



Suzanne Galvin

Partner

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PRACTICES

- Business Litigation
- Class Action
- Health Care

INDUSTRIES

- Health Care

ADMISSIONS

- Illinois
- Missouri

EDUCATION

- Missouri State University

EMPLOYMENT

- Thompson Coburn LLP Partner, 2019-Present

AFFILIATIONS

- DRI, Product Liability SLG, Vice Chair for Hand and Power Tools Section

PUBLICATIONS

- Testing Publications *Test* December 2020

PRESENTATIONS

- Testing IB service 12/7/2020 test December 2020

MILITARY SERVICE

- Testing IB service 12/7/2020 test December 2020

Suzanne is a versatile litigator who has spent her career finding solutions for clients facing difficult and protracted legal battles in a variety of industries and jurisdictions. She has special experience in matters involving physicians, hospitals, and manufacturers of medical products and pharmaceuticals.

As a former in-house attorney for 1,638 bed hospital where she managed risk and litigation, Suzanne has a unique understanding of the pressures faced by health care entities. As Risk Manager of one of the Midwest's largest teaching hospitals, Suzanne developed innovative policies and procedures to incentivize early reporting of potential risks. She instituted a practice of visiting with patients' families immediately following serious incidents, using approaches that were beneficial to the hospital and the patients and their families, saving both sides significant time and tens of thousands of dollars in legal fees.

Suzanne's cutting-edge approach to Risk Management resulted in an increase in job satisfaction for employees and staff of the hospital as well as improved patient satisfaction. Years later, the method of "expressing regret when appropriate" would be recognized by the New York Times as a "new trend" in health care in a piece titled "Is 'Sorry' the Hardest Word in Health Care?"

Suzanne offers consulting to health care clients to assist in developing the environment that fosters early reporting and favorable results. She created this program from ground up as two large hospitals merged; she developed the methods and protocols for handling serious adverse events, and communicated with teams regarding implementation and handling. Suzanne came alongside families during these events, serving bedside, and counseled staff involved. The results speak for themselves: significant financial savings, increased employee productivity, and increased patient satisfaction. Things every healthcare entity strives to achieve.

Experience

- **Leadership on high-stakes class actions and product liability claims**

REPRESENTATIVE CLIENTS

- Testing IB service 12/7/2020 test December 2020

Community

- St. Louis Children's Choir, Board Member, 2011-Present

Instruction

- Testing IB service 12/7/2020 test December 2020

Languages

- Testing IB service 12/7/2020 test December 2020

Recognitions

- Testing IB service 12/7/2020 test December 2020

DRAFT