

A “Results Driven” Risk Management Program: *A Surgical Group’s Success Story*

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Author Disclosures

- Jeffrey Cohen M.D.- none
- Rocco Orlando III M.D.- none
- Kevin Kelly MPH & Susan Distasio MBA- employees of Medical Risk Management LLC, paid consultant to Connecticut Surgical Group and Hartford Healthcare Corporation

To Err is Human

- Estimated 13.5% of Medicare beneficiaries discharged from hospitals in Oct 2008 suffered an adverse event
- In 2009, adverse events cost Medicare \$4.4 billion
- 2-10% of medical expenditures in the US result from practicing defensive medicine
- Financial impact of litigation: each settlement dollar adds \$4.77 to overall medical costs

Medical Malpractice Truisms

- Majority of malpractice claims are not the result of clinical negligence
- Non-clinical activities are more likely responsible for the generation of malpractice litigation
 - Communication lapses
 - Poor documentation
 - Unclear or non-existent informed consent policies

Background

- Connecticut Surgical Group is a multi-speciality surgical group consisting of 45 physicians and 8 mid-levels practicing in nine different specialties
- Prior to 2006, there was no consistent risk management program in place within the practice or the 4 major hospitals where the surgeons operated
- This resulted in an average of 5.5 malpractice claims/year through the first half of the decade

Study Objective

- Assess the impact of a risk management education and practice change program on:
 - Diminishing Malpractice Exposures
 - Reducing Claims/Lawsuits
 - Improving Patient Safety

Program Design

- Connecticut Surgical Group partnered with the Hartford Hospital Medical Malpractice Insurance Captive and a consulting group, Medical Risk Management, LLC to design and implement a comprehensive risk management education & practice change program
- A Risk Management Work Group was created:
 - Physician leadership
 - Mid-level providers
 - Practice administrators
 - Hospital Risk Manager
 - Risk Management Consultants

Program Development

- Comprehensive review and analysis of past claims history
- Risk assessment of practice sites and specialties within CSG
- Confidential interviews of key employees
- Chart audits
- Analysis of corporate policies, procedures, and documentation

Program Development

- Use of Informed Consent
 - Created CSG Procedure Specific Consent forms and processes for completion of forms.
 - Evidence of use of CSG Consent Form
 - Evidence of consent discussion the patient chart
- After-Hours Telephone Documentation
 - Created defined process for each division on how to document after-hours calls
 - System in place to document after hours phone calls
 - Evidence of after-hours telephone documentation throughout the designated time period.

Educational Component

- Live Risk Management Rounds
- Web Based Modules
- E-learning “Risk Alerts”
 - Each learning opportunity concludes with “risk management takeaways”
 - Evaluation surveys after each activity to assess attitudinal and behavioral modification measures

Incentives

- All activities earn CME credits
- *A malpractice insurance premium credit was returned to all providers that successfully completed the annual educational requirements*

RESULTS

Educational Component Compliance

Group	Risk Management Rounds Sessions	Web-based Module
Providers	100%	100%
Nursing	100%	94%
Management Team	100%	90%
Administration	97%	100%

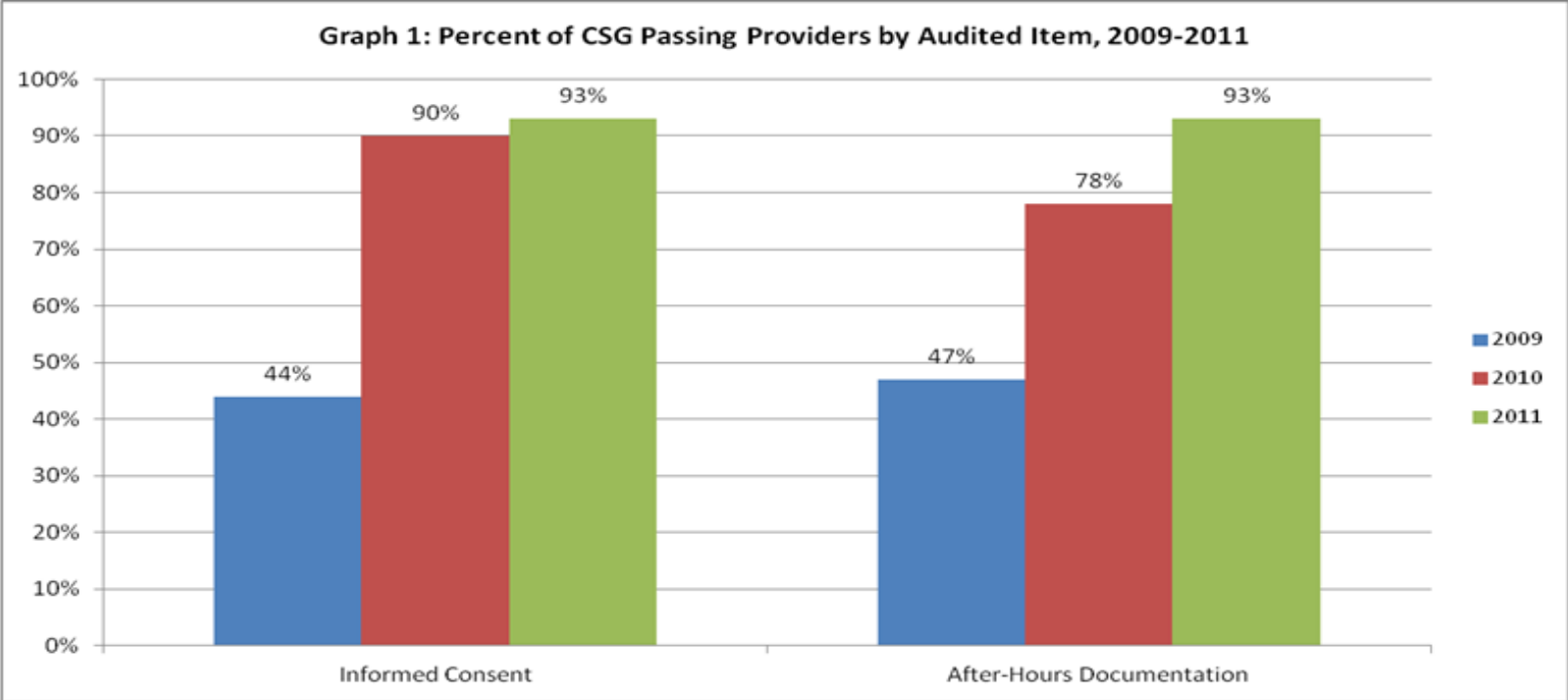
Attitudinal Measures

Value of Presentation (scale 1-5 highest)	4.3
Should this session be held annually?	95%
Was this session worth your time?	100%

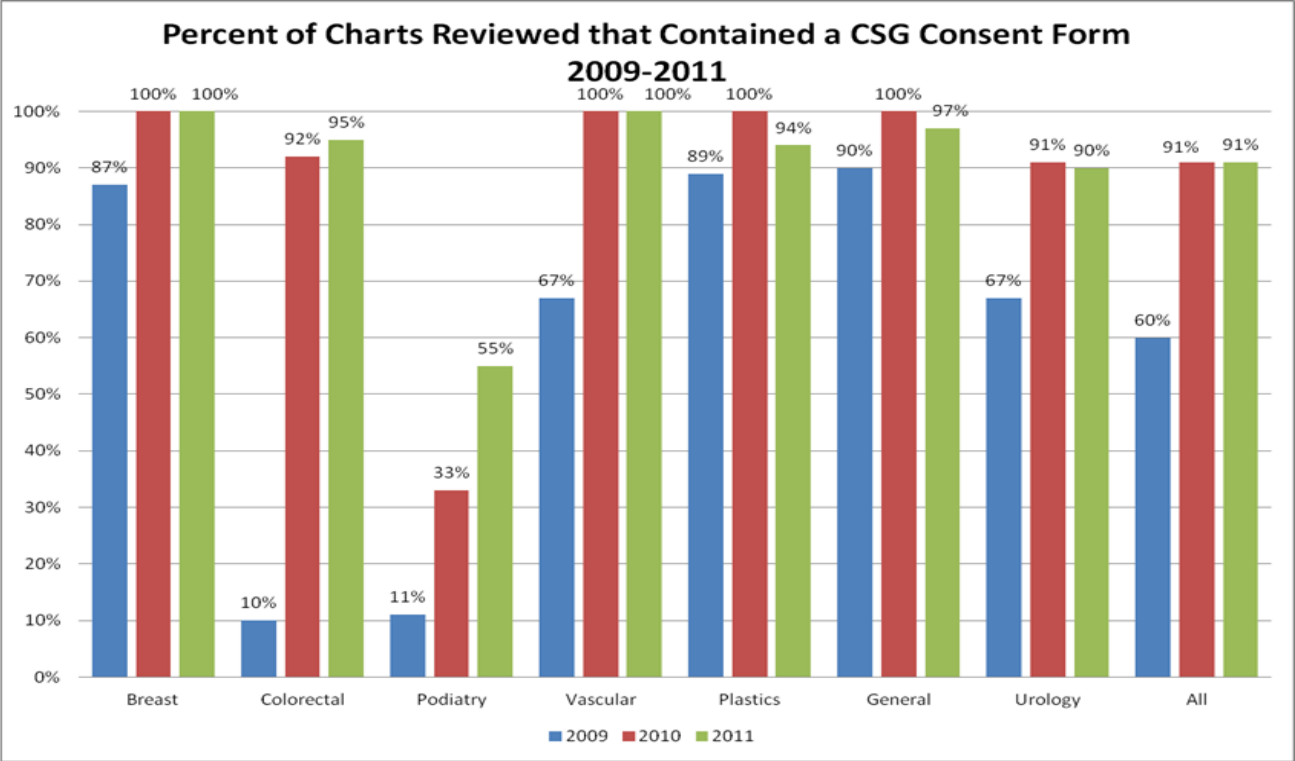
Behavior Modification Measures

<p>Are there risk management interventions that could be implemented in your office/practice that would mitigate some of the exposures outlined in the presentation?</p>	<p>Yes- 100%</p>		
<p>Was the presentation relevant to your practice?</p>	<p>Somewhat 23%</p>	<p>Mostly 24%</p>	<p>Completely 53%</p>
<p>Will you change your practice as a result of what you learned at the presentation?</p>	<p>Somewhat 42%</p>	<p>Mostly 29%</p>	<p>Completely 25%</p>

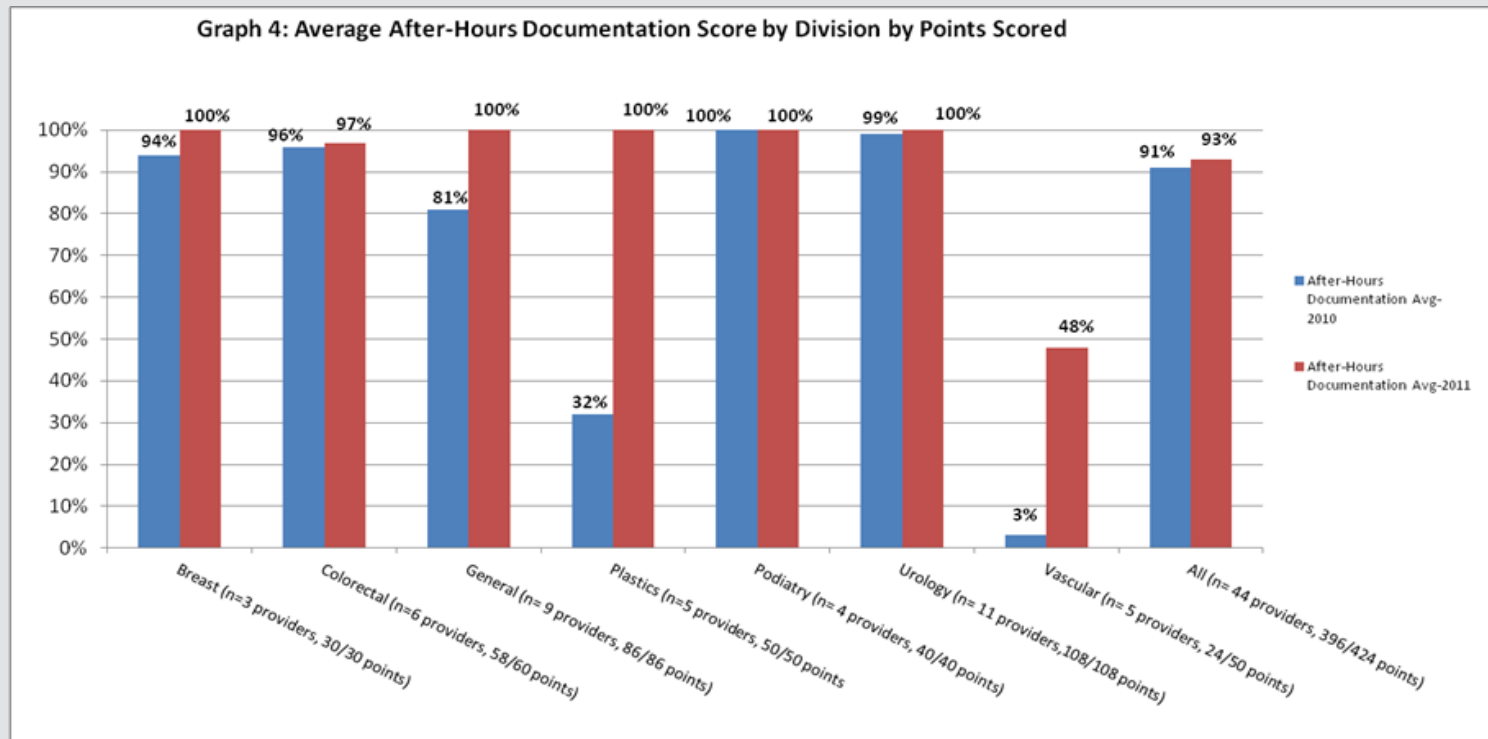
Results of Practice Change Initiatives



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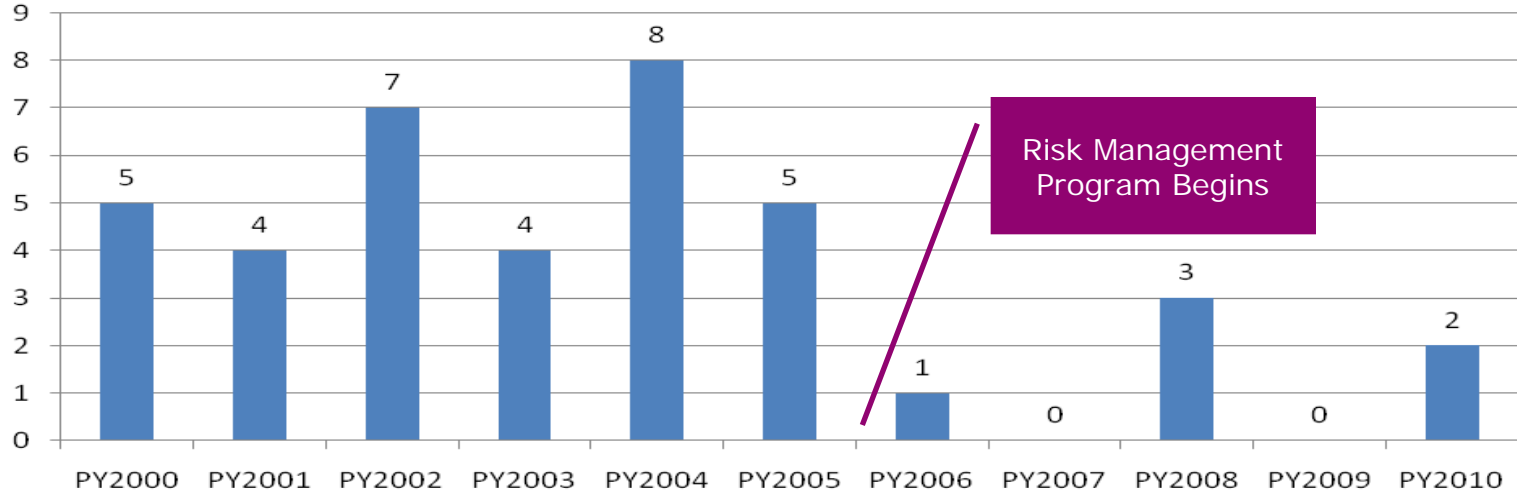


Results of Practice Change Initiatives



Results of Claims Reductions

Total Claims/Suits by Policy Year (1/1-12/31/2010)



Since inception, 86% reduction in claims frequency!

Results

- Effect on Premium
 - Over the past 2 years, CSG has realized a 36% reduction in malpractice premiums
 - Equates to over \$400,000 per year in savings
- Effect on Patients
 - Improves and reinforces a culture of patient safety
 - Patients are better informed about the risks, benefits, and alternatives of surgical procedures
 - Improved follow-up and documentation with on-call coverage

Present and Future Initiatives

- Tracking and Follow-up of Imaging Studies
 - Implemented system to track/follow-up all imaging studies
 - Audit the following:
 - Ordered
 - Tracked
 - Signed off
 - Reviewed with the patient
- Risk Management Education
 - Social media
 - Electronic medical record

Conclusion

- The risk management program initiated by the Connecticut Surgical Group, along with its partners, has resulted in:
 - a reduction of malpractice exposures
 - a favorable impact on premium trends
 - improved the likelihood of prevailing in future malpractice cases
 - **create and reinforce a culture imbedded in patient quality and safety**