

# Breaking the Clinical Code Integrating Insights to Feed Your Risk Scorecards

## **SPEAKERS**

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Enterprise Risk Analyst | Rush

CONNECTING RISKS THAT MATTER

2025 **KOnnect**



# Agenda

## Our Riskonnect Journey

### Risk Scorecards

- The Problem Statement
- Solving The Problem
- Looking Back

### Questions



2025 **Kōnnect**

# Our Riskonnnect Journey

CONNECTING RISKS THAT MATTER



**RUSH** is a Chicago-based health system comprised of:

**3** hospitals

**1** specialty hospital

**1** university

**1** clinically integrated network

**200+** outpatient care sites

## QUALITY FOCUSED & DRIVEN

- Rush University Medical Center (RUMC) was once again named as one of the nation's top performing hospitals by Vizient, ranking in the Top Ten within the 2025 Quality and Accountability Study.
- RUMC also secured a spot on U.S. News & World Report's prestigious Best Hospitals Honor Roll for the sixth straight year, tying for No. 1 as the top hospital in Illinois.
- All three hospitals have received Magnet designation; RUMC has held this designation for 9 years as of 2024.



# RUSH's Problem Statement



## Pain Points in RUSH's Prior Risk Processes

### FOUNDATIONAL NEEDS



**ELIMINATE OPERATIONAL, PROCESS  
AND TECHNOLOGY SILOS**



**AUTOMATE PROCESSES TO INVEST  
STAFF IN VALUE GENERATION**

### ADVANCED NEEDS



**INTEGRATE VALUABLE METRICS &  
INSIGHTS INTO A SINGLE VIEW**



**PURPOSE DATA STORY TELLING TO  
INFORM DECISION MAKING**

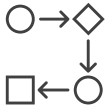
### CURRENT FOCUS



# Riskconnect at RUSH



## TRIPSS SNAPSHOT



**64+**

In Scope Processes



**Multi-Year**

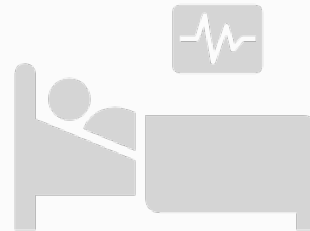
Roadmap for Cross-Campus Delivery



**2 Teams**

Enterprise Risk & Integrated Risk Focused

Generate Risk Insight & Oversight



**PATIENTS**



**PROVIDERS**



**INSTITUTION**

Provide Support & Response





# TRIPSS Rollout Tracker



PATIENTS

## HEALTHCARE



21: Safety Event, Basic Reviews, Committees, Committee Mtgs, Committee Event Reviews (10), CAPAs, Patient Relations, HOA, Security, Employee Events, Harm Reviews, Leader Center

## ROUNDING



9: Nurse Leader, Fall Risk, EVS Leader, Room Audit, ED Leader (WR / TR), FNS Leader, EOC Rounds, OP AS Rounds, Support Issues

PROVIDERS

## MED STAFF



8: Interim OPPE, OPPE, FPPE New/Initial, Interim FPPE Cause, FPPE Cause, Peer Review, Med Staff Applicant, Healthcare Event Reviews

INSTITUTION

## LEGAL / POLICY



8: HPL Claims, GL Claims, EPL Claims, GC Claims, Dep Assists, Policies, Claims History, COI

## ENTERPRISE RISK



5: Risks, Macro Risks, Domain Libraries, Indicators, Mitigation Plans

## TREND MGMT



7: Healthcare, RMIS, Rounding, ERM, Med Staff, Risk Report Cards, Board Reporting

## CURRENT FOCUS

## L&GA



NEW



6: Groups, Policy, Documents, Policy Categories, Impact Model, Mitigation



# Risk Scorecards

The Problem Statement

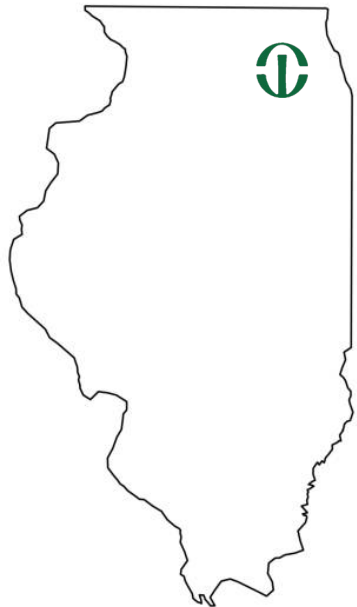
CONNECTING RISKS THAT MATTER





# Cook County Litigation Environment

- Illinois' lack of damage caps exposes healthcare providers to significant medical malpractice risk. Coupled with a challenging judicial environment, the growing payouts in Cook County have increased plaintiff activity and resulted in rising insurance costs.
- Given that state-level tort reform is unlikely in the near-term, providers can only seek to improve internal controls to avoid skyrocketing medical malpractice costs.



STATE	23%	Of Top National Verdict Awards Spanning '22 – '24
COUNTY	2.5 yrs	50% reduction in claim lifespan since COVID
RUSH	15.6%	Projected YOY Total Expense Increase





# Future State Ask

Rush seeks to develop a risk scorecard discipline that creates transparency into integrated insights across key legal, risk, and employment metrics to achieve the following:

- **Visibility:** Empower leaders with enhanced tracking and ownership of key performance metrics.
- **Accountability:** Hold leaders responsible for the risk exposure areas they oversee.
- **Intervention:** Surface data-driven insights to feed tailored response plans to avoid reoccurrence.
- **Results:** Continuous analysis and tracking to validate risk responses and inform new strategies.

## ORGANIZING OUR APPROACH

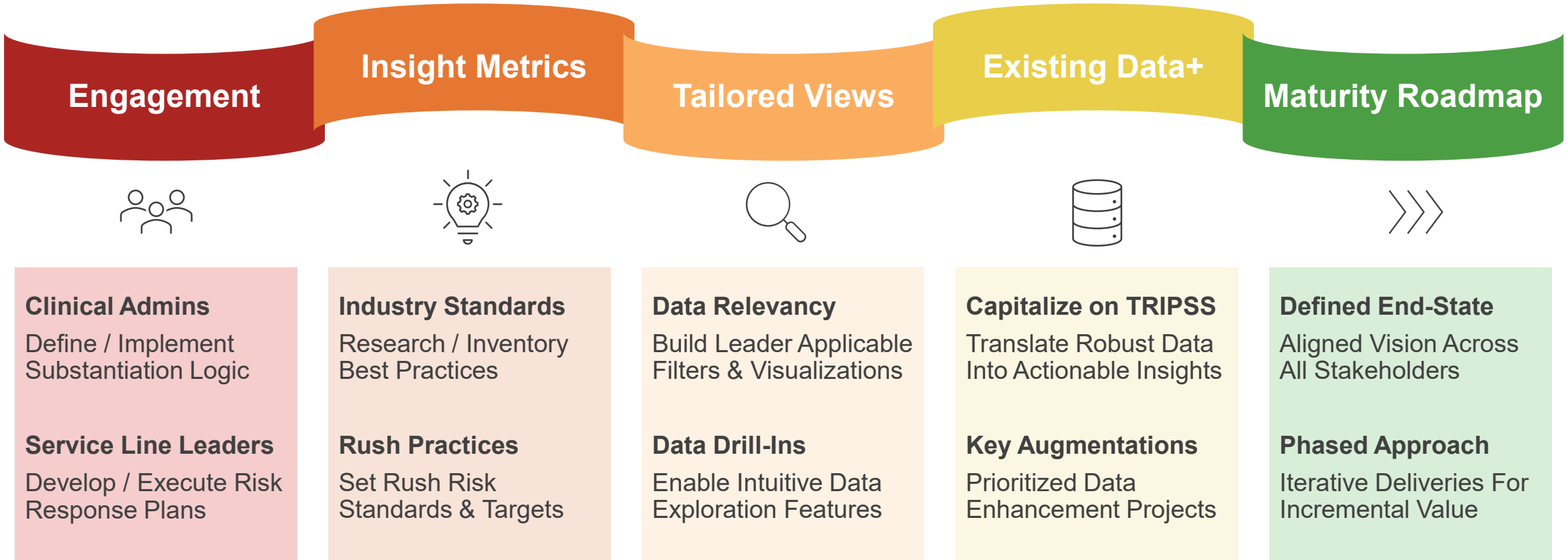


# Risk Scorecards

Solving The Problem

CONNECTING RISKS THAT MATTER

# Delivery Priorities

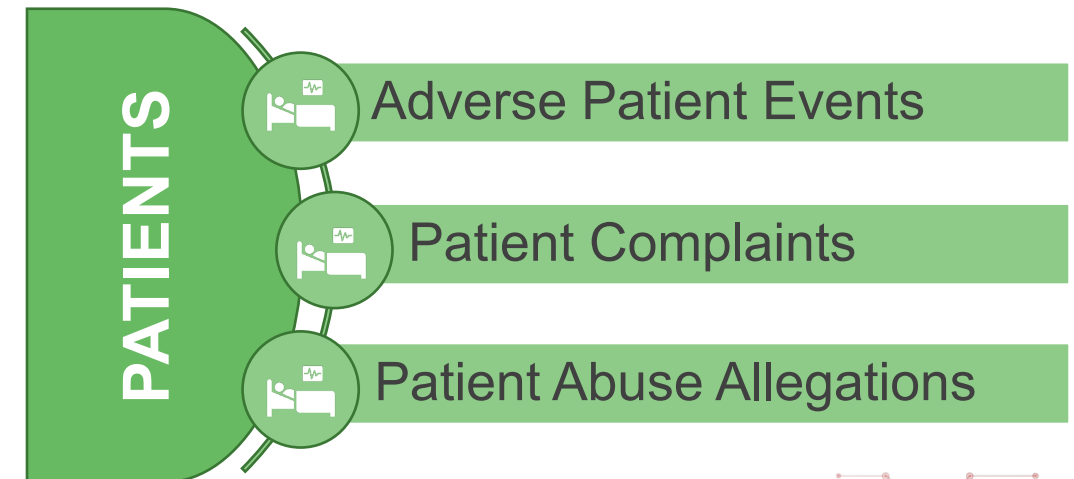




# Data Universe

While each adverse event undergoes review for severity and impact, there are opportunities to improve the reliability of substantiating the responsibility of attributed departments, staff roles and named personnel. Once properly verified, these data connections can feed into leader tailored data views that depict their institutional and patient risk performance for trend analysis and risk response planning.

## IN SCOPE RISK WORKFLOWS





# Delivery Approach

First, we assessed the readiness of each data set for risk reporting. This gap assessment informed what projects (people / process / data) need to be implemented. Focusing on the deliver priorities, we sequenced the work and began iteratively delivering projects across Riskconnect and Insights.

## IMPLEMENTATION

### READINESS ASSESSMENT

#### SAFETY EVENTS

ASSESS

Departments & Persons  
Substantiation  
Categorization  
Impact (Severity, Harm, \$\$)

#### TARGETED PROJECTS

GAPS

People  
Process  
Data

### TARGETED PROJECTS



Claim Financial Summaries

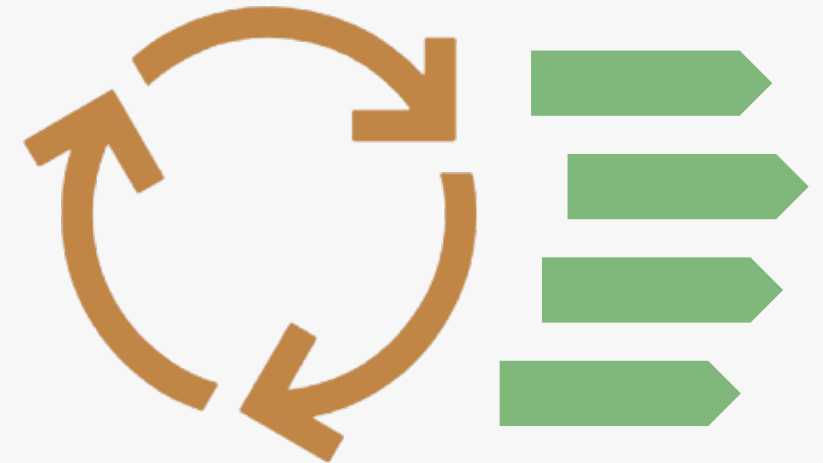


Grievance Substantiation



Hierarchy & Contact Mapping

### ITERATIVE DELIVERY CYCLE







# Day In The Life

- 1 Design-Thinking On The Business Problem At Hand
  - Defining what story telling and metrics are needed and exploring the nuances by department / role
- 2 Defining Sustainable & Reliable Substantiation Processes
  - Assessing current state, reviewing best practices, and achieving alignment for an attainable end-state.
- 3 Modeling, Mapping, Building, and Moving Data
  - Sourcing new data and building new fields/relationships/automation to feed our data tables.
- 4 Exploring User Experience Design & Interaction Journeys
  - Visualizing how to tell the most compelling story yet through a simplistic, intuitive interface.
- 5 Outlining Guidelines, Performance Targets, & Institutional Incentives
  - What are leader expectations, defining acceptable outcomes, and implementing financial controls.

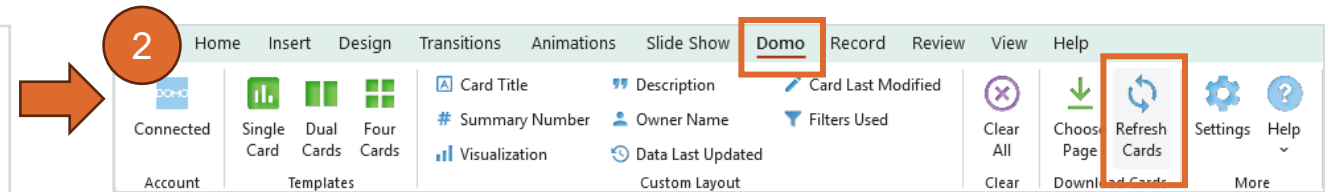
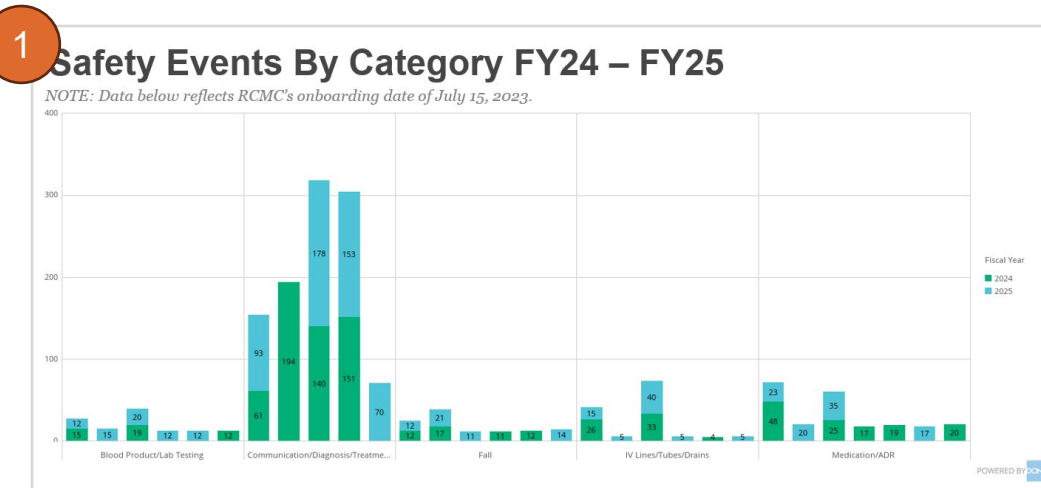




# What It's Looking Like

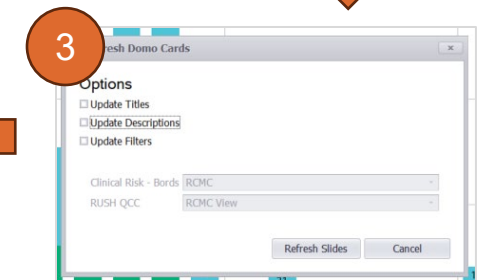
## Clinical Risk Board Reporting

### BOARD TEMPLATE



4

**QUARTERLY BOARD REPORT COMPLETE**





# What It's Looking Like

## Risk Report Cards

### FILTERING

EXPLORING PRESET ONE CLICK FILTERS

1

Select Your Department

6K Count of Parent Department/Location

Q Filter by...

Select all (120)

Inpatient Nursing ☐ Obstetrics & Gynecology ☐ Hematology ☐ Interventional Services ☐  
Family Medicine ☐ Corporate Services ☐ Quality Management ☐ Parking Lot ☐  
Facilities Support ☐ Multispecialty Offsite ☐ General Internal Medicine ☐ Diagnostic Services ☐  
Pediatrics ☐ Urology ☐ Nursing Administration & Support ☐ Dialysis ☐ School Based Clinics ☐  
Professional Building I ☐ Hospital Main Building ☐ Healthcare Center Yorkville ☐  
Rush Copley Healthplex ☐ Professional Building II ☐ Condo Building ☐ Cardiology ☐  
Convenient Care ☐ Dermatology ☐ Emergency Department ☐ Family Medicine & Pediatrics ☐  
Endocrinology ☐ Gastroenterology ☐ Laboratories & Pathology ☐ PAR/ASU/Pre-Op ☐  
Neurosurgery ☐ Orthopedics ☐ Otorhinolaryngology ☐ Radiation Oncology ☐ Surgery ☐

Select Staff Roles

Select all (15)

☐ Physician ☐ Nursing;Physician ☐ Physician;Resident/Fellow ☐ Nursing ☐  
☐ Resident/Fellow ☐ Physician;APP ☐ APP ☐ Nursing;Physician;Resident/Fellow ☐  
☐ Ancillary Clinical Service ☐ Physician;Student ☐ Physician;Resident/Fellow;APP ☐ Student ☐  
☐ Nursing;Physician;APP ☐ Resident/Fellow;Ancillary Clinical Service ☐

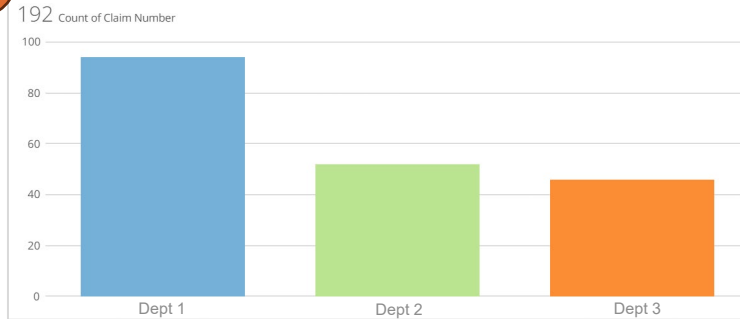


### DEPARTMENT RESPONSIBILITY

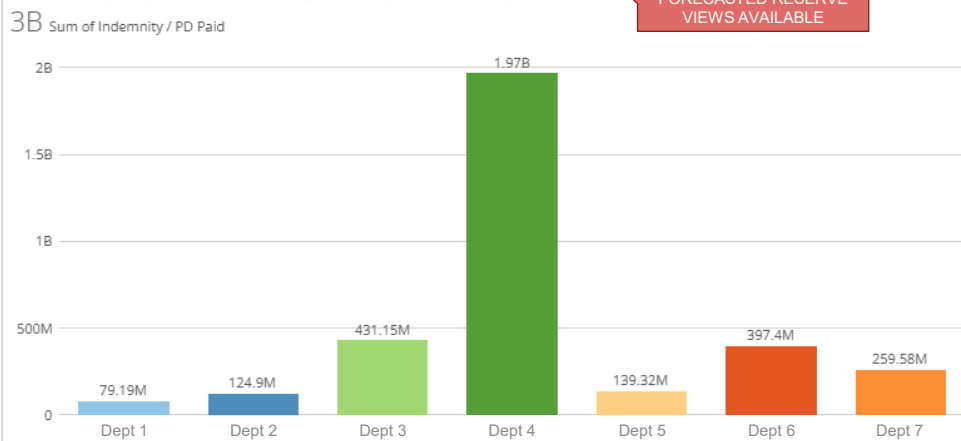
INVOLVED ROLES / PERSON VIEWS ALSO AVAILABLE

2

Claim Count by Responsible Department



Indemnity Payments By Alleged Responsible Department



FORECASTED RESERVE  
VIEWS AVAILABLE

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# Risk Scorecards

Looking Back

CONNECTING RISKS THAT MATTER



# Looking Back

## SUCSESSES



### Identifying Metrics

Linking events to department and staff data to feed risk and financial trends.



### Integrated View POC

Initial Insights dashboard with HPL Claim Insights prepared for CRO Review.



### PowerPoint Template Creation

Rush stylized PPT template created with one-click Insights data updates.



### Strong Riskconnect Partnership

Extremely supportive in design validation, helping with advanced builds.

## LEARNINGS

### Simplicity

- Only include the data you need in a card / dashboard

### Usability

- Curate filters to align with the organizational structure

### Consensus

- Leaders must sign-off on responsibility substantiation

### Culture

- Balancing accountability and a “Just Culture”



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# Questions?

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# THE MATRIX

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# Thank You!

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# Connect with us.

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