

**Press release**  
Paris, 20 October 2022

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

**For the first time in France and Europe, upper limb surgeons (specialising in shoulder, elbow and hand problems) 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 data science pioneer PromTime – an architect and auditor of real-life patient health gains – and the Relyens group, a risk manager for health institutions across Europe.**

### **Using benchmarking to drive improvement**

Through a secure digital platform, *PromHand* enables participating surgeons to compare their patients' functional and relational scores. The functional score quantifies the patient's degree of independence in their daily activities, on the basis of a scientifically validated self-completed questionnaire calibrated for digital use (Patient-Reported Outcome Measures – PROMs). Through the relational score, the patient assesses the quality of their relationship with their surgeon, based on factors such as empathy, availability and communication (Patient-Reported Experience Measures – PREMs).

The *PromHand* programme leverages these two scores in the belief that **surgeons' outcomes improve when benchmarked**, which optimises the appropriateness of care provided and drives value for all stakeholders in the health system. Relyens (via its entity Sham) shares this belief and is providing surgeons who wish to participate with an annual subscription to the *PromHand* programme. The aim is to encourage practitioners who are committed to advancing as part of the *PromHand* community of practice. Statistical comparisons are adjusted to patient severity profiles. The relational and functional scores are not disclosed to the insurer. The *PromHand* scientific board, whose members include representatives of the French Society for Hand Surgery, promotes peer-to-peer dialogue and healthy competition to drive improvements.

### **Accelerating patients' return to work**

Each year in France, 40,000 new patients with musculoskeletal disorders are treated by the national health system. In 91% of these cases, the upper limbs (shoulder, arm or hand) are affected. These cases account for 30% of work stoppages, with an annual cost of €3.5 billion for the French health insurance system. Carpal tunnel syndrome alone accounts for nearly 2 million days of paid temporary disability leave.

The *PromHand* programme should help to reduce the duration of work stoppages, as well as disputes between patients and surgeons, two factors that significantly affect all stakeholders in the health system.

*"PromHand empowers surgeons to quickly improve the functional and relational scores of their patients. The standardised audit highlights the technical and human outcomes of each surgeon."* - **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 data science pioneer, PromTime compares the quality of life and functional recovery of patients using data adjusted to their profiles (Patient-Reported Outcome Measures - PROMs). We are an architect and auditor of standardised registers based on the value of care in real life. We assess the health gains associated with care pathways and health products across a range of medical specialities, including ophthalmology and orthopaedics. We are the leading scientific partner of learned societies in France and across the globe. Since 2020, PromTime has been commissioned by the French Ministry of Health and the CNAM (French national health insurance fund) to promote transparency and appropriate care in relation to cataract surgery. (Order published in the Official Journal on 30 July 2020).*

[www.promtime.org](http://www.promtime.org)

LinkedIn: [PromTime](#)

### **About Relyens**

*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 setting itself a purpose - "Act and innovate, alongside those who work for the common good, to build a world of trust" – as well as social and environmental goals that guide its daily actions. The "mission-driven company" quality is incorporated in the by-laws of the Group and unites employees across the Relyens' employees.*

[www.relyens.eu](http://www.relyens.eu)

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