

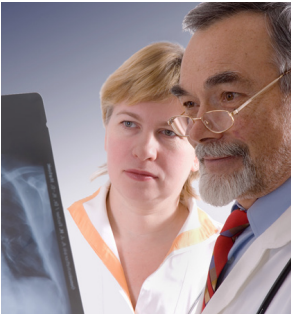
THE  
MEDICAL  
RESOURCE  
NETWORK  
INC.

# Risk and Call Center Management



*Medical Fact Finding for Sound Decision Making*

## Our expertise

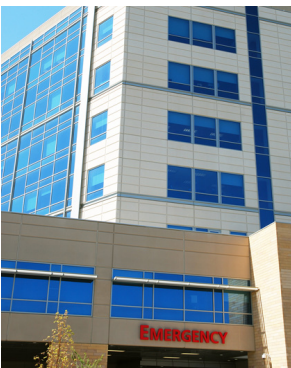


The Medical Resource Network, Inc.<sup>SM</sup> (MRN) offers consulting services designed to help clients identify and quantify potential regulatory, compliance, litigation, and operational risks in health care settings. We collaborate with clients to design a strategy to optimize patient safety and to reduce and eliminate clinical risk. We work with health care organizations and providers to reduce medical error, assist in regulatory compliance and ultimately enhance patient safety while controlling loss.

MRN also manages call centers for health care organizations to assist them in limiting their risk in high profile situations such as loss or theft of protected health information or other unintentional disclosures. Our experienced nurse consultants communicate sensitive health-related information to affected parties in an effective and professional manner which forms the basis of public perception of the overall quality of the organization.

MRN's wealth of experience in the medical malpractice and personal injury arena is the basis for our authoritative approach to risk and call management.

## Proven results



MRN is dedicated to providing superior quality and cost effective services that are customized to meet individual client needs. We can work within tight timelines and meet strict deadlines. MRN identifies, supports and integrates client goals, values and missions to ensure successful outcomes. Our professional staff from around the country has advanced medical and legal knowledge and work experience in a wide range of specialty clinical areas. All of our nurse consultants have advanced degrees, national certifications, or additional education in the areas of law, public health, and nursing. MRN staff members are recognized as professional and community leaders. MRN has an extensive list of local, regional and national clients that continues to grow. Many of our clients have worked with us since the establishment of the company in 1993.

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# Services and deliverables

MRN is able to offer a broad range of risk management and loss prevention consulting services and programs:



- Risk assessments and risk reduction strategies
- Risk management education, such as:
  - Documentation training
  - Management of patient complaints
  - Dealing with difficult customers
  - Disclosure issues
  - Adverse event management
  - Policy and procedure review or development
- Joint Commission Accreditation and other regulatory preparation and response to surveys
- Peer review and credentialing
- Staff disciplinary issues
- Call center management
- Service delivery via phone channels using effective processes, effective professionals, strong human resource practices, and information technology.

# Representative clients

## Non-Profit Organizations

*Metropolitan Public Defender*

## Insurance Companies

*Lexington Insurance / Chartis*

*CNA*

## Physician Groups

*Women's Healthcare Associates LLC*

## Pharmaceutical Companies

*AstraZeneca*

*Cell Therapeutics, Inc.*

*Novartis Consumer Health*

*Seattle Genetics*

**Law Firms** (*Refer to our website for a full listing.*)

## Third Party Administrators

*Northwest Claims Service*

*Pinnacle Risk Management Services, Inc.*

## Self-Insured Organizations

*Adventist Health*

*Health Future, LLC*

*Legacy Health System*

*Oregon Health & Science University*

*Providence Health & Services*

*Sisters of Charity of Leavenworth Health System*

*Virginia Mason Medical Center*

*Weyerhaeuser*

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# Case examples & testimonials



MRN performed a risk assessment of a long term care facility. This aided the facility in obtaining refinancing of their building.

MRN performed a risk assessment for a large multi-office OB/GYN group and helped them update and enhance their policies and procedures and unify them across practice locations.

MRN has managed call centers for hospitals and other health care organizations to notify their customers of information disclosures due to equipment and staff-related issues.

*"The consultants of The Medical Resource Network assisted our company to assess areas of risk in our clinic operations. After their assessment, they worked with our Risk Management Committee to prioritize the identified risk areas and create work plans to address these areas of risk. The consultants were very professional in their dealings with staff and clinicians. Their extensive backgrounds in risk management really kick started clinical risk management in our organization. The cost of our engagement was money well spent. Without hesitation, I'd recommend The Medical Resource Network."*

**Brian P. Kelly, CEO, Women's Healthcare Associates, LLC**

*"MRN was instrumental in helping us deal with a breach of data at one of our facilities. Their nurse consultants promptly and professionally communicated sensitive and important information to the affected parties in a way that significantly minimized the impact to our organization both internally and externally."*



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# Who we are



Karen Fox  
BSN, RN, LNCC, CPHRM  
Owner and President

Founded in 1993, MRN offers specialized expertise in the analysis of complex medical issues to assist with loss prevention, expeditious claims resolution, and litigation support with a focus on the defense. Based in Portland, Oregon with a regional and national client base, MRN's experienced and skillful nurse consultants, supported by advanced technologies, deliver customized work products and services to assist our clients in achieving favorable outcomes. Our case analysis, expert services management and research capabilities are unparalleled.

Another area of specialization is clinical drug trial site recruitment for pharmaceutical and biotechnology companies undergoing the U.S. Food and Drug Administration (FDA) investigational process for new drugs. MRN also has expertise in providing risk management and patient safety consulting services to a variety of clients, including medical providers and insurance companies. We manage call centers, as well, to assist health care organizations disclose sensitive information and manage risk. Please visit our website to learn more about our various areas of expertise.

# Contact us

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