

Press release
Paris, October 31, 2022

PromTime and Relyens sign partnership to use real-life patient outcomes following upper limb orthopedic surgery to drive improvements

For the first time in France and Europe, upper limb surgeons (specializing in shoulder, elbow and hand conditions) will be able to compare patient outcomes to improve functional recovery and enhance the quality of patient-surgeon relationships. The *PromHand* initiative is the result of a partnership between PromTime – a health data science pioneer rating patient outcomes in real life – and the Relyens group, a risk manager for healthcare institutions across Europe.

A community of practice driving collective improvement

Through a secure digital platform, the *PromHand* program enables surgeons to compare two distinct patient-reported scores: (i) the functional score quantifies the patient's degree of autonomy in their daily activities, on the basis of a scientifically validated questionnaire calibrated for digital use (Patient-Reported Outcome Measures – PROMs); (ii) the relational score assesses the patient-surgeon quality of relationship based on factors such as empathy, availability and communication (Patient-Reported Experience Measures – PREMs).

The *PromHand* program leverages these two scores on the assumption that **surgeons' outcomes improve when benchmarked**, which in turn optimizes the appropriateness of care and drives high-value care. Relyens – via its Sham division – offers participating surgeons the annual subscription to the *PromHand* program. The aim is to encourage practitioner improvement through the *PromHand* community of practice. Statistical comparisons are adjusted to patient severity profiles. The relational and functional scores are not disclosed to Relyens. The *PromHand* scientific board, whose members include representatives of the French Society of Hand Surgery, promotes peer-to-peer dialogue, iterative cycles of improvement and collective learning.

Accelerating patients' return to work

Each year in France, 40,000 new patients with musculoskeletal disorders are treated by the national healthcare system. In 91% of these cases, the upper limbs are affected. These cases account for 30% of sick leaves, with an annual cost of €3.5 billion for the French national healthcare payer. Carpal tunnel syndrome alone accounts for nearly 2 million days of paid temporary disability leave.

The *PromHand* program should help reduce both the average sick leave duration and the number of patient-surgeon litigations, two factors that significantly impact all healthcare stakeholders.

"The PromHand program empowers surgeons to quickly improve the functional and relational scores of their patients. This approach helps surgeons develop the human dimension of their post-operative practice." - **Professor Gregory Katz, President of PromTime.**

“Having been a risk manager for healthcare professionals for more than 90 years, we are very proud to contribute to an initiative that will improve the quality of care delivered to patients and reduce claims involving surgeons.” - Edwige Rossignol, Executive Director, Health and Social Care France, Relyens group.

About PromTime

A health data science pioneer, PromTime compares patient health gains in real life (Patient-Reported Outcome Measures - PROMs). We are an architect and auditor of standardized registries based on the value of care adjusted to patient severity profiles. We correlate patient outcomes with care pathways and healthcare products across a range of medical specialties, including ophthalmology and orthopedics. A national and international scientific partner of medical societies, PromTime has been commissioned by the French Ministry of Health and the national healthcare payer to promote high-value care for cataracts (bill published by Journal Officiel on July 30, 2020).

www.promtime.org

LinkedIn: [PromTime](#)

About Relyens

Relyens is the leading European mutual group providing insurance and risk management services for healthcare professionals and local authorities. Thanks to the commitment of more than 1,000 employees in France, Spain, Italy and Germany, and a network of more than 90 partners, we support some 34,000 customers and members to secure their activities and ensure the continuity and quality of their public interest missions. Through our leading brands Sham and Sofaxis, and a global risk management approach unique in Europe, we develop bespoke, innovative solutions blending services (audit, training, advisory, etc.) with insurance solutions.

Relyens is the leading European mutual insurance and risk management group serving healthcare professionals and local authorities. Its 1,100 employees support customers and members in 4 countries (France, Spain, Italy and Germany) to secure their operations and ensure the continuity and quality of the public interest missions they deliver for the benefit of patients and citizens. With a global approach of risk management that is unique in Europe, the Group develops innovative bespoke solutions, combining prevention, risk management and insurance components. In 2021, Relyens strengthened its commitment to its stakeholders by establishing a purpose - “Act and innovate, alongside those who work for the common good, to build a world of trust” – along with social and environmental goals that guide its daily actions. The “mission-driven company” attribute is incorporated in the bylaws of the Group and unites employees across the organization.

www.relyens.eu

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