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# YEAR IN REVIEW 2022

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**WELCOME TO THE 2022 PRMS® YEAR IN REVIEW.** Perhaps our first real year of a 'new normal,' 2022 brought many milestones to PRMS – we moved into our new office at 4300 Wilson Boulevard in Arlington, VA, we carried on the 35th anniversary celebrations, we welcomed new team members, and we saw many of our clients, friends, and colleagues in person for the first time in more than two years. We are so grateful to the entire mental healthcare community for persevering through the challenges that these prior years have presented, both personally and professionally, and for continuing to deliver thoughtful and intentional service to patients and communities while navigating change.

The practice of psychiatry has certainly evolved, but PRMS' commitment to our clients remains steady. We strive to provide best-in-class service to our nearly 10,000 clients nationwide, supporting them, as well as the greater behavioral healthcare community, with resources and updates covering telepsychiatry, the latest COVID-19 news, and more throughout the year. And in addition to supporting our insureds, PRMS proudly continued to support our network of partners, as well as local and national mental health and nonprofit organizations committed to serving others and promoting wellbeing.



## A LETTER FROM LEADERSHIP

As I look back on last year, one word comes to mind – transition. Last year was a year of transition for PRMS on many fronts. After 23 months of being hunkered down and close to home, PRMS emerged from pandemic conditions of remote working to transition back to the office on a hybrid schedule. We transitioned our office to a new neighborhood full of charm and many restaurants. Further, we transitioned back to in-person events, and I finally attended my first annual reception in New Orleans co-hosted with Southern Psychiatric Association. Whether it was a first-time meeting, or I was seeing you again after two years, it was great to connect in person and enjoy your company – I see why so many of you look forward to this event!

The last transition occurring in 2022 can be found in the many new faces that joined PRMS throughout the year. Like many organizations during COVID, we experienced staff departures which resulted in the recruitment of new and diverse talent – bringing diversity of thought, diverse experiences, and diverse perspectives. I am delighted by and proud of how well PRMS veterans, newbies, and those in between have incorporated various work styles. The leadership team is full of ideas to usher PRMS into a new chapter, and I'm excited for the future.

Yes, recent years have brought change, but one thing remains the same at PRMS – our unwavering commitment to psychiatrists and the mental healthcare community. Throughout 2022, PRMS remained focused and committed on psychiatrists. We remained focused on customer service, making improvements to enhance your customer experience through the electronic submission of renewal applications and client portal updates to provide you with a more useful website user experience. Additionally, we continued to focus our efforts on specialized claims handling. More than 79% of our claims closed without an indemnity payment, and our claims team continued to look after your interests by attending settlement conferences, mediations, and even monitoring trials, when they arose.

The risk management team continued to deliver first-class education with presentations, our first in-person seminar since 2019, and through the Risk Management Consultation Service helpline. Our risk managers fielded calls from more than 3,000 callers to address your questions about COVID and telepsychiatry, information requests, termination, and more. They also spent considerable time addressing practice management trends such as ketamine and psychedelics.

Through our marketing efforts, we continued to increase our digital visibility by launching PRMS on Instagram; if you are an IG user, please follow us (@PRMSPrograms)! Through your referrals of friends and colleagues, PRMS donated more than \$10,000 to 51 organizations dedicated to mental health, and we continued to partner with associations and district branch partners nationwide.

It was a busy yet fulfilling 2022, and I hope you enjoy reading about it as much as we enjoyed executing it.

Please join me in looking back at our 2022 Year in Review!



Be well,

A handwritten signature in black ink that reads "Tonya C. Davies".

Tonya Davies, PRMS Chief Operating Officer

# YEAR IN REVIEW 2022

A strong defense of our clients is the very foundation of our company. Since our founding in 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 psychiatrists. In 2022, we continued

A++

(SUPERIOR)  
A.M. BEST RATING

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

to see a reduction in claims and lawsuits, with 34 claims and lawsuits filed, compared to 70 in 2021, bringing the total number filed since 1986 to 31,139. In 2022, the severity and costs of resolution decreased significantly, while the filing of administrative actions slightly increased

- » The average indemnity payment was \$284,143 compared to \$277,606 in 2021.
- » There were 173 administrative actions compared to 178 in 2021.
- » In 2022, 79.7% of all claims and lawsuits resolved without indemnity payment compared to 64.8% in 2021.

34

CLAIMS AND LAWSUITS FILED

173

ADMINISTRATIVE ACTIONS



"You truly make my practice safer and less stressful than it would otherwise be!"  
– PRMS Client

## RISK MANAGEMENT

Since the onset of the COVID-19 pandemic, PRMS' Risk Managers have continued working tirelessly to share timely resources, support, guidance, and education with clients to help keep their practices and patients safe. In addition to answering more than 3,000 calls on the Risk Management Consultation Service helpline in 2022, our Risk Managers created new educational content, presented to dozens of organizations and residency training programs, and hosted our first in-person seminar in two years, PRMS Mock Trial, in Arlington, VA. New and updated resources, including a "Let's Talk! Telepsych Updates" video, were developed for the new telepsychiatry resources webpage ([www.prms.com/telepsych](http://www.prms.com/telepsych)) and made available to the greater mental healthcare community, as well as our network of partners, to support all providers and their patients as practice environments continued to evolve. The telepsychiatry webpage received more than 5,500 visits in 2022.

### CALLS FROM FIRST-TIME CALLERS

257

### COVID-19 AND TELEPSYCHIATRY-RELATED CALLS

1,107

(TOTAL SINCE 2020: 3,408)

### CALLS RECEIVED IN 2021

3,194

### UNIQUE CALLERS

1,561



"Thank you so much for your wisdom and kindness. I feel calmer and actually much better now that I know what I need to do." – PRMS Client



“I so appreciate having the risk management services with PRMS.  
You guys make my life a lot easier.” – PRMS Client

The Risk Management Consultation Service (RMCS) helpline received 3,194 calls in 2022, the second highest number of annual calls after 2021 by 14, bringing the total number of received calls since 1997 to 68,233. Of that number, 257 were first-time callers. More than 3,900 issues were addressed, and nearly 20% of them related to COVID-19 and telepsychiatry – resulting in 85,501 issues discussed since 1997.

**The top five RMCS call topics in 2022, representing more than half of all calls, covered:**

- » **18%** COVID/telepsychiatry
- » **14%** Information Requests
- » **10%** Termination
- » **8%** Subpoena
- » **7%** Business

**RISK MANAGEMENT ISSUES  
DISCUSSED IN 2022**

3,920

18%

**OF CALLS WERE COVID/  
TELEPSYCHIATRY-RELATED**

**TOTAL CALLS  
SINCE 1997**

68,233

**TOTAL ISSUES  
SINCE 1997**

85,501



“I just wanted to thank you again for the wonderful talk you gave the residents last week. You went above and beyond all that I had hyped you up to! The residents are still talking about some of the stuff you spoke about and were telling other specialties as well.” – Residency Program Director

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**PRESENTED TO**  
**2,044**  
**ATTENDEES VIA LIVE EVENTS**

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**PRESENTED TO**  
**433**  
**ATTENDEES ON-DEMAND**

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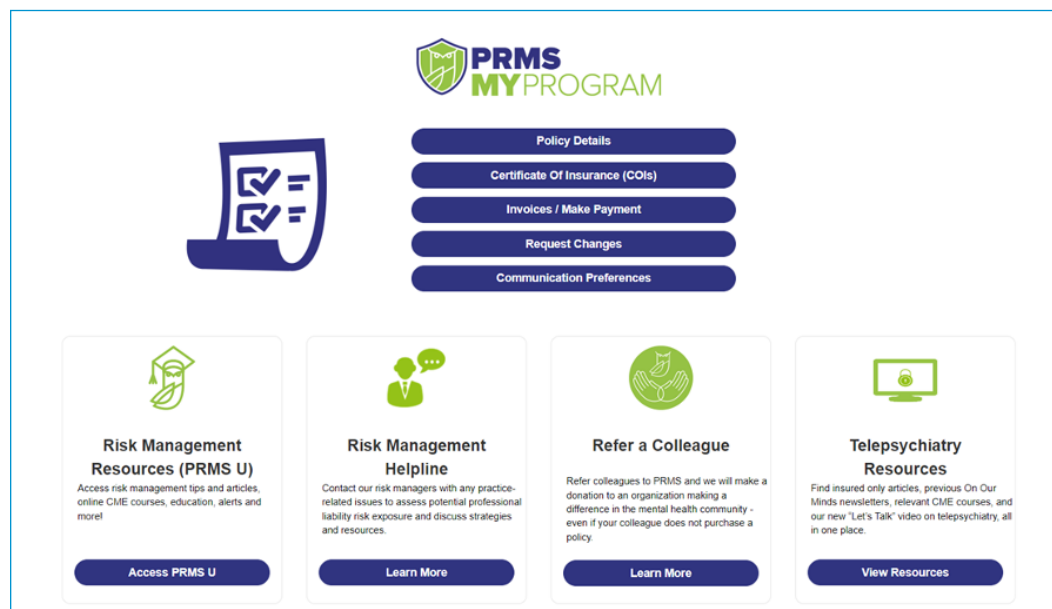
**In 2022, Risk Management:**

- » Reached more than 2,475 clients and potential clients via in-person (2,044 attendees) and on-demand educational presentations (431 attendees), including:
  - Presented 26 risk management sessions for residency training programs (PREP – PRMS’ Residents’ Education Program) to nearly 400 attendees
  - Presented risk management sessions to various organizations, including 23 APA District Branch meetings, 2 AACAP Regional Organizations’ programs, and more, reaching more than 1,500 attendees
- » Provided clients with educational and CME on-demand courses through our exclusive PRMS U platform to complete more than 430 total CME courses.
  - 869 clients were first-time registrants
- » Wrote and published beneficial and timely material including:
  - Four articles in the peer-reviewed journal, Innovations in Clinical Neuroscience
  - Two chapters in the textbook, “Malpractice and Liability in Psychiatry” (Springer)
  - More articles on COVID- and telepsychiatry-related issues – topics included physician suicide, medication safety, and in-office requirements for telepsychiatrists
  - Three risk management alerts – including information and resources related to PHE issues, in-person visit requirements for New York, and DEA issues – shared with clients
  - 12 monthly On Our Minds email digests

## CLIENT SERVICES & MARKETING

On the development side, PRMS was busy at work to create new and improve existing features to help make our clients' lives easier.

- » My Program, the exclusive online portal for clients to access policy details and documents, submit changes and payments, and more, received a facelift in 2022! The new My Program is more responsive on mobile devices, has an updated layout with clearer action buttons and additional features, and provides easy access to PRMS U, telepsychiatry resources, and risk management helpline contact information. We hope clients are enjoying the changes and find the updates more organized and easier to access.
- » 2022 also saw the launch of our new Client Online Renewal Application (CORA), where clients can submit their renewal applications to update and provide additional information about practices – all paper-free. The secure online application guides clients step-by-step, providing helpful hints and allowing them to upload any pertinent documentation right from their computers.
- » PRMS began taking steps to make ADA-compliant website updates. As an ongoing process, the updates were successfully made in My Program, as well as on the new business and renewal applications in 2022, and we plan to make the rest of the website ADA compliant in 2023.



## PSYCH-CESS

PRMS continued its virtual Psych-cess series, launched in 2020, with two more webinars geared towards residents, fellows, and early career psychiatrists on the topics of emergency psychiatry and geriatric psychiatry – we are grateful to our guest speakers for providing such enlightening insights and discussion throughout the year! We saw more and more virtual events return to their in-person formats in 2022, giving PRMS staff the chance to see many of our clients, partners, friends, and colleagues once again at the more than 170 events PRMS sponsored and exhibited at over the course of the year.

## MARKETING BY THE NUMBERS:

### EVENTS & EXHIBITS

177

### IN-PERSON/HYBRID EVENTS

117

### VIRTUAL EVENTS

60

### TOTAL SOCIAL MEDIA IMPRESSIONS

21.9k

### ADVERTISEMENT PLACEMENTS

181

### UNIQUE PUBLICATIONS

39

### SOCIAL MEDIA POSTS

480

### BLOG ARTICLES

36





“PRMS does good work in keeping us updated about various guidelines. I am happy to have them as my malpractice carrier.” – PRMS Client

## PRMS YEAR IN SOCIAL

Total Impressions

Posts Published

**21.9k**

**480**



@PRMS



LinkedIn.com/company/PRMSprograms



Facebook.com/PRMSprograms



@PRMSprograms

PRMS joined Instagram! We're excited to give clients and friends an inside look at our company, our travels, and our vast medical professional liability insurance knowledge. Find us on Instagram @PRMSprograms.



@PRMS



Facebook.com/PRMSprograms



LinkedIn.com/company/PRMSprograms



@PRMSprograms

**PRMS IS SOCIAL! FOLLOW US TO STAY UP TO DATE  
ON THE LATEST NEWS AND ANNOUNCEMENTS.**

## PRMS HQ – 4300 WILSON BOULEVARD

In March of 2022, PRMS moved into its new Arlington, VA headquarters, just up the road from our previous office location. We celebrated our new ‘nest’ at 4300 Wilson Boulevard with an Open House event, were finally able to celebrate the retirements of several long-standing PRMS employees from the last two years, and enjoyed in-office community service projects and holiday celebrations throughout 2022. It’s safe to say we’re loving our new space.

(L-R) **Danielle Bolger**, Director of Marketing; **Paul Hogan**, TransRe Global Operations Director; **Tonya Davies**, Chief Operating Officer; **Chris O’Gwen**, FAIRCO Vice President, and **Megan Jones**, Director of Operations, tour the new PRMS office space at 4300 Wilson Boulevard before move-in day.



**Ashley Quattlander**, Assistant Digital Marketing Manager, shows off her first-place winning Magic Cookie Bars for The Great PRMS Bake-Off over the winter holidays.



(L-R) **Liesl Green**, Marketing and Events Coordinator; **Kathy Miller**, Director of Underwriting; **Renee Lewis**, Underwriting Assistant; and **Remy Palmer**, Senior Underwriter, give each cookie a taste and cast their votes for top cookie during the PRMS holiday baking competition.



## THE PRMS-SPA ANNUAL RECEPTION

**Laissez les bons temps rouler!** After a two-year hiatus due to the pandemic, members of the PRMS team headed south to New Orleans in May to host clients, partners, and friends at our annual reception co-hosted with the Southern Psychiatric Association, and to support and exhibit at several of our partner organizations' annual meetings in the city. Reception guests enjoyed live jazz music and gathered over jambalaya, po' boys, bread pudding, and more at The Chicory in New Orleans – and we certainly let the good times roll, as they say in the Crescent City. We loved bringing everyone together again and are thankful to all our guests for their contributions, commitment, and service to the behavioral healthcare community over the last year. It was wonderful to be able to celebrate together in person again!

Team PRMS at the annual reception. Pictured are (L-R) **Remy Palmer**, Senior Underwriter; **Chris O'Gwen**, FAIRCO Chief Executive Officer; **Danielle Bolger**, Director of Marketing; **Kathy Miller**, Director of Underwriting; **Ashley Quattlander**, Assistant Digital Marketing Manager; **Angela Alkire**, Director of Claims; **Julia Bajereanu**, Senior Client & Partner Relations Manager; **Tonya Davies**, Chief Operating Officer; **Wendy Faulkner**, Associate Director of Claims; and **Megan Jones**, Director of Operations.



(L-R) **Tonya Davies**, Chief Operating Officer, and **Angela Ladner**, Executive Director of Mississippi Psychiatric Association, celebrate at the PRMS-SPA New Orleans reception.



“We could not achieve it all without your partnership, and in small DB's like ours, every penny is allocated to make the maximum impact. Please share my sentiment and gratitude to all the decision-makers that have facilitated this opportunity!”  
– PRMS Partner



(L-R) **Remy Palmer**, Senior Underwriter, and **Liz Burnich**, Executive Director of West Hudson Psychiatric Society, at the PRMS-SPA New Orleans reception.





## PARTNERSHIPS AND SPONSORSHIPS

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43

In 2022, PRMS was pleased to partner with and sponsor 43 psychiatric organizations and sponsor activities and events supporting the following organizations:

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- » American Association for Emergency Psychiatry
  - » American Association for Geriatric Psychiatry
  - » American Association of Community Psychiatrists
  - » American Association of Directors of Psychiatric Residency Training
  - » American Association of Psychiatric Administration and Leadership
  - » American Society for Adolescent Psychiatry
  - » American Society of Hispanic Psychiatry
  - » Arizona Psychiatric Society
  - » Association of Medicine and Psychiatry
  - » Association of Women Psychiatrists
  - » Bronx District Branch
  - » Brooklyn Psychiatric Society
  - » Career, Leadership and Mentorship Program
  - » Central California Psychiatric Society
  - » Colorado Psychiatric Society
  - » Florida Psychiatric Society
  - » Georgia Psychiatric Physicians Association
  - » Illinois Psychiatric Society
  - » Indiana Psychiatric Society
  - » Indo-American Psychiatric Association
  - » Iowa Psychiatric Society
  - » Kentucky Psychiatric Medical Association
  - » Louisiana 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
  - » Ohio Psychiatric Physicians Association
  - » Orange County Psychiatric Society
  - » Pennsylvania Psychiatric Society
  - » Psychiatric Physicians Alliance of California
  - » 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
  - » Southern Psychiatric Association
  - » Washington Psychiatric Society
  - » West Hudson Psychiatric Society
  - » Washington Psychiatric Society
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**Rich Stagnato**, Senior Underwriter, and **Danielle Bolger**, Director of Marketing, exhibited at the Southern Psychiatric Association-Maryland Psychiatric Society Annual Meeting in Baltimore, MD.



**Remy Palmer**, Senior Underwriter, and **Dr. Gabrielle Shapiro**, New York County Psychiatric Society council member, in front of the Statue of Liberty during NYCPS' summer boat cruise on the Hudson River.



**Megan Jones**, Director of Operations, with PRMS partner **Sara Stramel**, Executive Director of Iowa Psychiatric Physicians Society, at the IPPS Annual Meeting.





(L-R) **Danielle Bolger**, Director of Marketing; **Janet Shaw**, Ohio Psychiatric Physicians Association Executive Director; **Michelle Mazza**, Ohio Psychiatric Physicians Association Administrator; and **Julia Bajereanu**, Senior Client & Partner Relations Manager in Columbus, OH.



(L-R) **Ashley Quattlander**, Assistant Digital Marketing Manager; **Joann Francavilla**, Washington Psychiatric Society Executive Director; **Pat Troy**, Next Wave Group President; and **Julia Bajereanu**, Senior Client & Partner Relations Manager in Annapolis, MD.



Members of Brooklyn Psychiatric Society and **Ashley Quattlander**, Assistant Digital Marketing Manager, at the BPS 5K Fun Run.



**Meagan O'Toole**, New York County Psychiatric Society Executive Director, and **Wendy Faulkner**, Associate Director of Claims, at the NYCPS Holiday Party.



“This is so helpful: comprehensive, clearly-written. Thank you... Finally, it is because of such helpful, supportive, and personal support PRMS offers us... that I’m so pleased to remain with you guys. You allay our anxiety, which is priceless these days.” – PRMS Client

## 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 – PRMS donates \$50 to a mental health organization designated by the referrer. In 2022, we received 197 referrals, with multiple donations to 51 organizations, resulting in \$10,950 total donations.



**TOTAL REFER A COLLEAGUE  
DONATIONS IN 2022**

**\$10,950**

**NUMBER OF ORGANIZATIONS  
DONATED TO**

**51**

**TOTAL REFER A COLLEAGUE  
DONATIONS SINCE 2013**

**\$69,340**



“PRMS’ mission to support our clients extends far beyond an insurance policy. It is our pleasure to thank them for their work by supporting the organizations that further advance their mission in the behavioral healthcare field and provide mental health access to those in need. – Julia Bajereanu, PRMS Senior Client & Partner Relations Manager

## COMMUNITY

In addition to working with psychiatric district branches and national and regional organizations, supporting our local community and mental healthcare initiatives across the country is at the core of PRMS’ foundation. We were pleased to make 19 donations to non-profit organizations, including American Foundation for Suicide Prevention, World Central Kitchen, Child Mind Institute, Kraftlove, and The Trevor Project, throughout 2022.





(L-R) **Cynthia Williams**, Underwriting Assistant; **Justin Pope**, Associate Risk Manager; **Tonya Davies**, Chief Operating Officer; **Megan Jones**, Director of Operations; **Ashley Quattlander**, Assistant Digital Marketing Manager; and **Sumanth Kollipara**, Software Development Manager, help assemble spring Kraftlove boxes for hospitalized children throughout the DC-area.



**Robert Clark**, Litigation Specialist, addresses attendees at the Indiana Psychiatric Society Summer Social event.



(L-R) **Nikki Travis**, Senior Underwriter; **Renee Lewis**, Underwriting Assistant; **Ashley Quattlander**, Assistant Digital Marketing Manager; **Angela Alkire**, Director of Claims; and **Megan Jones**, Director of Operations dress in red for American Heart Association's Wear Red Day.

Being of service to residents and early career psychiatrists continued to be an important focus in 2022. In addition to our virtual event, Psych-cess, and providing risk management education for residents, we participated in resident-centered events across the country, including Illinois Psychiatric Society's Resident Happy Hour (pictured), Pittsburgh Psychiatric Society Resident Research Night, Queens County Psychiatric Society Resident Paper Contest, and New York County Psychiatric Society's Residents' Summer Social. We also facilitated access to education through award sponsorship and scholarship funding, including the American Association for Geriatric Psychiatry's Scholars Program, Mississippi Psychiatric Association's Resident Achievement Award, and more.



(L-R) **Julia Bajoreanu**, Senior Client & Partner Relations Manager, with Illinois Psychiatric Society Director of Operations **Kristen Malloy**, and **Drs. Jasleen Singh** and **Steven Weinstein** at the IPS Resident Happy Hour



Members of New York County Psychiatric Society's Early Career Psychiatrists Committee enjoy happy hour in the city. Pictured at center are (L-R) **Danielle Bolger**, Director of Marketing, and **Dr. Nancy Khinda**, NYCPS ECP Committee Chair.



#### **ON BEHALF OF THE ENTIRE PRMS TEAM,**

we greatly appreciate the privilege to serve our clients and support the behavioral healthcare community year after year. 2022 has continued to display the resiliency, empathy, and flexibility our clients, colleagues, partners, and friends possess. We look forward to the year ahead – in 2023 and beyond, PRMS is proud to stand beside you every step of the way, wherever that path leads you, and we remain 'here' for you, wherever here may be.





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MORE THAN AN  
**INSURANCE POLICY**