

# Nationally-Ranked Children's Hospital Reduces Claims while Enhancing Patient Safety



## Overview

Consistently named among the best in the nation in the annual *U.S. News & World Report* "Best Children's Hospitals" rankings, Connecticut Children's Medical Center is a nationally recognized, not-for-profit children's hospital serving as the primary teaching hospital for the University of Connecticut School of Medicine department of pediatrics. Connecticut Children's has 2,200 employees with a medical staff of nearly 1,100, practicing in more than 30 specialties.

## The Challenge

Despite Connecticut Children's high rankings and unwavering commitment to quality care, malpractice claims—along with millions of dollars in settlements each year—had become a seemingly unavoidable part of doing business in today's healthcare climate, just as it is with many hospitals across the country. They had used a number of different education approaches over the years, and while it was felt that they had value, none were able to substantially "move the needle" in terms of measurable results. A new approach was needed.

## The Solution

Connecticut Children's was referred to MRM Group by the University of Connecticut School of Medicine—an MRM Group client. They learned of the high-impact education program that MRM Group was providing to the residents and fellows, and saw the great results UConn was able to achieve. MRM Group was commissioned by Connecticut Children's to design a multi-modality program that included a variety of live and online sessions. Key objectives of the program were to:

- Establish a long-term risk and patient safety education program for providers, nurses, and clinical leadership
- Reduce the frequency and severity of adverse events and malpractice claims

[MRM Group] puts the physicians back firmly where they should be, which is working as a caregiver and not a risk manager.

Martin J. Gavin  
President and CEO  
Connecticut Children's Medical Center

- Provide CME-approved content
- Optimize patient satisfaction

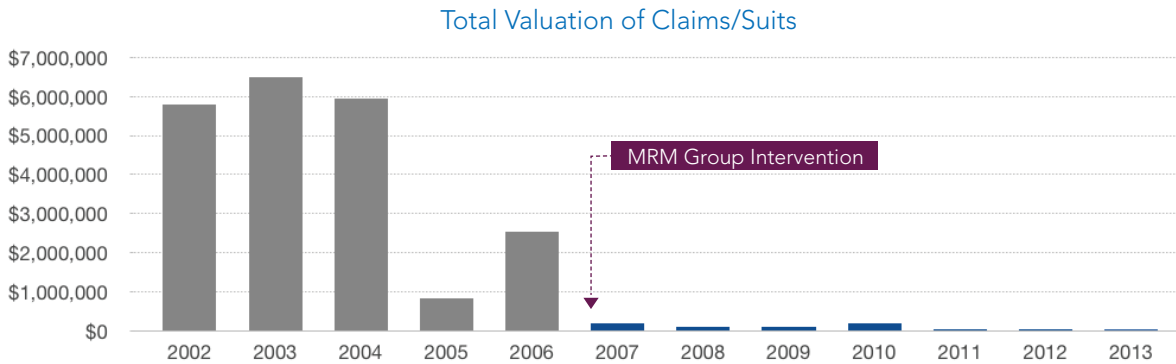
The engagement began by forming a risk management committee, which would identify the hospital's priorities and oversee the implementation, execution, and measurement of all aspects of the program.

## The Results

The program was embraced by Connecticut Children's entire healthcare delivery staff, with over 90% participation. Of those, over 85% reported that they have changed their practice as a result of the program.

And indeed they have—this practice change translated to actual results that were visible within the first year and that were sustained over the seven years that followed.

# SUCCESS STORY



"We have seen a dramatic reduction in claims, due in large measure to the work done by this program, and our partnership with MRM Group," commented Martin J. Gavin, president and CEO of Connecticut Children's Medical Center. Specifically, based on the average number of claims per year, Connecticut Children's experienced a 76 percent reduction in claim frequency since the program was implemented.

In addition, the hospital experienced a remarkable 99 percent reduction in the average severity of their claims since the program's onset. According to Trisha Farmer, Connecticut Children's director of risk management, "That translates to a savings of about \$6 million a year."

Results measurement is a hallmark of MRM Group engagements, and has been a key factor in the program's success. "Physicians are very data-driven people, so when they are shown data that can help them improve their exposure, and also improve patient safety, they quickly accepted the program and got on board with it," Mr. Gavin said.

"The program really changed our culture," Ms. Farmer added. "We are a culture of safety and a culture of risk awareness, and all of the educational efforts have made us more aware. And this is a program that goes well beyond the physicians—we have had over 1,200 people go through the program, including allied health professionals and administrators."

"This program protects the physicians," Mr. Gavin noted. "It

**“**That translates to a savings of about \$6 million a year.**”**

Trisha Farmer  
Director, Risk Management  
Connecticut Children's Medical Center

protects them and helps them not end up in court, but it also is in the best interests of their patients and families. It puts the physicians back firmly where they should be, which is working as a caregiver and not a risk manager."

## About MRM Group

With clients from coast to coast, MRM Group empowers healthcare providers and institutions to eliminate preventable adverse events, reduce the frequency and severity of claims, and reduce malpractice premiums, while increasing patient safety and improving the patient experience. Founded in 2003 by leading malpractice defense attorneys, as well as healthcare and insurance executives, MRM Group has transformed the way institutions think about risk and patient safety education, creating a highly-effective, specialty-specific methodology that has proven time and again to drive sustained practice change and consistently deliver a remarkable return on investment.



PATIENT SAFETY &  
RISK MANAGEMENT  
SOLUTIONS



MRM Group, LLC  
21 Oak Street, Suite 310  
Hartford, CT 06106

860.920.5480  
[info@mrmgroup.com](mailto:info@mrmgroup.com)  
[www.mrmgroup.com](http://www.mrmgroup.com)