

Smarter Peer Review That Makes a Difference

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2026 Konnect

LifeBridge Health (LBH)

5	150+	2,900+	1M+
Hospitals & Acute Care Centers	Locations Across Maryland	Providers	Patient Encounters Annually

One of Maryland's largest, most integrated health systems—caring for Greater Baltimore for more than 150 years.

Sinai Hospital • Northwest Hospital • Carroll Hospital • Grace Medical Center • Levindale

How SafeCare (Riskonnect) Is Used at LBH Today

A macro view of the platform before we narrow into peer review

1 ONE PLATFORM

- Unifies Quality, Patient Safety, Risk, Employee Safety & Peer Review
- Single source of truth across all five entities
- Live across 150+ locations in Maryland

PLATFORM

2 REAL-TIME VISIBILITY

- Real-time dashboards & notifications
- Automated insights for trend & risk identification
- Standardized workflows across facilities

VISIBILITY

3 GROWING ADOPTION

- 61,000+ safety events reported to date
- 180% increase in reporting vs. the legacy system
- Reflects a culture of trust, not more harm

ADOPTION

SafeCare| Peer Review

Why peer review became a system priority

One system. Multiple entities. A shared need for visibility.

Riskonnect is branded internally as SafeCare and supports a growing set of quality, risk, and review workflows across LifeBridge Health.

Peer review was the natural next frontier to connect process with improved accountability and continuous learning.

1

STANDARDIZE

Create a common enterprise approach

2

ANALYZE

Capture insights & review the story end-to-end

3

CLOSE THE LOOP

Turn review data into actionable insight

Peer review is one step in a broader SafeCare journey—not the finish line.

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Are you currently using the Riskonnect peer review solution?



0 total participants | 0 votes

1 / 1

Note: We'll use your responses to shape the discussion.

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Why Peer Review Became a Priority

The prior state created three enterprise-level opportunities

1 STANDARDIZATION

- Different applications or versions across entities
- Variable intake pathways
- Similar processes—but different terminology

PROCESS

2 ANALYTICS

- No clear enterprise view across nursing and provider peer review
- Limited access to real-time data

VISIBILITY

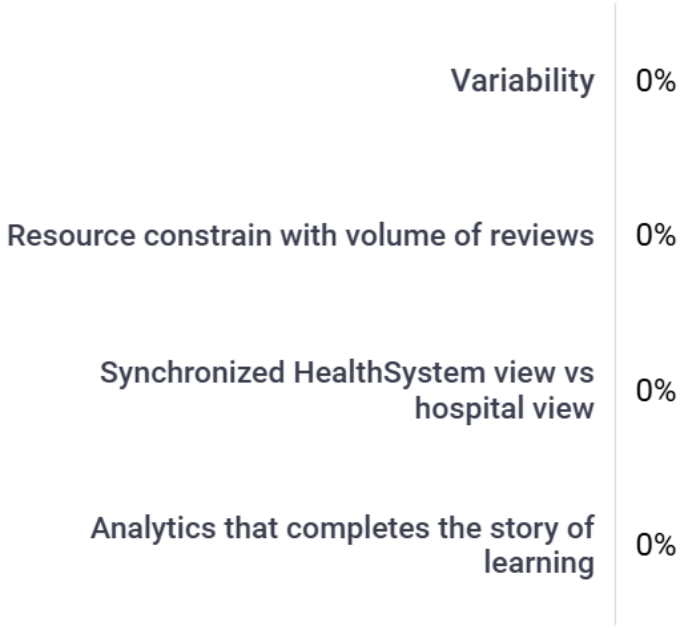
3 CLOSING THE LOOP

- Difficult to see the full story from referral through findings and follow-up
- Need clearer accountability for resolution

ACCOUNTABILITY

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What are the biggest opportunities in your current Peer Review Process?



0 total participants | 0 votes

1 / 1

Your response will help calibrate how much context to provide on the broader platform capabilities.

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How We Built the Solution

From current-state discovery to continuous optimization

1

MAP

Document current-state workflows

2

ALIGN

Gap analysis + cross-entity SME subgroup

3

DESIGN

Develop a proposed standardized future state

4

BUILD

Partner with Riskonnect to deliver the initial scope

5

OPTIMIZE

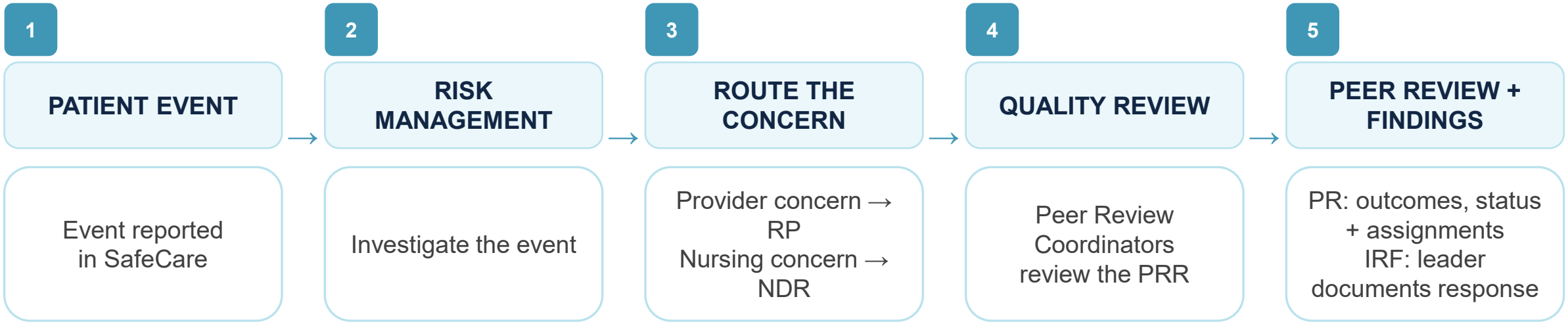
Train, study, listen, tailor, and improve

Guiding principle: voice of the customer + voice of the data

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Peer Review | High-Level Workflow

From reported event to documented findings and follow-up in SafeCare



Everything is captured under the Peer Review record, creating a single connected view of the case from referral through findings and follow-up.

RP = Referred Provider • NDR = Nurse Department Review • PRR = Peer Review Referral • PR = Peer Review • IRF = Initial Review Findings

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What Adoption Looks Like in SafeCare

Volume demonstrates the scale of the connected peer review workflow

2,361	388	2,421	2,129	1,715
Referred Provider (RP)	Nurse Dept. Review (NDR)	Peer Review Referral (PRR)	Peer Review (PR)	Initial Review Findings (IRF)

The value is not only the number of records—it is the ability to connect initiation, review, findings, decisions, and follow-up in a single system.

One connected workflow • One source of truth • Enterprise visibility

The Journey Continues

Peer review created a foundation for additional connected workflows

1	2	3	4	5
PEER REVIEW	**NURSE MANAGER FOLLOW-UP**	**RULE VIOLATIONS**	**RULE VIOLATION REVIEWS**	**WHAT'S NEXT**
Standardized review workflow	Automated response capture + timed escalation	Standardized nursing rule indicators	Automated assignment to qualified reviewers	Continue expanding SafeCare capabilities

Nurse Manager Follow-Up moved a manual process into SafeCare: automation captures nursing responses, applies a timed escalation pathway, and reduces the need for Quality Peer Review Coordinators to chase follow-up outside the system.

Result: less manual follow-up for the Quality team—and a more complete review story in one place.

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What a Unified Platform Has Meant So Far

Centralized reporting is changing how our people, processes, and systems work together

1 OUR PEOPLE

- Strengthened psychological safety
- Reduced cognitive load for staff
- Increased trust in the system

PEOPLE

2 OUR PROCESS

- Standardized safety workflows
- Automated routing & reminders
- 96% of reviews completed on time

PROCESS

3 WHAT'S NEXT

- Demographic data helps surface disparities faster
- Workplace Violence & HR workflows now integrated
- Built to scale with AI and new safety modules

FUTURE

What We Learned Along the Way

Five practices that helped sustain standardization while allowing the workflow to mature

1	**LEADERSHIP**	Support at every level accelerates alignment and adoption.
2	**STUDY + TAILOR**	Treat go-live as the beginning; learn from real use.
3	**REVISIT**	Periodically compare the designed workflow with the current state.
4	**LISTEN**	Gather feedback from the people doing the work.
5	**GOVERN**	Use strong change control to protect enterprise standardization.

Takeaway: build for consistency, then create a disciplined way to learn and evolve.

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QUESTIONS

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CONNECT WITH ME

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THANK YOU
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