

# 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	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of cases pending at HCADRO	194	179	166	167	167	170	173
Cases closed at HCADRO by panel	1	1	0	0	0	0	0
Cases closed at HCADRO by Director or parties	127	153	97	54	57	60	63
Cases waived at HCADRO by Director or parties	322	280	360	384	385	386	386

**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	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of copies of claims requested by health care facilities	399	401	451	622	634	646	658
Number of copies of claims forwarded to requesting health care facilities	399	401	451	622	634	646	658
Average time required to fulfill requests (in days)	1.9	1.4	2.3	3.6	3.1	3.1	3.1
<sup>1</sup> Responses forwarded to requesting health care facilities	8,737	8,969	7,892	9,577	11,318	11,319	11,320
Average number of telephone calls responded to per day	10	20	18	22	25	28	30
Average time required to fulfill written requests (in hours)	1.0	0.9	1.5	1.1	0.8	0.8	0.8

### NOTES

<sup>1</sup> FY 2022 and beyond include an additional health care facility requesting information.