



COOPERATIVE OF  
AMERICAN PHYSICIANS

FOR IMMEDIATE RELEASE  
CONTACT: Waldene Drake  
Vice President, Risk Management & Patient Safety  
213-473-8636  
wdrake@cap-mpt.com

**Cooperative of American Physicians, Inc.  
Launches New Risk Management Institute<sup>®</sup> for Medical Practice Employees**

**LOS ANGELES, July 20, 2011** – The Cooperative of American Physicians, Inc. (CAP) today announced the launch of the Risk Management Institute<sup>®</sup>, its new online risk management education program for medical office staff. Developed exclusively for CAP members, the program is the first of its kind to be offered in California.

“Risk management is essential to the success of a medical practice,” said CAP CEO James L. Weidner, “and CAP is committed to helping its members and their staffs manage risk intelligently.”

Offered at no charge to CAP members, the Risk Management Institute<sup>®</sup> includes six training sessions that address the questions most frequently asked by callers to CAP’s member hotline. The six 20- to 25-minute sessions that comprise the Risk Management Institute<sup>®</sup> contain California-specific curriculum and address the following topics: informed consent, medication management, effective office communication, patient education, tracking and recall, and medical record management.

“We recognize that physicians rely heavily on their office staff to manage many important functions in their offices,” said Waldene Drake, vice president, Risk Management & Patient Safety. “Experience has demonstrated that staff members also have significant influence over both patient safety and patient satisfaction. This is why we created the Risk Management Institute<sup>®</sup>.” The original material for the Risk Management Institute<sup>®</sup> was developed and produced by CAP’s Risk Management & Patient Safety Department.

**About the Cooperative of American Physicians, Inc.**

The Cooperative of American Physicians, Inc. (CAP) was established in 1975 by a group of California physicians to manage the escalating cost of medical professional liability coverage. Two years later, CAP formed the Mutual Protection Trust (MPT) which today provides protection to more than 11,000 of California’s finest physicians, and has earned an A+ (Superior) rating from A.M. Best six years straight. Based in Los Angeles, CAP also has offices in San Diego, Orange County, Sacramento, and Palo Alto. For more information, visit [www.cap-mpt.com](http://www.cap-mpt.com).

###