

Member Report 2020/21

Understanding
the unique
insurance needs
of healthcare
practitioners



mips

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Medical Indemnity Protection Society Ltd (MIPS) ABN 64 007 067 281 AFSL 301912. MIPS Insurance Pty Ltd (MIPSi) ABN 81 089 048 359 AFSL 247301 is a wholly owned subsidiary of MIPS and issues the indemnity insurance policy that is a benefit of MIPS membership.



Protecting members

5,900+ notifications accepted by MIPS from members seeking advice, support and protection including responding to civil actions and AHPRA notifications.



As a medical defence organisation, MIPS' purpose is to put its members first and provide protection, support and advice that understands their unique needs.

Chairman and CEO's report

Delivering for MIPS members

MIPS is proud to continue to protect, support and advise our members as they care for the community during an uncertain and challenging time. Over 2020/21, we focussed on evolving our services and processes to meet members' needs. This included:

- providing certainty of indemnity coverage for our registered practitioners in administration of COVID-19 vaccinations
- engaging with public policy makers and regulators on issues which are critical for our members, including the Federal Government's no-fault vaccination scheme
- continuing our strong tradition of helping doctors practice better medicine by providing members 14 accredited risk-education webinars which were attended by over 3,500 members and provide advice and practical support for members navigating the changing healthcare practices such as telehealth
- supporting members who joined the Australian Health Practitioner Regulation Agency's (AHPRA) pandemic response sub-register.

Supporting MIPS people

During COVID-19, member needs have continued to evolve rapidly and the same is true for our people. 2020/21 has seen a strong focus on ensuring the health and safety of MIPS people as well as continued focus on uplifting capability within the organisation. To support this, MIPS has:

- completed our first operating model review. This will ensure that MIPS has the capabilities, culture and skills to continue to protect, support and advise our members
- created new executive roles, aligned to our members' needs and sustainable growth of the organisation
- developed a Flexible Working Policy to enable workplace flexibility
- delivered a workplace Culture and Engagement survey in order to hear employee feedback and create a baseline for future performance and engagement
- commenced the development of a Wellbeing Committee.

Sustainable organisation

MIPS understands that the needs of our members and people are best served by creating a sustainable organisation, both now and in the future. We have continued our strong financial performance with a net profit after tax of \$29M. This performance is supported by gross assets of \$685 million and net assets of \$345 million.

Business sustainability extends to meeting our social responsibilities and managing the expectations of our regulators. In 2020/21, MIPS:

- approved the signature of the Tobacco Free Pledge, publicly confirming MIPS' commitment to our tobacco-free position in the investment of member funds
- published our first Modern Slavery Statement, which reflects our proactive approach to identifying and managing slavery risks in our supply chain
- increased our focus on the increasing external cyber threats, through identifying, assessing and managing risks to ensure that the confidentiality of our member data is maintained.

Our future

Reflecting on the last year, we recognise that the next 12 months will continue to be challenging for our members, MIPS people, stakeholders, and the Australian community. To manage the ever changing external environment, the 2021-2023 strategic plan focusses on prudent investment in the following key areas:



Understanding
member
experience



People and talent
development



Operational
excellence



Data insights



Sustainable growth

Delivery on these key strategic pillars will be critical in ensuring the long term financial and operational sustainability of MIPS. We are going to deliver on our strategy, so that we can deliver for our members, now and in the future.

We give heartfelt thanks to our members, stakeholders and MIPS People. This year, we would like to formally recognise the efforts of our outgoing Chief Financial Officer, Roger Miles and Chief Operating Officer, Maurice Tersigni. Mr Miles and Mr Tersigni will leave the MIPS business later in 2021 having made a significant and long-lasting contribution to MIPS.

As we look to 2022, we look to a sustainable future, supported by transparent and efficient processes and measurable quality support and outcomes for our members and the communities they serve.

We thank all our members for the confidence and trust you have in MIPS to protect, support and advise you.



Ms Natasha Anning
CEO

23 September 2021



Mr Gary Speck
Chairman

Delivering for our members

MIPS' five **strategic priorities** are centred around our foundation, the members. The implementation of the strategic priorities will deliver sustainable value for our members.

Benefits and services for members

Members are at the centre of MIPS' operations. We only sell one product: membership

\$29M made in profit to be invested in delivering services to members.

7% improvement in the net promoter score. We ask members the simple question, would you recommend MIPS?

 **90%** of members are retained each year, even after international students depart and retired practitioners cease work.

\$52M paid in claims and legal assistance to members

14 live webinars provided to assist members with their CPD

5,900+ responses made to provide support and advice for civil claims and AHPRA matters

Risk education program

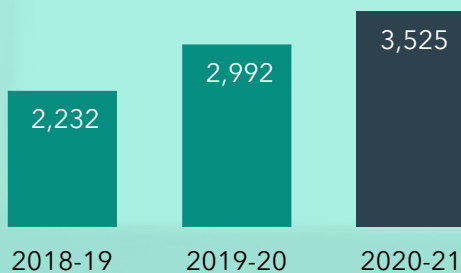
The primary purpose of MIPS' risk education is to prevent healthcare incidents that might lead to patient harm and create a risk for members. We focus on minimising the risk healthcare practitioners face from claims, complaints and regulatory body investigations.

Our education promotes honourable practice as well as the need for practitioner wellbeing. MIPS is an accredited professional development provider for a number of colleges. MIPS successfully delivered its risk education program remotely providing member webinars each month and adding to its on-demand member education library. MIPS continued to deliver risk education with major hospitals, which included 57 presentations, most of which were virtual.

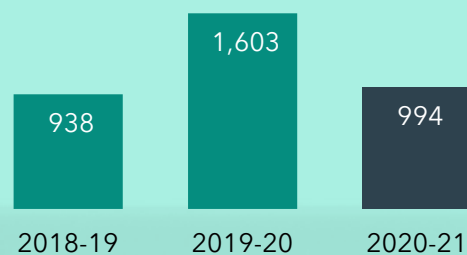
An improved member Support Centre now provides a range of expanded and up to date risk education resources including recordings of webinars.

14 live webinars. Top 3 most popular topics:
Opioid prescribing, TGA changes, the PBS and the Law
Australian medical negligence litigation – A state of play
Informed consent – A legal and regulatory requirement

Live webinars attended by members



On-demand education completed by members



Member satisfaction ratings

MIPS requests feedback from members at all key touch points, whether in person or virtual. Members accessing MIPS online services are asked to review their experience of MIPS.

When asked how likely they would be to recommend MIPS to a fellow colleague on a scale of 1 to 10, 58% of members answered either 9 or 10 and the average rating was 8.48

We also ask our members to rate our performance after what we consider the most important member interactions, when they make a notification to MIPS. This helps us to assess how well we assisted members in their time of need. Members rate their experience against four crucial points and overall experience.

- Satisfaction with assistance provided
- Timeliness of assistance
- Confidence in the support provided
- Professionalism

For the overall quality of the advice and support members scored us an average of 4.58 out of 5

Service to members

5,954

notifications received

Includes all legal advice and support matters including both indemnity insurance claims and MIPS Assist matters

992 MIPS Assist matters

Matters that were not covered under the insurance contract, yet MIPS was able to provide discretionary assistance

14 Webinars

Webinars held during the year and 57 risk education presentations with major hospitals

Governance

The MIPS board has significant depth and breadth of director experience.

MIPS Directors



**Gary Speck
(Chairman)**

AM MBBS
BMedSc(Hons) FRACS
FAOrthA FAMA GAICD



Sue Carter

BA(Hons), Grad Dip
(App Fin & Invest),
MAppSci, ACA (UK),
FAICD



Merran H Kelsall

BCom (Hons.), FCPA,
FCA, MBA, FAICD, FFin



Anthony Mason

BSocSC, FIA, Hon
FFFLM



Leanne Rowe

AM, MBBS, MD,
FRACGP, FAICD,
HonLLD Monash



Charles Steadman

AM, MBBS, MD, FRACP,
FAICD, AGAF



Bruce E Taylor

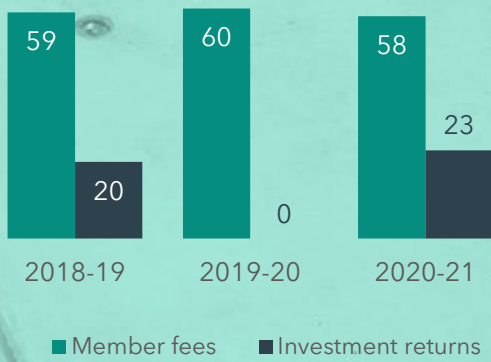
MDS, LDS, FRACDS,
FADI, FICD, FPFA

Financial performance

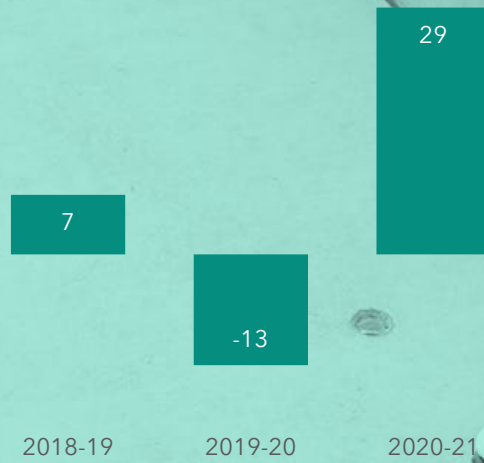
Income and profit

MIPS delivered a profit of \$29M driven by improved experience from net claims incurred on both current and prior years, better than budgeted returns from investments which was driven by fixed interest and equity investments with lower revenue from membership fees.

Income \$M



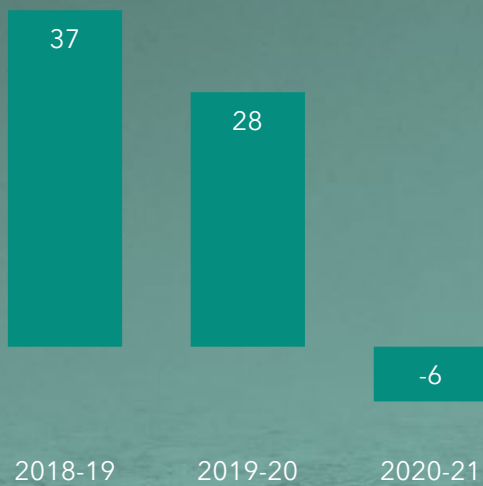
Total comprehensive profit/loss \$M



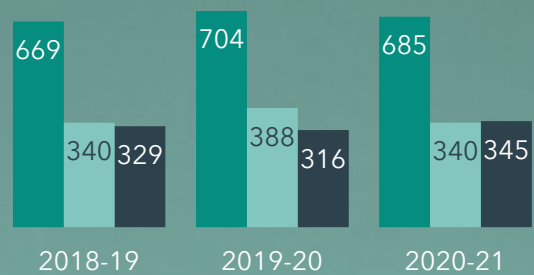
Capital strength

MIPS is financially strong ensuring there are adequate funds to cover claims from members now and in the future. MIPS Insurance's prescribed capital amount coverage ratio at 30 June was 4.44. The minimum regulatory requirement is 1 and MIPS Insurance had the highest ratio of any competing medical indemnity provider as at 30 June in the Australian Prudential Regulation Authority quarterly general insurance statistics.

Net claims incurred \$M



Financial position \$M



- Cash, investments, reinsurance, other recoverables and assets
- Outstanding claims provisions and other other liabilities
- Net assets

Total and net assets



- Total assets
- Net assets

People and culture

MIPS is proud of the working environment and member centred culture we continue to develop. One of the strategic priorities is to develop our people and build high performing, agile teams with a member centred culture.

In 2021, MIPS people adopted a set of behaviours to guide our work for members:



Work together



Have fun



Own it



Make a difference

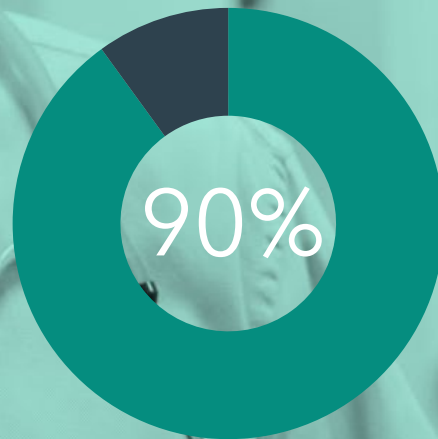


Embrace challenge



Membership numbers remain strong. MIPS has 52,635 members in 2021 with a 90% retention rate compared to 55,901 members in 2020. COVID-19 had an impact on member numbers and MIPS received fewer applications among international practitioners and students due to limited face to face interaction and decreased ability to interact.

Membership retention



Contact Us

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