

RISK INTEGRITY PROCESS

OVERVIEW

The Risk Integrity Process begins by determining the resolve of your leaders to adopt a risk strategic plan. If your organization is not willing to accept change and execute a plan, our process will determine this. Phase One – Discovery and Plan Design – identifies the barriers to implementation and focuses on the solutions that will work within your organization. Investment in Phase One is a highly efficient method to determine if a long-term investment is appropriate. As a result, you'll know whether or not the remaining phases should be pursued. If your organization has the willingness required for implementation, we then co-develop your *Risk Integrity Strategic Plan™*, and assign a Risk Integrity Team to aid in its implementation and ongoing management.

HealthSure Consultants will help you find the direction and capability you need to manage risk, take advantage of your opportunities, and leverage your strengths with the utmost integrity.

The Risk Integrity Process addresses the concerns of healthcare executives, including the following:

- Declining revenue from payers
- Regulatory and accreditation pressures
- Excessive insurance premiums that exceed budget expectations
- Public demands for patient safety, quality and patient satisfaction
- Deteriorating physician/hospital relationships and staff morale
- Boards increased anxiety due to governance scrutiny

BENEFITS

The Risk Integrity Process promotes the ERM concept by developing leadership and operational strategies that help you support clear business goals and achieve the following milestones:

- Quantify your entire risk spectrum and prioritize initiatives that support your strategic plan
- Develop physician leaders, effective managers and sophisticated board members through assessment and education
- Improve loss prevention and claims management programs while ensuring control systems are in place
- Create a team that shares a culture of service, quality improvement, patient safety and employee safety across all departments
- Increase control over the allocation of your resources and have more alternatives for financing and managing risk
- Gain the ability to focus more time on services, competition, reimbursement and other strategic issues
- Have a step-by-step plan to achieve goals that result in financial and quality results

HealthSure Consultants will help you find the direction and capability you need to manage risk, take advantage of your opportunities, and leverage your strengths with the utmost integrity.

PHASE I

In Phase One—Discovery and Plan Design—we determine the resolve of your leaders to adopt a risk strategic plan. If your organization is not willing to accept change and execute a plan, the subsequent phases will not work. Phase One identifies the barriers to implementation and focuses on the solutions that will work within your organization. Investment in Phase One is a highly efficient method to determine if a long-term investment is appropriate. As a result, you'll know whether or not the remaining phases should be pursued.

In Phase One, there are three critical steps: *Risk Opportunities Analysis*, *Risk Integrity Diagnosis and Strategic Prescription*. The *Risk Opportunities Analysis* focuses on assessing your current situation through a self-assessment scorecard, questionnaire and facilitated sessions. The *Risk Integrity Diagnosis* determines the sources of your greatest risks through customized interviews with key staff and leaders. The *Strategic Prescription* provides findings and recommendations of solutions and prioritization of initiatives aligned with your organizational goals

PHASE II

In Phase Two—Solutions & Implementation—the *Risk Specialty Team* is developed, after it has been determined that your organization is willing to accept change and execute on a plan. Development of the *Risk Specialty Team* includes identifying which internal resources will lead the execution of your plan, along with assigning the appropriate experts from HSC to aid in the implementation. HSC will coordinate and conduct project management for both internal and external teams.

The *Risk Integrity Strategic Plan* is co-developed between your organization and HSC. The plan design includes prioritization of initiatives with timelines. This ensures mutually agreed upon targets and measures that prevent not meeting project expectations. In-depth priority issue/risk assessments are conducted in Phase Two, which are assessments of only priority risk areas. This step is performed to eliminate wasted time and money.

The *Risk Integrity System* is designed to keep momentum and focus on the plan. It keeps leadership apprised of progress and keeps all parties accountable to the success of the plan. In this part of Phase Two, proprietary tools are used to show correlations between risks to exploit efficiencies, develop balanced scorecards and deliver progress reports.

PHASE III

In Phase Three—Ongoing Management—the management of the *Risk Integrity System* is performed. Like all plans, the management of them is where real results are seen, and a return on investment can truly be measured. (If it can't be measured, it can't be managed.) We measure success both quantitatively as well as qualitatively. The *Measure & Monitor Progress* step of Phase Three focuses not only on the measuring of results, but in the monitoring of progress.

The *Risk Integrity Checkup* is the reassessment step in Phase Three, and it is constant. Just as it is a good practice for all of us to have regular checkups from a physician, it is true for our organizations. The *Risk Integrity Team* conducts this periodic step formally with key leaders and staff. It provides a complete evaluation of progress with recommendations for plan redesign, shifts in resources and reprioritization of initiatives, and material changes in the four risk domains.