

## HOSPITAL/PROVIDER/PHYSICIAN GROUP

### HOW THE FIASCO OR CRISIS DEVELOPED

	2016	2013	2010
Sudden Unexpected Events or Emergencies	10%	25%	27%
Foreseeable or Preventable Events Recently Ignored or Unmanaged	43%	35%	36%
Long Term Problems Managed Poorly or Maliciously/Deceptively	45%	28%	20%
Don't Know	1%	12%	19%

## MANAGED CARE/PAYER/HEALTH PLAN ORGANIZATION

### HOW THE FIASCO OR CRISIS DEVELOPED

	2016	2013	2010
Sudden Unexpected Events or Emergencies	4%	20%	52%
Foreseeable or Preventable Events Recently Ignored or Unmanaged	82%	53%	13%
Long Term Problems Managed Poorly or Maliciously/Deceptively	6%	19%	31%
Don't Know	8%	7%	4%