

Together for the Common Good: MMIC, Constellation, and CRICO Strategies



CRICO Strategies' Approach



review legal & medical files



apply taxonomy



comparative analysis



actionable insights

MMIC, the founding member of Constellation, is a growing portfolio of MPL insurance and “beyond insurance” companies, focused on proactive, data-informed patient safety solutions. They expanded their focus in 2013 when they began their partnership with CRICO Strategies and started using its Comparative Benchmarking System (CBS) for deep analysis of its MPL experience. Through this partnership, MMIC has vastly increased its ability to deliver insights and guidance that support providers in fearlessly practicing good medicine.

Findings

DIAGNOSIS-RELATED CASES ARE...

3rd

...the third **most frequent** case type

1st

...the highest **driver of costs**



58% originate in the **outpatient setting**

BREAKDOWNS IN THE OUTPATIENT DIAGNOSTIC PROCESS OF CARE

58% initial assessment

35% testing and results processing

45% follow-up system failures

INSIGHT

- The findings emphasize the importance of follow-up systems that support the communication and information exchange upon which the ‘thinking side’ of diagnosis relies

Leveraging MPL data within MMIC



The Claim Department examines clinical and financial data, learning from past claims to support better defense and coverage for open claims.



The Patient Safety Team creates dashboards to highlight high-risk areas and evaluate service models and risk prevention products.



Multiple teams use data visualizations to highlight hot spots.