



2013 Qualitative Counselor Work Profile Survey

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BACKGROUND

The purpose of this study was to examine the demographic profile and workplace attributes of licensed counselors who have filed a professional liability or license protection claim that resulted in an insurance payment compared to those who have never filed a claim. To do this, two similar survey instruments were fielded to these respective segments.

The sample for the claim filers consisted of 912 counselors who have submitted a professional liability or license protection claim within the past 5 years. This sample consisted of two subgroups: 567 with a Professional Liability claim and 345 with a License Protection payment. The non-claims sample was produced from a randomized sample of 10,000 current HPSO customers that approximately matched the geographic distribution of the claims group.

OBJECTIVES

Counselors must have an understanding as to the type and number of professional liability claims brought against them, as well as strategies to mitigate risk. To help build that understanding, CNA/HPSO engaged Wolters Kluwer Health, Lippincott Williams & Wilkins to survey counselors on the relationship between claims experience and such variables as:

- age, education and experience as a counselor
- annual continuing education (CE) requirements
- participation in supervision / peer review
- type of treatment
- presence of a disclosure policy

METHODOLOGY

A hybrid methodology was used, consisting of a printed mail survey along with an e-mailed invitation to complete an online version of the survey. To ensure a counselor did not take the survey twice, each participant was sent the print version and, if an e-mail was available, the online invitation as well. Those receiving the print version were invited to take the online survey via a generic link. Each survey was labeled with a unique identifier to ensure against duplicate respondents. Sample members were sent reminder notifications during the field work to encourage study participation. To further boost participation, respondents were eligible to receive a prize.

RESPONSE RATE

The reader is reminded that the survey findings are based on self-reported information and thus may be skewed due to the respondents' personal perceptions and recollections of the requested information. The chart below summarizes the field work logistics and response.

	Claims version		Non-claims
	Print	Online	TOTAL
Initial deployment	7/8/2013	7/8/2013	
Reminder #1 sent	---	8/21/2013	---
Field closed	09/23/2013		
Initial sample size	912		10,000
Undeliverable/Opt out	14		134
Usable sample	898		9,866
# of respondents	378		2,745
Response rate	42.0%		27.8%

Within the report, results are reported on overall responses for both the claims and non-claims segments as well as Professional Liability (PL) and License Protection (LP) for the claims portion. The margin of error at the 95% confidence level for the claims portion of the study was $\pm 3.9\%$. Additionally, the corresponding mark for the non-claims version was $\pm 1.8\%$. In either case, 95% of the time we can be confident that percentages in the actual population would not vary by more than this in either direction.

RESPONDENT DEMOGRAPHICS

Current license

The majority of respondents who experienced claims self-reported as a Licensed Professional Counselor (LPC), which also represented the largest portion of non-claims respondents. From the data, it appears that specialized counseling professionals are less likely to experience a claim.

Table 1: Current license		
	Total claims	Non-claims
Licensed Professional Counselor (LPC)	45.1%	32.0%
Mental Health Counselor	15.7%	19.8%
Licensed Prof Clinical Counselor (LPCC)	15.1%	8.9%
Marriage & Family Counselor	6.9%	4.7%
Alcohol/Drug Counselor	5.8%	5.5%
School Counselor	1.1%	4.7%
Forensics Counselor	0.8%	0.3%
Psychological Counselor	0.8%	1.1%
Bodywork Counselor	0.5%	0.1%
Life Coach Counselor	0.5%	0.6%
Rehabilitation Counselor	0.5%	1.3%
Pastoral Counselor	0.3%	1.5%
Career Counselor	0.0%	0.8%
Counselor Educator	0.0%	1.9%
Genetic Counselor	0.0%	0.1%
Other	6.9%	16.7%

Q: Please confirm your current license.

Gender

Most respondents who experienced a claim were female, as were most of the non-claims respondents. According to the U.S. Bureau of Labor Statistics (2012), the breakdown of counselors by gender is 69.3 percent female to 30.7 percent male.

Table 2: Gender		
	Claims	Non-claims
Female	77.1%	80.3%
Male	22.9%	19.7%

Q: What is your gender?

Age

The majority of respondents who experienced a claim were over the age of 50, with 39.4 percent falling between 51 and 60 years. The statistic contrasts with the non-claims survey, which was primarily completed by a fairly even mix of counselors across the age brackets. Older counselors are more likely to experience a claim than their younger counterparts.

Table 3: Age		
	Total claims	Non-claims
25 years or younger	0.0%	3.6%
26 to 30 years	0.8%	13.3%
31 to 35 years	5.2%	13.9%
36 to 40 years	6.9%	12.0%
41 to 45 years	10.8%	12.1%
46 to 50 years	4.4%	8.0%
51 to 60 years	39.4%	22.7%
61 years or older	32.5%	14.6%

Q: What is your age?

Highest level of education

The overall distribution of education level was consistent between the claims and non-claims groups. A large percentage of all survey respondents have a graduate degree.

Table 4: Highest level of education		
	Total claims	Non-claims
High school or equivalent	0.6%	0.4%
Bachelor's degree	0.6%	5.7%
Master's degree	83.3%	78.5%
Doctorate degree	14.7%	14.8%
Post doctorate degree	0.8%	0.6%

Q: What is your highest level of education in counseling completed?

Pre-licensure counseling program

As online universities and similar programs are still relatively new, it is no surprise that majority of respondents went to a traditional brick-and-mortar educational institution.

Table 5: Pre-licensure program		
	Total claims	Non-claims
University/college: onsite	90.7%	85.3%
Accelerated degree program	5.0%	3.2%
Community college program	1.4%	1.7%
Online program	1.9%	5.7%
Other	1.0%	4.2%

Q: Which best describes the type of pre-licensure counseling program you completed?

Other: training programs, seminars, internship

Language

While nearly all respondents use English as their primary language, it seems to have minimal impact on the distribution of claims.

Table 6: Language		
	Total claims	Non-claims
English	98.9%	97.8%
Spanish	0.8%	1.3%
Tagalog	0.3%	1.0%

Q: What is your primary language?

Location of Practice

The claims and non-claims groups had a similar distribution of practice locations. Counselors practicing in a Suburban setting (52.1 percent), had the highest percentage of claims while rural-based counselors tended to have the lowest likelihood of experiencing a claim.

Table 7: Location of Practice		
	Total claims	Non-claims
Rural	17.5%	17.9%
Suburban	52.1%	44.5%
Urban	30.4%	37.6%

Q: Which of the following best describes the location where you provide services as a counselor?

SURVEY HIGHLIGHTS

Years in practice

Nearly all counselors who have experienced a claim have been in practice for at least 6 years (88.8 percent). The distribution of claims when comparing the claim and non-claims groups is greatest for counselors practicing more than 15 years.

Table 8: Years in practice		
	Total claims	Non-claims
Less than 2 years	2.5%	28.0%
2 to 5 years	8.6%	21.3%
6 to 10 years	21.9%	18.5%
11 to 15 years	23.3%	12.9%
More than 15 years	43.6%	19.2%

Q: How many years have you been practicing as a licensed or certified counselor?

Completing a CACREP accredited program

A majority of both claims and non-claims counselors have completed a CACREP (Council for Accreditation of Counseling and Related Educational Programs) accredited program. The proportions of respondents who completed and did not complete such programs did not differ between the two groups.

Table 9: Having completed a CACREP program		
	Total claims	Non-claims
Yes	57.8%	57.6%
No	42.2%	42.4%

Q: Did you complete a CACREP accredited program?

Completing an internship/residency program

Most claims and non-claims counselors have participated in an internship or residency program. Participation in residency programs did not appear to affect claims status.

Table 10: Having completed an internship/residency		
	Total claims	Non-claims
Yes	87.2%	84.5%
No	12.8%	15.5%

Q: Did you complete an internship or residency program?

Number of hours of supervised clinical experience

All of the counselors surveyed said they are required to complete a certain number of supervised hours, with most citing around 3,000 hours. Number of supervised hours did not differ between the two groups.

Table 11: Number of supervised hours		
	Total claims	Non-claims
2,000 hours or less	30.2%	37.8%
3,000 hours	43.5%	37.7%
4,000 hours or more	26.3%	24.5%

Q: How many hours of supervised clinical experience did you complete?

Status of being a National Certified Counselor (NCC)

Most claims and non-claims respondents do not have a NCC certification. For those who are national certified counselors, the distribution of claims is slightly greater compared to their non-claim counterparts.

Table 12: Status of being a NCC		
	Total claims	Non-claims
Yes	42.0%	35.3%
No	58.0%	64.7%

Q: Are you a national certified counselor (NCC) issued by the National Board for Certified Counselors (NBCC)?

Status of state license

Majority of claims and non-claims respondents hold a state license issued by their state's regulatory board.

Table 13: Status of state license		
	Total claims	Non-claims
Yes	97.5%	78.6%
No	2.5%	21.4%

Q: Do you hold a state license/certification to practice counseling issued by your state's regulatory board?

Number of annual continuing education (CE) credits required

A majority of counselors surveyed reported needing continuing education (CE) credits, with most (56.0 percent) needing at least 16 credits per year. The percentage of those who reported needing 15 or fewer credits is lower in the claims group than the non-claims group.

Table 14: Number of annual CE credits required		
	Total claims	Non-claims
None	2.5%	9.6%
1-15	18.5%	23.5%
16-30	56.0%	48.5%
31-60	23.0%	18.4%

Q: According to your state, how many continuing education credits are you annually required to complete to maintain your counselor license/certification?

Awareness of scope of practice

Almost all respondents indicated that they are clear on their responsibilities as defined by their scope of practice. Only a small portion was unclear on this issue.

Table 15: Awareness of scope of practice		
	Total claims	Non-claims
Yes	97.2%	90.4%
No	0.6%	1.8%
Don't know	2.2%	7.9%

Q: Do you know your scope of practice and responsibilities as defined by your State Licensing/Certification Board or Regulatory Body?

Staying current for scope of practice

Respondents use a variety of means to stay current for their scope of practice. While most counselors from either sample relied on updates to state requirements, others mentioned attendance at professional meetings, seminars, and peer-to-peer contact. The distribution of claims was consistent across the two groups with one exception to rely on the facility's job description.

Table 16: Ways of staying current		
	Total claims	Non-claims
Read updates to my state requirements at least annually	71.3%	68.1%
Attend professional meetings	57.7%	57.8%
Rely on my facility's job description	5.3%	14.5%
Other	15.9%	15.8%

Q: How do you remain current with the changes to requirements from your State Licensing/Certification Board or Regulatory Body? (check all that apply)

Other: e-mail, workshop/seminars, CE, peers

Practicing out of scope

Only a small percentage of respondents who had experienced claims (16.1 percent) and those who did not experience a claim (7.5 percent) indicated that they were asked to practice outside of their state requirements. The distribution of claims was greater for those asked to practice outside of their scope compared to their non-claim counterparts.

Table 17: Asked to practice out of scope		
	Total claims	Non-claims
Yes	16.1%	7.5%
No	82.0%	88.9%
Don't know	1.9%	3.6%

Q: Have you been asked to practice outside of your state requirements?

Responding to practicing out of scope

For those who have been asked to practice out of scope, most (94.4%) did not comply with the request, regardless of whether or not they researched and documented the reasons why.

Table 18: Responding to practicing out of scope		
	Total claims	Non-claims
I refuse to perform outside of my state requirements	66.7%	50.8%
I confirm and document reasons for not complying	27.8%	32.3%
I will practice out of my state requirements	0.8%	1.7%
Other	4.8%	15.2%

Q: If yes to Question #17, how do you generally respond to requests to practice outside of your state-defined requirements?

Other: Confusion with what is outlined in the state requirements

Factors leading to practicing out of scope

Respondents cited some confusion on what was outside of their professional duties as defined by state requirements. The distribution of claims is similar between the two groups with one exception, when trained by their supervisor.

Table 19: Factors leading to practicing out of scope		
	Total claims	Non-claims
Other	41.5%	47.1%
Did not realize it was beyond the requirements	34.1%	21.5%
No one else was able to help	19.5%	18.2%
Was afraid I would lose my job	12.2%	10.2%
I was trained by my supervisor	9.8%	20.8%

Q: If you have practiced beyond your duties, what factors influence your decision to practice beyond your requirements? (check all that apply)

Type of practice

Nearly two-thirds of the respondents who experienced claims (63.9 percent) indicated that they worked in a solo private practice when the incident occurred. The distribution of claims is much greater for this group compared to their non-claim counterparts.

Table 20: Practice setting		
	Total claims	Non-claims
Private practice (solo)	63.9%	34.9%
Outpatient mental health center	21.8%	32.0%
Private practice (group)	20.4%	19.3%
School	4.4%	15.8%
Religious facility	3.6%	5.7%
Inpatient mental health center	2.5%	5.7%
Prison	2.5%	2.3%
Federal/state/local gov't center	1.7%	4.6%
General hospital	1.7%	2.1%
Residential care facility	1.7%	3.2%
Military	0.8%	2.0%
Other	3.9%	10.3%

Q: Which practice setting best describes where you work? (check all that apply)

Mentorship during initial work experience

There were more counselors with mentorship experience who experienced a claim. Mentorship did not appear to impact the distribution of claims.

Table 21: Mentorship		
	Total claims	Non-claims
Yes	95.9%	92.8%
No	4.1%	7.2%

Q: During your first two years of working, did you have a mentor that you could go to when you had questions?

Regular supervision/peer review

A majority of counselors said they routinely participate in supervisory and / or peer review process. Doing so appeared to have a beneficial effect on exposure to claims.

Table 22: Participation in regular review		
	Total claims	Non-claims
Yes	77.0%	81.8%
No	23.0%	18.2%

Q: Do you participate in regular supervision and /or peer review?

Invited document review/opinion

Approximately 14% of all respondents saw little need in having a colleague review their clinical observations; despite this, the distribution of claims is similar between the groups.

Table 23: Invited document review/opinion		
	Total claims	Non-claims
Yes	85.8%	83.7%
No	14.2%	16.3%

Q: Have you ever invited a colleague or supervisor to review your documented observations and provide an opinion?

State of residence where claim was submitted

Of all 50 states, the top five that had the highest percentages of respondents with total claims are listed here. The highest amount of respondents who experienced claims came from the state of Texas, with 15.4%.

Table 24: State where claim was submitted		
State	Total claims	Non-claims
Texas	15.4%	15.3%
Colorado	10.9%	3.1%
Florida	7.7%	5.7%
Arizona	6.8%	1.8%
Washington	5.0%	3.0%

Q: At the time of the incident, in what state were you licensed and practicing?

Licensed in other states

Majority of counselors reported to hold a license in only their home state.

Table 25: Licensed in other states		
	Total claims	Non-claims
Yes	18.4%	---
No	81.6%	---

Q: At the time of the incident, were you licensed/certified in any other state?

Supervising others

As most respondents mentioned they work in a solo, private practice, it is not surprising that only 15.3% of those who experienced a claim supervise others. Supervising others did not appear to impact the distribution of claims.

Table 26: Supervising others		
	Total claims	Non-claims
Yes	15.3%	20.9%
No	84.7%	79.1%

Q: At the time of the incident, were you responsible for supervising others?

Note: Range of workers supervised – 1-40, mean – 4.8

Employment status

While most counselors regardless were full-time employed, owner/partners were more likely to experience a claim.

Table 27: Employment status		
	Total claims	Non-claims
Owner/partner	42.2%	17.6%
Independent contractor, self-insured	27.7%	21.6%
Employed, full-time	21.8%	37.1%
Employed, part-time	6.8%	11.7%
Other	1.5%	6.6%
Student	0.0%	5.4%

Q: At the time of the incident, what was your employment status?

OTHER: temp agency

Years as a counselor

While most respondents from the non-claims survey were relatively new to being a counselor, this group accounted for 9.2 percent of those who experienced a claim. For counselors working more than 6 years, the distribution of claims is greater as years of experience grows.

Table 28: Years as a counselor		
	Total claims	Non-Claims
Less than 2 years	9.2%	28.0%
2-5 years	16.3%	21.4%
6-10 years	30.0%	18.5%
11-15 years	18.4%	12.9%
More than 15 years	26.1%	19.2%

Q: At the time of the incident, how many years had you been a licensed/certified counselor?

Type of practice

At the time of the incident, a majority of respondents who experienced claims (53.8 percent) indicated that they worked in a private solo practice.

Table 29: Practice setting		
	Total claims	Non-claims
Private practice (solo)	53.8%	34.9%
Private practice (group)	18.2%	19.3%
Outpatient mental health center	16.2%	32.0%
School	2.1%	15.8%
Religious facility	2.1%	5.7%
Prison	1.2%	2.3%
Federal/state/local gov't center	1.2%	4.6%
Inpatient mental health center	0.9%	5.7%
Residential care facility	0.9%	3.2%
General hospital	0.0%	2.1%
Military	0.0%	2.0%
Other	3.5%	10.3%

Q: At the time of the incident, which best described your practice setting? (check one)

Use of online counseling services

While the use of online counseling services was almost nonexistent among claims survey respondents, it is difficult to discuss any link between it and experiencing a claim.

Table 30: Use of online counseling services		
	Total claims	Non-claims
Yes	0.9%	7.2%
No	99.1%	92.8%

Q: At the time of the incident, were you providing online counseling services (telecounseling)?

Breach in confidentiality

While only a portion of claims were related to a breach in confidentiality, this group noted a slightly higher distribution of claims than their non-claim counterparts.

Table 31: Breach in confidentiality		
	Total claims	Non-claims
Yes	11.2%	7.9%
No	88.8%	92.1%

Q: Was the incident related to a breach in confidentiality?

Duty to warn

Even though 31.4 percent% of non-claims respondents felt that issues related to duty to warn could lead to incidents, only 3.9% of claims were related to this.

Table 32: Duty to warn		
	Total claims	Non-claims
Yes	3.9%	31.4%
No	96.1%	68.6%

Q: Was the incident related to duty to warn?

Custodial matters

Incidents related to custodial issues saw a higher distribution in claims than their non-claim counterparts.

Table 33: Custodial matters		
	Total claims	Non-claims
Yes	38.5%	29.2%
No	61.5%	70.8%

Q: Was the incident related to custodial matters/conflict/evaluation?

Use of social media

Like telecounseling, use of social media is rare among respondents, making it difficult to determine its role professionally.

Table 34: Use of social media		
	Total claims	Non-claims
Yes	1.2%	4.0%
No	98.8%	96.0%

Q: Did the incident involve you communicating with your client via social media (Facebook, Twitter, Skype, etc.) for purposes other than telecounseling?

Client competence

Client competency factors did contribute to 13.9% of claims addressed in this study. While majority of respondents who experienced a claim did not think the incident involved an incompetent client, the distribution of claims was greater for this group compared to their non-claim counterparts.

Table 35: Client competence		
	Total claims	Non-claims
Yes	13.9%	37.7%
No	86.1%	62.3%

Q: Did the incident involve an incompetent client?

Non-claims: Do incompetent clients increase the likeliness of an incident?

Client as a minor

The distribution of claims is the same between the two groups when minor clients are involved.

Table 35: Client age		
	Total claims	Non-claims
Yes	36.0%	36.0%
No	64.0%	64.0%

Q: Did the incident involve a minor client?

Notifying authorities

Nearly all of the incidents covered in this study were not severe enough that authorities could have been contacted.

Table 36: Notifying authorities		
	Total claims	Non-claims
Yes	0.9%	---
No	99.1%	---

Q: Did the incident involve a failure to notify authorities when a client posed a danger to himself or others?

Relationship with client

Majority of counselors did not get involved emotionally or physically with clients.

Table 37: Client relationship		
	Total claims	Non-claims
Yes	1.8%	0.4%
No	98.2%	99.6%

Q: Did you engage in an emotional or physical relationship with the client?

Relationship with client's family

All respondents refrained in getting involved in relationships with a client's family members.

Table 38: Family relationship		
	Total claims	Non-claims
Yes	0.0%	0.4%
No	100.0%	99.6%

Q: Did you engage in an emotional or physical relationship with the client's family member?

Threat of violent behavior

Clients exhibiting violent behavior led to almost 11% of incidents. Majority of cases did not involve the threat of violence.

Table 38: Threat of violence		
	Total claims	Non-claims
Yes	10.9%	44.2%
No	89.1%	55.8%

Q: Did the client exhibit violent behavior or the threat of violence?

Non-claims: Have your clients exhibited violent behavior or the threat of violence?

Client's health literacy

Issues with a client's health literacy can lead to incidents, as 19.1% of respondents mentioned this.

Table 39: Health literacy		
	Total claims	Non-claims
Yes	19.1%	49.6%
No	80.9%	50.4%

Q: In your opinion, did the client's health literacy (the ability to understand and use counseling information effectively) play a role?

Non-claims: Does a clients' health literacy (the ability to understand and use counseling information effectively) play a factor in causing incidents?

Client's primary language

Majority of counselors reported to effectively communicate with their clients.

Table 40: Client's language		
	Total claims	Non-claims
Yes	3.2%	9.5%
No	96.8%	90.5%

Q: Did the client's primary language differ from your own?

Client's cultural background

A majority (89.1 percent) of respondents who experienced a claim indicated that their clients did not have a different cultural background from their own. Of those who did not experience a claim, 64.8 percent indicated their clients had a different cultural background.

Table 41: Client's cultural background		
	Total claims	Non-claims
Yes	10.9%	64.8%
No	89.1%	35.2%

Q: Did the client's cultural background differ from your own?

Billing or payment issues

Most incidents (91.1 percent) did not involve billing or payment issues.

Table 42: Billing or payment issues		
	Total claims	Non-claims
Yes	8.9%	13.1%
No	91.1%	86.9%

Q: Did the incident involve any aspect of billing or payment?

Clients seen per day

While most claims survey respondents see between 3 and 10 clients per day, the distribution of claims is greatest for those who see 3-5 clients per 8 hours.

Table 43: Clients per 8 hours		
	Total claims	Non-claims
1	2.7%	4.4%
2	5.7%	8.2%
3-5	58.3%	51.2%
6-10	29.4%	30.2%
11-15	3.0%	2.8%
16 or more	0.9%	3.2%

Q: At the time of the incident, how many clients did you see in an 8-hour period?

Treatment type

Individual treatment sessions comprised 65.1 percent of claims-related incidents, but only 41.8 percent of non-claims sessions. The percentage of claims was much lower for treatment involving both individual and group sessions, although this was the most common type of treatment for the non-claims group.

Table 44: Treatment type		
	Total claims	Non-claims
The client was in individual treatment	65.1%	41.8%
The client was in couples, family , or group treatment	23.6%	5.8%
The client was receiving both individual and group treatment	11.3%	52.4%

Q: At the time of the incident, which of the following best describes the type of treatment you provided to your client?

Disclosure of error policy

The majority of counselors who experienced a claim worked in a practice / facility that did not have a policy regarding error disclosure. This group reported a higher percentage of claims relative to settings wit such a policy.

Table 51: Error disclosure policy		
	Total claims	Non-claims
Yes	31.1%	43.7%
No	68.9%	56.3%

Q: At the time of the incident, did your practice/facility have a policy regarding disclosure of error?

Note: Of those saying "yes", 73.5% used said policy in managing the incident

Documentation method

A majority of counselors rely on handwritten medical records. However, sole reliance on handwritten records appears to produce a higher percentage of claims relative to the non-claims group's documentation method. It appears that use of electronic medical records is associated with a smaller likelihood of claims.

Table 52: Documentation method		
	Total claims	Non-claims
I utilized handwritten medical records	66.1%	33.5%
I utilized a combination of electronic and handwritten medical records	20.4%	33.6%
I utilized electronic medical records	9.3%	25.9%
I did not document client sessions, interactions, information	0.3%	2.3%
I audio/videotape my sessions and retain the tapes	0.0%	0.7%
I audio/videotape my sessions , but do not retain the tapes	0.0%	0.4%
Other	3.9%	3.6%

Q: At the time of the incident, which best described your documentation method? (check one)

Professional society membership

Respondents see the value of society membership, as 77.3% have such an affiliation. Those counselors with no society affiliation were less likely to experience a claim.

Table 53: Society membership		
	Total claims	Non-claims
Yes	77.3%	59.3%
No	22.7%	40.7%

Q: At the time of the incident, were you a member of a professional association?

Experience with the claims process

More than 76% of all respondents who experienced a claim were “very satisfied” with the claim resolution, the claim consultant, and the claim experience.

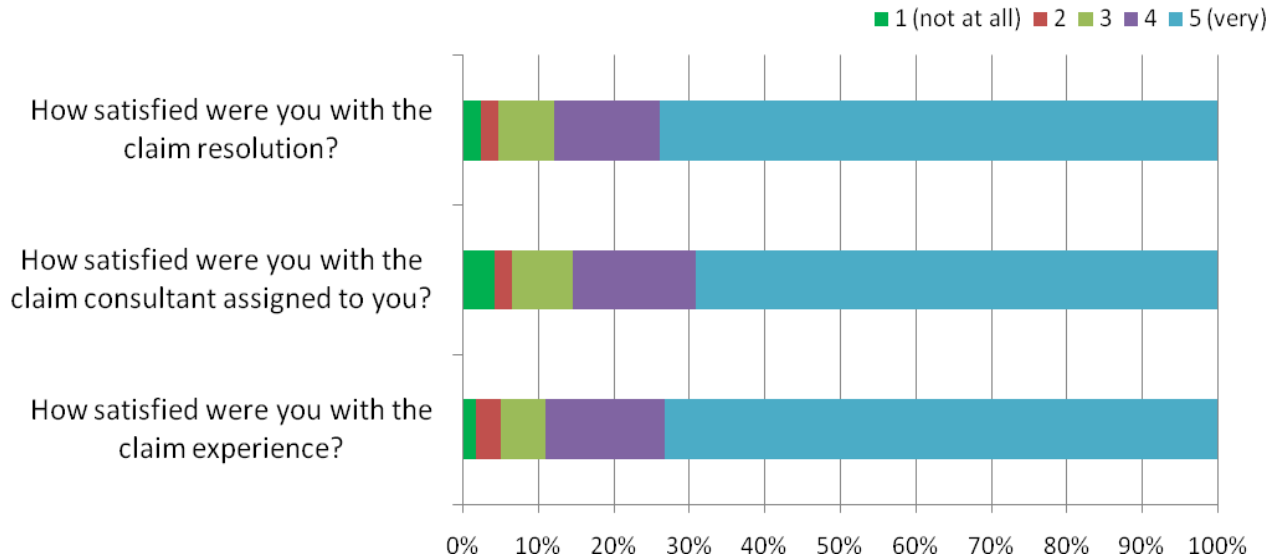


Table 54a: Satisfaction with claims process	
	Average rating
How satisfied were you with the claim experience?	4.59
How satisfied were you with the claim consultant assigned to you?	4.46
How satisfied were you with the claim resolution?	4.57

Satisfaction with policy purchase

Almost all respondents (99.1%) indicated they were glad they had purchased a professional liability policy.

Table 55a: Satisfaction with policy purchase		
	Total claims	Non-claims
Yes	99.1%	98.2%
No	0.9%	1.8%

Q: Were you glad you had purchased your own professional liability policy?

SUMMARY OF FINDINGS

- A majority of claims and nonclaims counselors have completed a Council for Accreditation of Counseling & Related Educational Programs (CACREP®) accredited program, and participation in such a program appears to make no difference in terms of claims distribution. (Table 9)
- While most claims and nonclaims counselors have participated in a residency program, this participation appears to have minimal effect on distribution of claims. (Table 10)
- A majority of the counselors surveyed reported needing continuing education credit, with most (56 percent) needing at least 16 credits per year. Those who reported needing 15 or fewer credits have a lower percentage in the claims group than in the nonclaims group. (Table 14)
- Most counselors said they routinely participate in a supervision / peer review process. However, nonclaims respondents were more likely to participate in regular review than respondents with claims. (Table 22)
- Only a small proportion of claims were related to a breach of confidentiality, and the proportion of nonclaims respondents who admitted to having ever breached privacy rules was relatively low. (Table 31)
- Survey respondents who reported seeing between three and five clients per day tended to have a higher percentage of claims than those who saw six to 10, 11-15 and 16 or more clients per day. (Table 43)
- The majority of counselors who experienced a claim did not have a policy regarding error disclosure. This group reported a higher percentage of claims, compared to respondents who had such a policy. (Table 51)
- Although sole reliance on handwritten (as opposed to electronic) medical records appears to result in a higher percentage of claims, the majority of respondents rely on handwritten records. (Table 52)
- Seventy-four percent of respondents who experienced a claim reported that they were “very satisfied” with the claim resolution, while 69 percent were “very satisfied” with the claim consultant and 73 percent were “very satisfied” with the claim experience. (Table 53)
- Fully 99.1 percent of respondents indicated they were thankful they had purchased a professional liability policy. (Table 55)