

# 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. The Office serves 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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of cases pending at HCADRO	199	158	228	186	204	195	195
Cases closed at HCADRO by panel	0	1	3	2	1	2	2
Cases closed at HCADRO by Director or parties	131	125	115	143	124	127	127

**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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of copies of claims requested by health care facilities	386	452	474	504	365	436	436
Number of copies of claims forwarded to requesting health care facilities	384	438	464	499	364	430	430
Average time required to fulfill requests (in days)	1.7	1.5	1.2	1.0	1.0	1.0	1.0
Responses forwarded to requesting health care facilities	4,411	4,385	5,799	8,048	3,178	5,164	5,164
Average number of telephone calls responded to per day	8	9	10	10	10	10	10
Average time required to fulfill written requests (in hours)	3.3	3.6	2.2	1.3	1.0	2.0	2.0