Mental Health
Risk Retention Group, Inc.

Individualized Risk Management Program

A UNIQUE APPROACH TO MANAGING RISK

How can we help you better? We asked you, our clients, and the overwhelming responses were "help us identify our risks so we can avoid claims in the first place" and "provide us something easy to use, cost effective and specific to our industry."

We heard you loud and clear, and we have responded in a big way to each of those points.

MHRRG is excited to offer the Individualized Risk Management Program (IRMP). The first of its kind in Behavioral Healthcare Insurance, this comprehensive program includes a full spectrum of loss and risk management tools intended to help your organization reduce the risk to your clients, your organization, and your employees.

As one of our valued policyholders, this service is provided at no cost to you.

The program provides you direct access to Behavioral Health risk management professionals who will guide you through an innovative, hands-on approach to loss prevention and deliver you a customized risk reduction plan for implementation throughout your organization. Previous participants are giving the Program excellent reviews.

For risk management to be effective, it is imperative, as the leader, that you personally drive risk your entire organization sees this as one of your top priorities. We know your schedules are stretched to management through your organization and that capacity already, so it was important that we make this process as easy and efficient as possible for you. To that end, we have created our new easy to use IRMP web portal.

Each year that you are insured with MHRRG, one of our contracted risk consultants will take you through one of the 5 major Behavioral Healthcare risk focus areas. These areas have been identified through an analysis of three decades worth of claims, and countless hours spent talking with our insureds. These focus areas are clearly the areas that expose organizations like yours to the possibility of millions of dollars in claims, and those claims will take your time away from where it is needed most – delivering quality care to your clients.

Over 96% of the people evaluating the program have indicated that they learned something they will use in their practice.

Individualized Risk Management Program

The information gathered is solely for the use of the risk management consultants so they can create your individualized plan to help reduce your exposures. This is not an audit, nor will your information be provided to or obtained by the consultants be used by the insurance carrier to underwrite your specific account. It is strictly for the purpose of developing your individualized risk management plan. In addition to your personalized plan, throughout the year you will receive additional risk management information on emerging risks, or concerning trends in the industry that you should be aware of and ways to mitigate them.

Of course the program is completely optional, but we hope you will take advantage of this service offered through our contracted consultants, Zimmet and Zimmet, the country's most prominent risk management experts in Behavioral Healthcare.

STAFF TIME REQUIRED

- MHRRG's goal is to make the process simple, with minimal time requirements from your staff. By assigning a primary contact to oversee the process and assist in scheduling and gathering documents, we plan to complete the process within 6-8 weeks.

THE PROCESS

- Conduct an initial survey with someone familiar with your agency's policies, forms, and processes related to the selected track (20-30 minute call)
- Review records (you gather specific forms; we review them independently)
- Interview key staff (3 staff; 20-30 minute call each)
- Provide a 1.5-hour webinar training for your staff
- Conduct a short conference with you to make suggestions (20-30 minute call)
- Conduct a 3-month follow-up (20-30 minute call)

LEGAL PERSPECTIVE

We provide a different legal and clinical perspective based on lessons learned from behavioral healthcare litigation. The litigation history demonstrates repeating patterns of both patient injury and allegations of standard of care breaches. We will analyze your practice, provide training, and make individualized recommendations.

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