



Client Case Study: Tenet Healthcare Corporation

Reducing Claims Liability with Quantros SRM

Tenet Healthcare Successfully Reduces Costs and Liabilities Using Quantros Safety Event Manager™

The Challenge

The Tenet Healthcare Corporation reviewed processes for managing patient safety events and their associated claims in 2007. Greg Terrell, MS, CSP, ARM, CPHRM, FASHRM, Senior Director for Patient Safety, organized the project for the corporation, identifying key needs, functionality for an automated solution and critical priorities for the organization. An RFP was initiated, reviewed and the Quantros Safety and Risk Management (SRM) product family was chosen.



“Quantros SRM helped Tenet achieve success in its risk management program and save millions of dollars in claims reserve liability.”

Greg Terrell, MS, CSP, ARM, CPHRM, FASHRM
Former Senior Director for Patient Safety
Tenet Healthcare Corporation

The Solution

Highlighting Tenet’s purchase was Quantros Safety Event Manager, a key module within the Quantros SRM™ product family. Within one year, Tenet purchased and implemented Safety Event Manager in 51 acute care hospitals in 12 states. The Tenet project team and Quantros Professional Service experts supported the planning, review of the taxonomy and the training for the Quantros Safety Event Manager module.

Leadership commitment and an integrated organizational structure were keys to the initiative. With a combined patient

safety and risk management office and seamless integration of events and claims, the management of both is advanced. With a focus on data quality, valid reporting, education and monitoring of follow-up actions, events are entered, tracked and assigned in Safety Event Manager, then investigated, monitored and handled by the facility and corporate staff.

With Quantros SRM, information from the event is easily viewed and acted upon. The system identifies potentially compensable events, claims and lawsuits and allows staff at the facility and corporate office to quickly and easily keep track of and manage all aspects of the claims process.

Key Results

Quantros Safety and Risk Management provides comprehensive management of potentially compensable events, claims and lawsuits, helping Tenet achieve risk management success by:

- » Providing ongoing tracking and management of claims-based financial data
- » Reducing financial losses by collecting more data more quickly
- » Saving millions of dollars in claims reserve liability

The Results

Tenet Healthcare Corporation created and used the Risk Management Steering Committee and the Monthly Risk Management/Patient Safety All Call meetings to reinforce behaviors, share information and best practices and to continuously drive improvements in patient safety and manage the associated risks. Reporting of events has increased, as has the quality of the reporting. Other benefits include:

- » Reducing duplicative efforts and associated administrative burden
- » Seamlessly pulling potentially compensable event (PCE) data from Quantros Event Reporting Manager
- » Providing ongoing tracking and management of claims-based financial data

In addition, transparency from the event to the claim has been improved and the communication about the cases has resulted in more accurate reporting and assessment of claims reserve requirements. This has resulted in the corporation being able to save millions in claims reserve liability.

Quantros SRM helps Tenet by providing automation support and enabling them to:

- » Keep an ever-present repository and history concerning all components of the claims process including judges, policies, legal representatives and much more
- » Reduce financial losses by improving the speed and increasing the amount of information collected, allowing for better management of individual claims
- » Assign and track activities associated with claims management
- » Easily view ongoing case-based chronologies
- » Access on demand, real-time reports across all claims data parameters

Looking Forward

Greg Terrell is pleased with the patient safety and risk management results achieved at Tenet Healthcare Corporation thus far. The partnership with Quantros has supported the organization's commitment to quality and the automated solutions have enabled a large number of facilities spread across the county to be integrated and transparent, manage patient safety events and provide savings in claims reserve liability.

About Tenet Healthcare

Tenet Healthcare Corporation, through its subsidiaries, owns and operates acute care hospitals and related health care services. Tenet's hospitals aim to provide the best possible care to every patient who comes through their doors, with a clear focus on quality and service. Tenet Healthcare Corporation is listed on the New York Stock Exchange under the symbol THC.

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