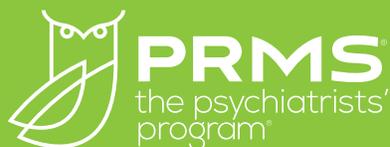




2018

YEAR IN REVIEW



2018 YEAR IN REVIEW

- » The year 2018 was a very productive and busy one for PRMS in service to our almost 9,000 clients and the behavioral healthcare community in general. In 48 states, we have introduced new and enhanced discounts for early career, resident/fellow, and military psychiatrists, and broadened our psychiatric association membership definition.

A⁺

(SUPERIOR)
A.M. BEST RATING

- » The Program's carrier, Fair American Insurance and Reinsurance Company (FAIRCO), is rated "A+ Superior."

-
- » A strong defense for our clients is the very foundation of our company. Since 1986, all claims and lawsuits, whether they are fully defended through trial, mediated or settled directly, have always been actively managed by PRMS claims staff in full collaboration with our insured psychiatrist. In 2018, we continued to see fewer claims and lawsuits but the severity and costs of resolution were higher. The filing of administrative actions remained steady.

- There were 110 claims and lawsuits filed compared to 143 in 2017.
- The average indemnity payment was \$264,520 compared to \$254,391 in 2017.
- There were 162 administrative actions compared to 159 in 2017.
- In 2018, 78.1% of all claims and lawsuits resolved without indemnity payments compared to 80.4% in 2017.

110

CLAIMS AND LAWSUITS FILED

162

ADMINISTRATIVE ACTIONS



Justin Pruett, Kathi Heagerty, Diana Alva, Harland Westgate, Ann McNary, Sarhana Livingston, Justin Pope, Ashley Quattlander, Jenna Quinn.

Working with the incredible team at the California Psychiatric Association, PRMS collected and shipped items to the victims of the wildfires. We included gift cards, children's items, holiday gifts and some of the basics most requested. Team CPA identified those in need and then delivered our boxes directly. We appreciated having a "boots on the ground" partner.

CALIFORNIA PSYCHIATRIC ASSOCIATION

12/06/18- Weekly Update

Coast to Coast Kindness. CPA's corporate sponsor on the East Coast, PRMS, Inc offered more than condolences and concern for Californians impacted by the devastating Camp Fire. They gathered up their crew and assembled boxes of items needed by the families in temporary shelters in Northern California and shipped them to the CPA. The family of Executive Director Lila Schmall personally transported and distributed the gifts to shelters in the Paradise area where the holiday season will be unlike any other in its history. A Shout out to PRMS Santas, pictured at right!



Camp Fire Mental Health Concerns were also addressed by CPA Council member Shannon Suo, M.D., who responded to a request from Butte County to Sacramento County for assistance. As Medical Director for the Sacramento County Behavioral Health Crisis Center, Dr. Suo and her staff have been working overtime to respond to the needs of patients in need of immediate mental health support.

- » The PRMS Risk Management Consultation Service (RMCS) received over 3,000 calls in 2018 bringing the total since 1997 to more than 56,000 calls.
- » There were 3,898 issues discussed and more than 69,000 since 1997
- » The top five topics for RMCS in 2018 were:
 - Information requests **22%**
 - Termination **10%**
 - Subpoena **9%**
 - Business **7%**
 - Treatment **7%**

IN 2018
3,898
RISK MANAGEMENT
ISSUES DISCUSSED

TOTAL ISSUES
69,000



Remy Palumbo,
Matthew E. Kern, MD,
Chief Resident at
Wake Forest School of
Medicine, and Megan
Jones at the American
Association for Geriatric
Psychiatry (AAGP)
Honors Program
luncheon.

3,000

**DOCTORS REACHED VIA IN-PERSON AND
ONLINE EDUCATIONAL SESISONS**

PREP WAS PRESENTED TO

850

ATTENDEES

- » PRMS shared our risk management expertise with psychiatrists – both insured and non-insured clients – to help them protect their practices and ensure patient safety. In 2018:
 - Presented the PRMS Residents’ Education Program (PREP) to 850 attendees including PREP sessions and Grand Rounds,
 - Reached more than 3,000 doctors via in-person educational presentations or online risk management sessions,
 - Developed and presented four highly acclaimed telepsychiatry CME seminars throughout the country.



“Wearing of the red”
for the American Heart
Association’s Wear
Red Day, Jenna Quinn,
Renee Lewis and
Leigh Baker.





PRMS again teamed up with Kraftlove in September to package 150 fall-themed art kits for hospitalized children in the Washington, D.C. area. Remy Palumbo, Diana Alva, Vanessa Mejia, Michelle Robinson, Jenna Quinn, Jackie Palumbo, Victoria Chevalier, Justin Pruett, Renee Lewis, Megan Jones, Ashley Quattlander, Richard Stagnato.

- » Wrote and published beneficial and timely material including:
 - A series of articles focused on one topic such as opioids or suicide prevention.
 - Articles in a variety of publications including *Innovations in Clinical Neuroscience*, the *Journal of the Academy of Law and Psychiatry* (“Legal Regulation of Restoration of Firearm Rights after Mental Health Prohibition” and “Psychiatric Evidence and Due Process in Firearm Rights Restoration”).
 - Over 30 LinkedIn posts, many of which were shared with state psychiatric societies and regional psychiatric organizations. Some of the most requested topics were data protection/HIPAA, physician burnout, risks associated with marijuana and opioids.
- » Sent risk management updates to clients including alerts on prescribing laws in Michigan, California, Florida and Maryland.
- » Made the New York Excess course available to non-clients as well as clients.



“On Our Minds,” a podcast service for PRMS clients helping clients stay current with recent events in psychiatry, was presented monthly.



Supporting the Bronxers NAMI Walks! PRMS was represented by Christine Gray-Knight (second from the left).



PRMS LAUNCHED A FACEBOOK PAGE IN MAY 2018, creating yet another way to connect with our clients, our partner organizations and others working in the mental health community. On our Facebook, Twitter, and LinkedIn pages you can find the latest need-to-know resources on critical topics affecting psychiatrists, information about upcoming exhibits, the latest PRMS news, and more. We encourage you to follow us on social media to stay updated on the ever-evolving field of behavioral healthcare.



@PRMS



Facebook.com/PRMSInc



LinkedIn.com/company/PRMSprograms



In 2018, we partnered with 39 psychiatric organizations and sponsored many activities in support of the goals and initiatives of these organizations.

- » American Academy of Addiction Psychiatry
 - » American Association of Community Psychiatrists
 - » American Association of Directors of Psychiatric Residency Training
 - » American Association of Emergency Psychiatry
 - » American Association of Psychiatric Administrators
 - » American Society for Adolescent Psychiatry
 - » Arizona Psychiatric Society
 - » Association of Medicine and Psychiatry
 - » Association of Women Psychiatrists
 - » Bronx District Branch
 - » Brooklyn Psychiatric Society
 - » California Psychiatric Association
 - » Career, Leadership and Mentorship Program
 - » Central California Psychiatric Society
 - » Colorado Psychiatric Society
 - » Florida Psychiatric Society
 - » Georgia Psychiatric Physicians Association
 - » Greater Long Island Psychiatric Society
 - » Illinois Psychiatric Society
 - » Indiana Psychiatric Society
 - » Indo-American Psychiatric Association
 - » Iowa Psychiatric Society
 - » Kentucky Psychiatric Medical Association
 - » Mississippi Psychiatric Association
 - » New Jersey Psychiatric Association
 - » New York County Psychiatric Society
 - » New York State Psychiatric Association
 - » North Carolina Psychiatric Association
 - » Northern California Psychiatric Society
 - » Orange County Psychiatric Society
 - » Pennsylvania Psychiatric Society
 - » Psychiatric Society of Virginia
 - » Psychiatric Society of Westchester County
 - » Queens County Psychiatric Society
 - » San Diego Psychiatric Society
 - » Senior Psychiatrists, Inc.
 - » Society for the Study of Psychiatry and Culture
 - » South Asian Mental Health Initiative and Network
 - » South Carolina Psychiatric Association
 - » Washington Psychiatric Society
 - » Washington State Psychiatric Association
 - » West Hudson Psychiatric Society
-



refer a colleague

The PRMS “Refer a Colleague” program, established in 2013, is part of our ongoing commitment to support the behavioral healthcare community. For every referral received – regardless of whether a policy is purchased – we donate \$25 to a mental health organizations designated by the doctor making the referral. In 2018, we received 220 referrals with multiple donations to 59 organizations for a total of \$6,200.

- » We were pleased to participate in the Spring and Fall meetings of the Group for Advancement of Psychiatry (GAP). PRMS endows the PRMS GAP Child Fellowship.
- » Our focus on being of service to residents continued in 2018 including facilitating access to education. For example we funded the Scholar’s Program for the American Association of Geriatric Psychiatry and provided similar funding to residents in state psychiatric societies.
- » In 2018, PRMS supported and participated in many initiatives to help our community and communities far and wide.



Working with the Florida Psychiatric Society, PRMS sent gift cards and other items for distribution to the victims of the autumn hurricane and flooding – many of whom were still living tents. The FPS team worked with local churches and organizations to assure delivery to those most in need. Ashley Quattlander, Megan Jones, Jenna Quinn and Remy Palumbo.





Feeding over 10,000 people in our community ... Team PRMS partnered with the Arlington Food Assistance Center (AFAC), a local food bank to bag potatoes, oranges and onions. Left to right: Michelle Robinson, Jenna Quinn, David Cash, Justin Pope and Dave Torrans.

- » PRMS has been a long-time supporter of psychiatric foundations, the charitable and community arms of psychiatric associations. In 2018, we were pleased to have donated to 11 mental health foundations with funding, promotion via our blog, and items for silent auctions established to raise funds.
- » We have also support a variety of organizations dedicated to mental health awareness and accessibility including NAMI, Give an Hour, the United Nations' NGO Committee on Mental Health, and state psychiatric society foundations' outreach initiatives and more.
- » We were pleased to support the Lovinsky Severe Foundation, a group that educates psychiatrists on the mental health needs of foreign nationals who come into this country after a man-made or natural disaster with a Temporary Protected Status (TPS) visa.



We packed care packages and collected donations to help park rangers and firefighters of Whiskeytown, CA affected by the tragic Carr fire.



As part of our #summerofsharing, we organized a food drive for Arlington Food Assistance Center. AFAC distributes groceries to nearly 2,200 families each week. We were so happy to help.



ON BEHALF OF EVERYONE AT PRMS,

we greatly appreciate the privilege to be of service to our clients and to support behavioral healthcare. We wish you a wonderful 2019 and know that we are here for you.



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MORE THAN AN
INSURANCE POLICY