

NEWS & INSIGHTS

Saxton & Stump Attorneys James Saxton and Darlene King Contribute Patient Engagement Article to PIAA

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Lancaster County, PA, September 19, 2017 – Saxton & Stump attorneys [James W. Saxton](#), CEO, and Darlene K. King contributed the article *Patient Engagement and the 'Gateway Patient Experience'* to the 3rd Quarter, 2017 Edition of *Inside Medical Liability*, the flagship publication of Physician Insurers Association of America (PIAA).

The article discussed the importance of strengthening the physician-patient relationship and keeping patients

engaged in their own health and care. Practices can do this by developing a trust worthy relationship with their patients and implementing a five-star service experience, which can be accomplished through measurement and accountability. Additionally, practices can incorporate engagement documents, such as specialty specific informed consent forms and at-risk letters, to enhance the engagement process, and at the same time, reduce liability. Measuring both the patient experience and patient engagement is key.

The PIAA is the national insurance trade association representing medical professional liability insurance companies, risk retention groups, captives, trusts and other entities. *Inside Medical Liability* is the leading industry-wide authoritative source of information on MPL issues, public policy, technology, research, and trends.

Attorney James W. Saxton has sustained an active health law and healthcare litigation practice for more than 30 years. He oversees cases throughout Pennsylvania in state and federal court, and over his career, has tried many cases to verdict. He advises insurance companies on litigation and risk management issues nationally, helps to create risk management platforms, and innovates on new trial techniques. Mr. Saxton has contributed to three hundred articles and books and is an invited speaker to nationally prominent healthcare organizations on health law and risk management issues. He is an active member of many professional associations, including being chosen as a Fellow of the Litigation Counsel of America, a prestigious nomination reserved for less than one-half of one percent of the lawyers in the country, Fellow of the College of Physicians of Philadelphia, and Board Member for SE Healthcare Quality Consulting.

Attorney Darlene K. King is Chair of Saxton & Stump Risk Mitigation & Safety Group. She concentrates her practice in the representation of hospitals, doctors and healthcare professionals in healthcare litigation. She guides healthcare clients with issues involving risk management, crisis management, patient care and liability exposure. Ms. King has many years of comprehensive healthcare litigation experience encompassing all aspects of professional negligence litigation from inception to trial. She also has advised clients concerning compliance with federal and state statutes and regulations and has represented healthcare clients before the state licensing board.

Based in Pennsylvania, Saxton & Stump is a legal and consulting firm that represents healthcare professionals and other businesses. The firm represents their clients in a wide range of legal and consulting services, including healthcare litigation and risk mitigation, labor and employment, corporate insurance coverage and bad faith matters, and construction law. In addition to a team of experienced lawyers and paralegals, the firm employs physicians, nurses, psychologists, physician reimbursement specialists, health policy thought leaders and business consultants.

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