riskonnect
Integrated Risk Management Solutions™

PATIENT SAFETY

HOW QUICKLY CAN YOU RESPOND TO A PATIENT-SAFETY EVENT??

The safety of patients, employees, and visitors depends on your ability to respond quickly – to a safety event or a complaint. But a fast response is no easy feat if you're working with paper files or fragmented, single-point systems. And if your slow response compromises safety, you could be facing lower Medicare reimbursement rates, higher regulatory penalties – and damage to your reputation.

PROTECT PATIENTS WITH A FASTER RESPONSE

Riskonnect's Patient Safety software effectively manages patient safety, patient experience, root cause analysis, and non-clinical rounding. The software tracks and manages incidents, complaints and grievances, and follow-up actions to manage the full incident lifecycle from one place. Complete and accurate information is captured with intuitive, accessible forms – and the right people are alerted so issues can be swiftly addressed.

Find and resolve issues before they escalate.

Use results to improve patient outcomes.

Gain deeper insight into issues to fix problems for good.

PATIENT SAFETY

- Simplifies safety-event reporting with an icon-driven portal and survey-style questionnaires that show only relevant questions.
- Accommodates anonymous reporting, identified reporting, or a combination of both.
- Eliminates duplicate entry through automatic data validation.
- Attaches images and important documentation directly to the event record.
- Helps staff feel more engaged by closing the feedback loop and reduces the risk of adverse clinical outcomes, claims, and litigation.
- Supports the Communication and Optimal Resolution (CANDOR) process to respond in a timely fashion when unexpected events cause patient harm.

PATIENT EXPERIENCE

- Captures compliments and complaints with QR codes, hotlines, or clickable links to forms.
- Visualizes satisfaction metrics with charts, graphs, and tables on customizable dashboards.
- Provides one-click drill-through to show the details behind the dashboard.
- Automatically sends notifications and task assignments, plus reminders and escalation.
- Reduces risk of adverse clinical outcomes, claims, and litigation.

ROOT CAUSE ANALYSIS

- Applies a standardized, data-driven process to the analysis for consistent results.
- Seamlessly integrates claim, incident, occurrence, and cause data for a singular view into events.
- Facilitates communication between departments and stakeholders with built-in collaboration tools.
- Uses a fishbone diagram to explore the cause/effect relationships between the incident and various factors.
- Leads you to the source of the problem so corrective actions can be taken, which should increase safety, reduce future incidents, and ultimately lower your total cost of risk.

NON-CLINICAL ROUNDING

- Records rounds conducted by individual departments or facilities and aggregates the results for deeper analysis.
- Identifies and resolves issues in advance of accreditation reviews.
- Offers proof that best patient care is provided.
- Improves visibility into the audit status of accreditation, environment of care, infection control, hand hygiene, and more.
- Instantly notifies relevant staff about high-risk deficiencies.

riskonnect
Integrated Risk Management Solutions™

HEALTHCARE
INTEGRATED RISK MANAGEMENT:

RISK & INSURANCE

PATIENT SAFETY

PROVIDER QUALITY MANAGEMENT

COMPLIANCE

ENTERPRISE RISK MANAGEMENT

THIRD-PARTY RISK MANAGEMENT

ABOUT RISKONNECT

Riskonnect is the leading integrated risk management software solution provider. Our technology empowers organizations with the ability to anticipate, manage, and respond in real-time to strategic and operational risks across the extended enterprise.

More than 900 customers across six continents use our unique risk-correlation technology to gain previously unattainable insights that deliver better business outcomes.

CONTACT

770.790.4700
SALES@RISKONNECT.COM
WWW.RISKONNECT.COM