

KATHRYN WIRE

Consultant

Mediator

Speaker

Author

Kathryn Wire, J.D., M.B.A. and CPHRM**What Kathryn Wire Can Do For Me?**

A consultant, mediator, educator and author, Ms. Wire can work with all aspects of risk management:

- Event identification and reporting
- Investigation
- Patient/family communication
- Loss prevention feedback
- Staff education
- Risk program design
- Claims program improvements for self-insured entities

What can I gain?

Productive responses to conflict prevent claims. Relationship-based risk management not only reduces professional liability losses, it also improves patient, medical staff and employee satisfaction. Patient safety initiatives require organization-wide ability to explore, test, learn and share among disciplines and between levels. Employees who can deal with tension and change in the patient setting can respond more productively to other sources of conflict, such as change initiatives.

How do I know if I need help?

Do any of these questions lead to “uncomfortable” answers?

- Does risk management get timely reports of events?
- When events have been reported, has the staff engaged the patient/family in beneficial conversation?
- Is there effective and productive communication with physicians after an event?
- Do staff members come to risk management with solutions, or do they wait for someone else to provide them?
- Do staff members seem afraid of angry patients/families?
- Do staff members withdraw from “difficult” patients/families?
- Are you or your staff often surprised by the patient/family’s intensity of reaction to an event?
- Are managers sometimes surprised by the results of investigations or by actual patterns of care on their units?

We are working on patient safety. Why do we need anything else?

Most frontline healthcare staff and facility managers need help when faced with disappointment, frustration, and anger in patients, families and co-workers. Effective risk management and good clinical care require each staff member and manager to engage in productive conversations about disappointment and concern. These skills supplement patient safety efforts, but are not the same.

What providers can benefit?

Ms. Wire has extensive experience with all these areas:

- Acute care, including academic, tertiary and critical access
- Physician practices of all sizes
- Long-term care
- Health system risk management functions, including claims

Consultant

As a consultant, Ms. Wire can help clients control losses and present a more vital program to either the commercial market or a captive board. Specific services include:

- Improved strategy and procedures for claims programs
- Institution-wide solutions to loss prevention that complement any patient safety efforts in place
- Facility-wide conflict management education
- Risk management education of staff

Mediator

Ms. Wire is a certified civil mediator under Missouri Supreme Court Rule 17. She can act as a neutral for healthcare disputes or help you incorporate conflict resolution into your risk management program.

Speaker

Ms. Wire provides a learning experience for organizations that combines research and current trends with her vast experience and examples critical to risk management learning. Consider Ms. Wire’s presentations on the following topics or a customized presentation.

- Productive Conflict: Engage Staff and Patients to Prevent Claims
- Practicing Medicine So We Don’t Fear Patients: Understanding the Emotions that Lead to Claims
- Avoiding Claims: Truth in Caring

Ms. Wire can also create a presentation for your group on medical/legal issues, or customize any of these for your group.

[Go to *Presentations* on this web site to discover recent and upcoming offerings.](#)

Author

Ms. Wire contributes regularly to a number of publications, including articles and chapters for *West’s Health Law Handbook* and various publications of ASHRM (American Society for Healthcare Risk Management). She has created newsletters for clients, and can develop an effective written product to help meet many risk management needs. She chairs ASHRM’s 2006 committee drafting the latest addition to the “Pearls” series of risk management resources.

[Go to *Publications* on this web site for links to current articles.](#)

Professional Background

After three years in private practice defending healthcare providers, Ms. Wire established the first risk management program at Barnes Hospital in St. Louis (now Barnes-Jewish). When Barnes joined BJC Health System eleven years later, she led the merger of five different claims and litigation programs. Six years at Sisters of Mercy Health System led to experience in more rural environments, as well as work in challenging jurisdictions in the Rio Grande Valley.

She has experience with urban teaching facilities, community hospitals, critical access and rural hospitals, long-term care facilities and a variety of physician groups and residency programs.

Detailed Resume ([PDF](#))



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