

Client Case Study: St. Joseph's/Candler Health System

St. Joseph's/Candler Health System uses Quantros SRM to Close the Loop on Potentially Compensable Events:

Over \$5 Million Return in Captive Premium Based on Positive Loss Experience

The Challenge



St. Joseph's/Candler Health System of Savannah Georgia is emphatically committed to delivering high quality care. That commitment informs everything they do -- they have even worked it into their logo. Each of the six brushstrokes in the logo of St. Joseph's/Candler Health System of Savannah, GA represents one of the core values that the system embraces -- compassion, quality, integrity, courtesy, accountability and teamwork.

Unfortunately, St. Joseph's event management system proved unable to advance the health system's agenda.

Events and claims information were housed in unrelated databases, data had to be entered in multiple places, users could not attach files to events, complaints or claims and only one manager could be notified of an event - even if it involved multiple departments. Users couldn't even determine when or if an event had been opened, reviewed or reassigned.

St. Joseph's/Candler needed an application that would foster a cross-disciplinary response to events that were costing the system millions of dollars each year in insurance premiums and compensable events.

The Solution

In 2007, Saint Joseph's/Candler integrated the Quantros Safety and Risk Management (SRM) solution into its risk management



department. Director Tammy S. Phillips, CPHRM, CPSO supported by a staff of 3.3 full time employees used SRM Event Reporting Manager to manage patient and visitor events and the Feedback Manager to manage patient, visitor and staff complaints. Relevant cases from each application were automatically ported to the Claims Manager module for review and resolution.

The common platform enabled Phillips and her staff to correlate information from all modules without entering data multiple times.

The automated notification system ensured that the review process started as soon as an event was reported. With Quantros SRM, the timelines for review and follow up were dramatically shorter.

Key Results

- » Proactive claims management with the use of Quantros SRM product suite has resulted in decreased loss experience and decreased actual and litigated claims
- » Average indemnity paid on closed claims decreased approximately 75% from 2007 to 2008
- » Average expenses paid on closed claims decreased approximately 50% from 2007 to 2008
- » Over \$5 million return in captive premium based on positive loss experience

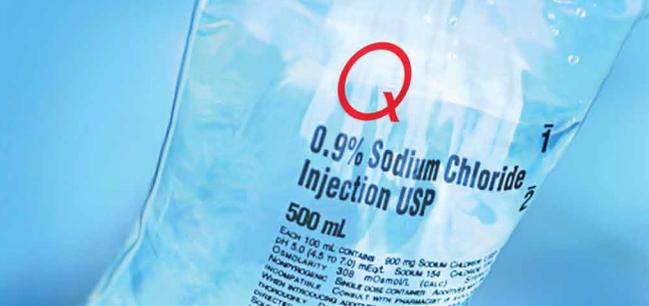


Figure 1 depicts the sequence of events and flow of information once an event is entered into the Event Reporting or Feedback Manager modules.

The Improvements

The outcomes were dramatic -- and revenue enhancing.

St. Joseph's/Candler realized a 55% decrease in claims, a 75% decrease in average indemnity paid on closed claims and a 50% decrease in average expenses paid on closed claims from 2007 to 2008, saving the system millions of dollars in settlements and insurance premiums.

St. Joseph's/Candler achieved these results by leveraging SRM's workflow management tools in support of a system designed to respond proactively and responsibly to potential quality issues.

SRM's automatic notification enabled the risk manager to address events and complaints before they devolved into a claim. The ability to manage events and store all relevant documentation in a central location enhanced the resolution process and engaged decision makers across the organization. The multidisciplinary response to potential claims resulted in quicker and more satisfactory resolutions.

Furthermore, SRM's workflow management tools enabled St. Joseph's/Candler to negotiate events that did result in claims in a proactive and timely manner, further reducing financial exposure.

The Results

Compassion. Quality. Integrity. Courtesy. Accountability. Teamwork.

SRM provides St. Joseph's/Candler with the tools to foster these values in their pursuit of clinical excellence. By actively improving

the patient, staff and visitor experience, St. Joseph's/Candler truly delivers on its promise to provide the highest quality of care.

About St. Joseph/Candler

St. Joseph's/Candler Health System combines high-impact technology, breakthrough clinical treatments and time-honored compassionate care to create "smart medicine" -- an innovative approach to health and well being.

St Joseph's is a 305 bed acute care hospital founded in 1875 by the Sisters of Mercy offering highly specialized treatments in Cardiovascular, Neurological/Neurosurgical, Orthopedic and Oncology Services. Candler Hospital is Georgia's first hospital (1804) and the second oldest continuously operating hospital in the United States. The 331-bed facility offers specialty services including Oncology, Digestive Diseases, Pulmonology, Outpatient Surgery and Women's and Children's Services (Mary Telfair Hospital). Both hospitals are in Savannah, GA.

“ Quantros SRM allowed us to address potentially compensable events quickly and more thoroughly by providing closure of the loop. Increased transparency and multidisciplinary involvement led to an over \$5 million return in captive premium, but even more importantly, better outcomes for our patients. ”

Tammy S. Phillips, CPHRM, CPSO
Director, Risk Management
St. Joseph's/Candler

About Quantros

Quantros is a leading provider of patient safety and quality software to the U.S. healthcare industry. Currently, its Software-as-a-Service-based applications help over 2,000 healthcare facilities improve clinical performance and safety. The platform supports the highest quality healthcare standards, aiding clients to save lives, promote patient well-being, and conserve financial, medical and information technology resources. www.quantros.com