



PARTNERING TO CREATE THE SAFEST HEALTHCARE SYSTEM





Community Care Northumberland

Miranda Ng, Senior Underwriter
April 26, 2024

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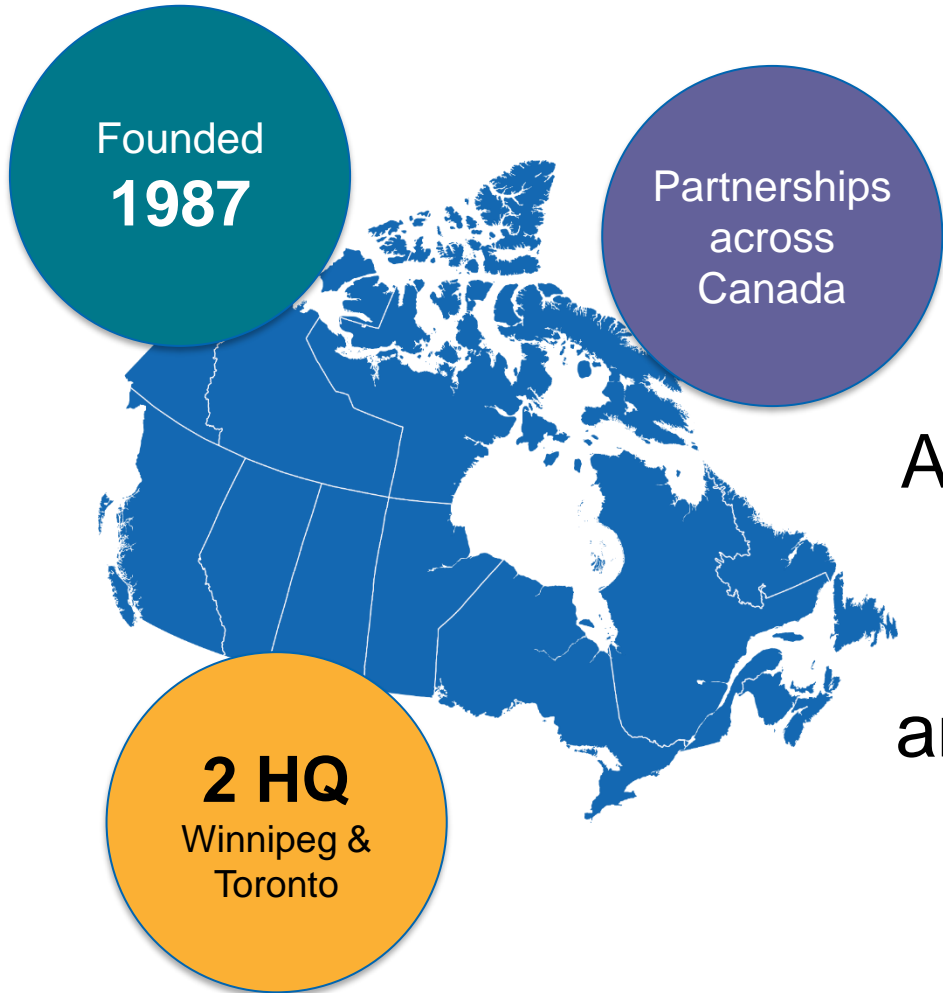
- About HIROC
- The HIROC Policy
- Brokerage Policies
- Claims Reporting
- Q&A

About HIROC



The HIROC Difference





HIROC is Canada's leading provider of healthcare liability insurance.

As a not-for-profit with almost 800 subscribers and 1,000 midwives, we partner with subscribers to provide innovative insurance and risk management solutions that help them reduce risk, prevent losses and improve patient safety.

Advantages of a Reciprocal

- Subscriber-owned, not-for-profit
- Governed by our subscribers
- 99% subscriber retention rate
- Return of surplus – over \$220 million
- Commitment to risk management



(5% discount to participating subscribers in the RAC program)

Coverage provided by the Reciprocal and Brokerage



Reciprocal	Brokerage
Commercial General Liability	Property
Healthcare Professional Liability (Medical Malpractice)	Equipment Breakdown
Directors & Officers Liability	Auto (Fleet & Garage)
Environmental Impairment Liability	Legal Expense Insurance
Non-Owned Automobile Liability	Travel Accident, Occupational Accident, Event Risk
Crime Insurance	Construction Projects
Clinical Trials Insurance (within Canada only)	Foreign Clinical Trials & Consulting
Cyber Liability	Human Rights Tribunal (via standalone D&O Policy)
Voluntary Medical Payment (no fault – maximum \$10,000)	Employment Practices Liability (via standalone Policy)
HIV/AIDS Supplementary Payment (maximum \$150,000)	Event Liability Insurance
Abuse Coverage (we are silent)	Excess Cyber Liability



Current Insurance – Total Premium: \$47,724



Policy	Limit	Deductible	Premium
Liability & Crime (HIROC)	\$10M	NIL	\$7,617
Property (HIROC & FM Global)	\$10.7M*	\$2,500 Minimum	\$21,789**
Equipment Breakdown (HSB)	\$200M	\$25,000 Minimum	\$434
Automobile (Northbridge)	\$5M	\$1,000	\$17,884

* HIROC insures primary layer (\$500,000 Limit) and FM Global insures excess layer

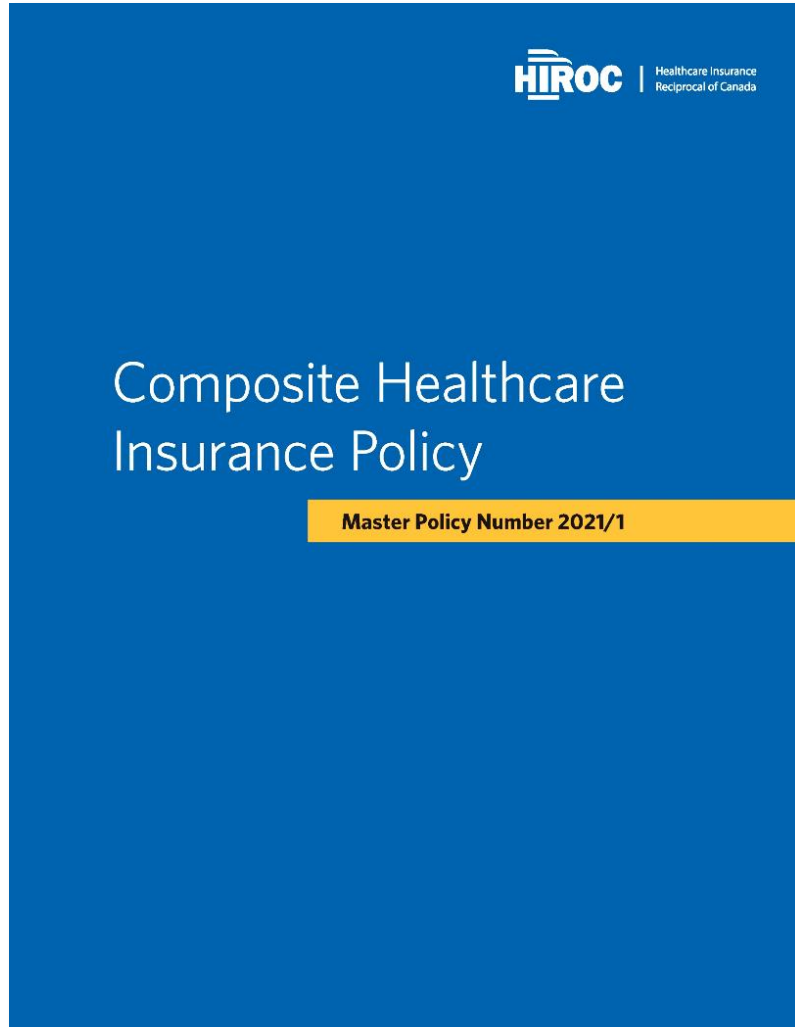
** Includes First Party Cyber Premium and Service Fee



THE HIROC POLICY



The HIROC Policy

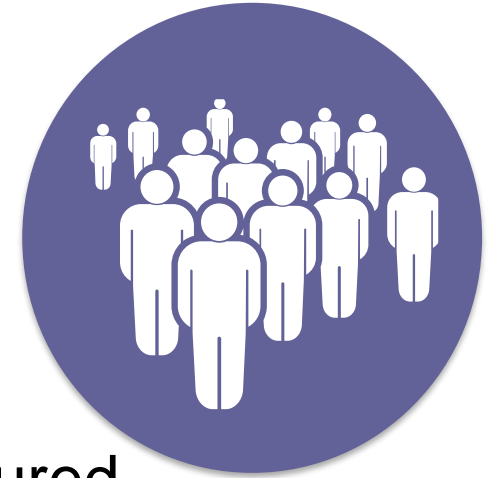


- A Bodily Injury (including Personal Injury)
- A1 Advertising Injury Liability
- B Third Party Property Damage
- B1 Tenant's Legal Liability
- C Healthcare Professional Liability
- C1 Blood Transfusion Legal Liability
- D Contingent Employers' Liability
- E Employee Benefits Liability
- F E&O/D&O Liability
- G Environmental Impairment Liability
- H Non-Owned Automobile Insurance
- I Crime Insurance
- J Property Insurance
- K Cyber Insurance



Who is Insured?

- The Named Insured (Subscriber)
- Associated and affiliated foundations
- Employees and volunteers, while working on behalf of the Insured
- Directors, officers, trustees, boards & committees (including their members)
- Students, while under the instruction, supervision, or direction of the organization



Insurance Limit – Liability & Crime



- \$10,000,000 Limit any one occurrence, no annual aggregate
- Sub-Limits:
 - \$2,000,000 - Crime/Employee Dishonesty
 - \$200,000 - Loss Inside/Outside Premises, Money Orders & Counterfeit Paper Currency, Depositor's and Credit Card Forgery, Third Party Computer & Funds Transfer Fraud, Social Engineering Fraud
 - \$5,000,000 - Cyber Liability (any one occurrence)
 - \$500,000 - Cyber Expenses (per occurrence/annual aggregate)
- No deductibles on the liability and crime policy
- Unlimited legal & defence costs (in addition to limits purchased)



Insurance Limits – Peer Comparison

- Community Care Northumberland’s underwriting peer group is M1 which are home care service organizations
- There are currently 25 subscribers in the M1 underwriting peer group
- This chart compares the limits purchased for the G1 underwriting peer group (Community Care Northumberland’s included):

	\$5M	\$10M	\$15M	\$20M	\$25M	\$30M	\$35M
M1	2	7	0	4	11	0	1



Major Policy Exclusions - Liability



- Intentional Acts
- Fraudulent, dishonest, criminal or malicious acts
(except if an insured had no knowledge or were not a party to such act)
- Fines and Penalties imposed by law
(except fines by the privacy commissioner)
- Costs to attend inquests or hearings



Major Policy Exclusions – D&O Liability



- Fraudulent, dishonest, criminal or malicious acts
- Bodily Injury or Property Damage
- Any fines imposed by law or matters subject to ruling of government authorities or matters deemed uninsurable by law

Cyber/Privacy Liability Insurance



- Covers liability due to the misappropriation or loss of data, and violation of privacy rights, as a result of your negligence
- Will pay for the following expenses (aggregate sub-limit of \$500,000):
 - Costs to notify patients and others of PHI breaches
 - Legal fees incurred to appear before commissions, hearings or tribunals
 - Costs of privacy regulatory fines and penalties
 - Reimbursement for cyber extortion demands (i.e., ransomware)



Please notify HIROC immediately if a privacy violation or cyber event occurs

Core Cyber Insurance Coverage



Three core-coverage areas include:

1. **Network Security and Privacy Liability:** When a third-party (e.g. a patient, employee, customer) seeks compensation for damages due to your failure to protect their sensitive personal information from a Cyber event.
2. **Network/Data Restoration & Interruption:** Coverage for the costs to repair, restore, or replace your own network after a cyber event. Includes any extra expense and loss of income incurred during the restoration period.
3. **Crime:** Electronic theft of funds and Social Engineering Fraud (where an employee is deceived into sending payment to a cybercriminal)

Common supporting coverages include:

- **Event/Breach Support Expenses:** Auxiliary costs to mitigate the impact of a privacy breach. Costs includes notification and credit monitoring services to breach victims and public relations support.
- **Privacy Regulatory Defense and Penalties:** Legal costs to defend against privacy regulatory action and subsequent fines.
- **Extortion/Ransom Demand:** Reimbursement for money (including Cryptocurrency) paid to a cybercriminal after a network extortion threat. Payments are made in the attempt to reduce the costs of data restoration or third-party liability claims.



HIROC Policy's Cyber Insurance Coverages



CYBER COVERAGES	TYPE	HIROC
Network Security and Privacy Liability	Liability	\$5,000,000
Event/Breach Support Expenses (i.e., Notification, Credit monitoring, regulatory fines)	Liability	\$500,000
Data Restoration/Network Interruption	Property	\$500,000
Excess Data Restoration/Network Interruption <ul style="list-style-type: none"> • Coverage only in excess of HIROC's \$500,000 Limit • Shared limit among all subscribers * Subject to a shared aggregate limit of \$5M between all HIROC Subscribers with a HIROC Property Policy 	Excess	\$1,000,000 per occurrence
Extortion/Ransom Demand	Liability	\$75,000
Cyber Crime	Crime	\$200,000





- *“The Subscriber shall, as soon as practicable, notify HIROC upon learning of an “occurrence or accident involving injury, death, property damage or otherwise likely to involve coverage””*
- Potential Triggers:
 - Statement of Claim / Notice of Action
 - Letter of demand
 - Adverse incident
 - Concerns with Standard of Care
 - Correspondence from a law firm / demand for records

If It's Worth Reporting, It's Worth Investigating



- HIROC **investigates** (and, if necessary, **defends**) all claims submitted by subscribers
- We work in **collaboration with adjusters and lawyers** across the country
- We aim to **resolve matters** before they become formal complaints
- We **monitor developing areas of concern**, such as:
 - Class Actions
 - Privacy Breach
 - Cyber Risk



How to Reach Our Teams



General inquiries about coverages, website access,
or other HIROC services
inquiries@hiroc.com

Third party certificate requests/
proof of insurance documents (e.g. leases)
certificates@hiroc.com

Contract review of liability and property insurance
requirements and indemnity clauses
contracts@hiroc.com

Questions about actual or
potential claims
claimsinquiry@hiroc.com

Questions about risk
management/patient safety or
services/resources
riskmanagement@hiroc.com





QUESTIONS?

NAME (...@hiroc.com)

NAME (...@hiroc.com)