Fall prevention
- Pressure ulcer monitoring
- Grievance/complaint process
- Customer service
- Care planning process
- Service agreements
- Abuse, neglect, and misappropriation policy
- Arbitration agreements

Mock Surveys | Peer Review

- Survey preparedness
- Survey compliance
- Survey deficiency tracking



Total Quality Improvement Program Development

- Effective Quality Assurance plan/program
- Integrating QA/QI and risk management

Claims Management

- Incident reporting system
- Incident monitoring and medical charting
- Incident trending and tracking system
- Incident investigation system
- Damage control techniques
- Employee confidentiality management



Medical Record Services

- Documentation practices
- Medical record policies and procedures
- Guidance for medical record consultants
- Release of information policy and procedure development

Educational Services

- In-service training
- Video library
- Skilled Nursing and Assisted Living resources
- Seminars
- Continuing education hours may apply

Dementia Training

- Certified DETA trainer
- Behavior management
- Understanding behaviors of nursing home residents



Certified Quality and Risk Management Specialist Training Program

Robinson-Adams Insurance, through The Alliance for Long Term Care Quality Improvement, teaches a certification program designed specifically to address the quality of care and quality of life issues for long term care and assisted living industries. At the conclusion of the program, the participants should be able to demonstrate competence in quality assurance, risk management, customer service, staff recruitment and retention, claims management, and other issues relevant to the skilled nursing and assisted living industry.

Please visit www.robinsonadams.com for further information on the certification program, additional services, and the Health Care Risk Management staff.