

# 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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.
Number of cases pending at HCADRO	166	167	167	168	169	170	171
Cases closed at HCADRO by panel	0	0	0	0	0	0	0
Cases closed at HCADRO by Director or parties	97	54	57	58	62	63	64
Cases waived at HCADRO by Director or parties	360	384	385	386	387	388	389

**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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.
Number of copies of claims requested by health care facilities	451	622	634	753	755	756	758
Number of copies of claims forwarded to requesting health care facilities	451	622	634	753	755	756	758
Average time required to fulfill requests (in days)	2.3	3.6	3.1	2.9	2.0	2.0	2.0
Responses forwarded to requesting health care facilities	7,892	9,577	11,318	11,327	11,329	11,330	11,331
Average number of telephone calls responded to per day	18	22	25	26	26	26	26
Average time required to fulfill written requests (in hours)	1.5	1.1	0.8	0.7	0.6	0.6	0.6