Healthcare leaders today face many questions:

- What will healthcare reform mean for our organization?
- How will we manage the continuing declines in reimbursement?
- How will new healthcare mandates and patient safety initiatives impact our business and our day-to-day responsibilities?

In short – what is the healthcare world going to look like in the future and how can we help our organizations thrive in this new environment?

To meet current and future industry demands, healthcare leadership must ensure they are ready by becoming risk management-focused directors of integrated teams, dedicated to coordinating a value-driven approach to better outcomes, fewer errors and lower costs.

Our healthcare risk management expertise has set a new industry standard. Our commitment is not only to support your needs for a one-time project, but also to build long-term relationships that provide the return on investment (ROI) today’s organizations demand.

Sedgwick offers national expertise and a team of recognized experts, available where you need us. Using proactive risk assessments, data analytics, compliance studies and loss control metrics, we partner with clients to improve their performance and help them prevent medical errors and omissions that can result in patient injuries and financial losses.

Customized approaches that lead to measurable results
Our key service areas include:

- Risk management assessment and program implementation
- Clinical risk management review and collaboratives
- Patient safety programs and reliability science
- ERM methods
- Quality improvement audits, evaluation and structure design
- Professional development – education, mentoring and coaching
- Physician practice support – resources and consultant hotline
- TeamSTEPPS® Master training and train-the-staff onsite training programs
- TeamSTEPPS implementation and sustainment support

Sedgwick healthcare risk management and patient safety
And that’s where Sedgwick healthcare risk management and patient safety consultants enter the picture. For more than 40 years, Sedgwick has been leading change, providing innovation and improving outcomes for its clients across a broad range of organizational enterprises.
Our approach is highly sophisticated and strategic, yet simple in its execution. Using expertise gained from real-world experience, we focus on the high-risk clinical areas that impact safety and increase risk exposure. We then take our insights and ensure they are integrated across the applicable enterprise risk management (ERM) domains.

Customizable programs
The value-driven approach of Sedgwick’s healthcare risk management and patient safety team is based on understanding each client’s unique needs before we build a fully customized program.

Once we thoroughly understand your needs, teams of dedicated professionals with clinical, insurance, risk management/patient safety and legal backgrounds use their collective knowledge to create programs that can help you reduce financial loss from liability or lack of reimbursement while maximizing resources.

With Sedgwick’s healthcare risk management and patient safety team, you get more than sound advice and help with managing your risk. You get proven practices and measured results that lead to enhanced outcomes and greater financial control.

From data gathering and analysis to support and education, we guide you step by step through the increasingly important task of creating and maintaining a results-oriented risk management program.

Data analytics and the strength of Sedgwick claims data
Key to the Sedgwick approach for healthcare risk management is our emphasis on data analytics and the use of business intelligence data to improve performance and demonstrate ROI.

Sedgwick brings unparalleled expertise in claims data analysis. Our ability to collect and analyze a wide range of data gives our clients a powerful tool and access to a unique and broad range of lessons not readily available through standard risk management services.

We use our data and analytics to identify problem areas, as well as to measure and improve performance. Our data profile of a clinical risk management program helps to prioritize initiatives so clients can start interventions where they can control loss and improve patient safety the most. Our data can also demonstrate the likelihood or potential for loss based on compliance and risk exposure analysis.

Clinical collaborations
The primary challenges facing risk managers in the coming years include the national initiatives designed to reduce medical errors and increase patient safety. Payments and reimbursement will now be directly tied to safety and quality outcomes.

Sedgwick provides clinical collaborations that are designed to protect patients – and your organization’s bottom line – by ensuring optimal reimbursement and control of financial loss through optimal patient safety. Our goal is to give you the tools and guidance to eliminate adverse outcomes, reduce risk and improve ROI.

Our team provides expertise in the following clinical areas:

- Long-term care
- Obstetrics
- Emergency medicine
- Perioperative care
- Cardiovascular services
- Radiology
- Infection control/hospital acquired
- Ambulatory surgery centers
- Medication safety
- Nursing high-risk areas
- Bariatric care
- Medical/surgical

Our approach incorporates best practices and evidence-based outcomes to guide your efforts in identifying the risks that exist within your service areas, and using that knowledge to protect patients and your organization. For example, our
long-term care programs include a focus on areas that cause the most significant harm for patients, including pressure ulcers, wound management and prevention of wandering and elopement of patients. The goal of our programs is to eliminate the adverse outcomes that lead to increased risk.

**Clinical assessments**

At Sedgwick, our philosophy is that if you expect something to improve, you must first inspect it.

Our clinical collaborations begin with team assessments to compile a risk profile of each organization based on leadership, teamwork, clinical protocols and behavior. This data provides a risk exposure profile based on current practice and becomes a benchmark for measuring improvement and ROI. In addition, all assessments include a review of claims trends and comparative outcomes.

Unlike many risk management service providers today, Sedgwick doesn’t just offer recommendations; we help our clients implement best practices by utilizing innovative approaches and established resources proven to improve patient safety and significantly reduce claim frequency and severity.

Sedgwick’s service offerings include four assessment levels to suit your organization’s unique needs:

- **In-depth evaluation** – our most comprehensive review, this three- to five-day on-site review includes all of the features of the basic and advanced sessions, plus a full document review, expanded medical record sampling with graphed results, comparison benchmarking, educational program and physician/nurse experts for further consultation.

- **Advanced review** – a deeper dive than the basic review, this process consists of a two-day on-site review, expanded interviews and medical record reviews, and observation to examine high-risk areas and outcomes. Clients are provided with an assessment report and a priority-based action plan and are supported by resources and tools to assist with implementation of the action plan.

- **Basic review** – using an extensive questionnaire, interviews with key personnel and a review of medical record sampling to assess needs, this one-day review focuses on high-risk areas and outcomes. Assessment report and action plans are provided.

- **Self-assessment** – tools are provided to guide your evaluation based on your risk areas and patient safety concerns.

Through our comprehensive risk management program, we helped one hospital system improve the risk exposure in their emergency department (ED) from a score of 60% compliance to 94% over a two-year period. The organization’s audit compliance rate increased from 36% to 80%.
Sedgwick at work – clinical collaborative in the ED

Improving outcomes for patients with chest pain

Medical malpractice claims indicate a top driver of adverse events and financial loss for emergency departments is failure to diagnose myocardial infarction. A drill down into the claims data indicates it is the patient who is discharged from the ED who is at greatest risk.

Further claims drill down indicates the failure to fully complete a cardiac workup is a primary factor in medical malpractice. Using clinical pathways, forced functions and risk metrics, we are assisting clients in reducing this risk and improving performance.

Tools and resources – the method to implementation

Driving our healthcare risk management programs is a team of experts, including an executive leader, physician and nurse champions, as well as educators and quality and risk management specialists. Our team consists of renowned industry leaders who understand the challenges our clients face and have the real-world expertise to provide insights that are both understood and respected.

Our assessment and action plans include a data profile of a clinical risk management program, medical records and a customized action plan. In addition, we provide support, tools and resources to not only support your implementation, but also measure its effectiveness.

Additional tools and support

- Root cause analysis (RCA) toolkit, including step-by-step methods and tools to conduct an effective RCA
- On-site trainers for teamwork and communication, critical event investigation, common cause analysis and coaching to build a proactive risk management and patient safety program
- Webinar series – to educate all leaders on the roles and methods for effective risk management
- Common cause analysis – experts conduct a historical review of your serious safety events, actions and effectiveness to ensure lessons learned lead to prevention
- Bi-monthly alerts featuring information and insights busy risk managers don’t often have the time to uncover and learn

The Sedgwick difference

At Sedgwick, we are committed to partnering with our clients and their clinical providers. We won’t just offer recommendations – we will be on the ground working alongside you to understand and change the current organizational culture.

Our broad-based national perspective gives us an enterprise view of healthcare and its impact on risk management. Combined with the wealth of claims data available to our industry experts, we can provide the evidence healthcare leaders need to demonstrate improvements in outcomes, decrease medical errors, reduce malpractice claims and improve financial performance.

Contact Sedgwick today to learn more about our healthcare risk management and patient safety services.

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