

Executive Department - Health Care Alternative Dispute Resolution Office

MISSION

The Health Care Alternative Dispute Resolution Office (HCADRO) works to offer an expedient alternative resolution process for medical malpractice claims. To serve as the State's only accurate and accessible information source for health care facilities and the general public regarding medical malpractice complaints against physicians and other health care providers.

VISION

To further decrease the number of medical malpractice cases requiring trial at the Circuit and U.S. District Court Systems.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To alleviate the Circuit and U.S. District Courts' caseload by lowering the number of cases waiving the arbitration process.

Obj. 1.1 Follow cases closely, closing as many as possible by promptly ruling on Motions to Dismiss or Dismissals for Lack of Prosecution or arbitration.

| Performance Measures | 2011 Act. | 2012 Act. | 2013 Act. | 2014 Act. | 2015 Act. | 2016 Est. | 2017 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of cases pending at HCADRO | 284 | 207 | 199 | 158 | 228 | 247 | 247 |
| Cases closed at HCADRO by panel | 2 | 3 | 0 | 1 | 3 | 4 | 4 |
| Cases closed at HCADRO by Director or parties | 216 | 170 | 131 | 125 | 115 | 136 | 136 |

Goal 2. To make accurate information regarding medical malpractice claims more readily available to health care institutions and the general public.

Obj. 2.1 Decrease the time required to fulfill requests for copies of medical malpractice claims.

Obj. 2.2 Maintain or decrease the time required to fulfill written requests for information regarding medical malpractice claims against a physician.

| Performance Measures | 2011 Act. | 2012 Act. | 2013 Act. | 2014 Act. | 2015 Act. | 2016 Est. | 2017 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of copies of claims requested by health care facilities | 565 | 476 | 386 | 452 | 474 | 518 | 518 |
| Number of copies of claims forwarded to requesting health care facilities | 553 | 462 | 384 | 438 | 464 | 512 | 512 |
| Average time required to fulfill requests (in days) | 3.8 | 2.1 | 1.7 | 1.5 | 1.2 | 2.0 | 2.0 |
| Responses forwarded to requesting health care facilities | 4,609 | 4,841 | 4,411 | 4,385 | 5,799 | 6,549 | 6,549 |
| Average number of telephone calls responded to per day | 9 | 7 | 8 | 9 | 10 | 11 | 11 |
| Average time required to fulfill written requests (in hours) | 2.0 | 2.9 | 3.3 | 3.6 | 2.2 | 3.0 | 3.0 |