Clinical risk is typically the largest and most volatile exposure for health care organizations. An experienced risk management partner focused on developing a quality-of-care improvement program is essential for every skilled nursing facility seeking to best manage this exposure.

The Health Care Practice of Willis offers specialized clinical risk management consulting services that not only support the proactive management, prevention and mitigation of risk, but may prove to be a decisive factor in make-or-break financial times. Through customized and innovative solutions geared toward the continuous management of risk, Willis helps companies protect their assets, their people and their futures.

**RISK ASSESSMENT**

Medical and nursing professionals know the risks: pressure ulcers, falls, fractures, multiple medications, infections, dehydration, etc. Any effort to fight these problems requires organizational resources and a top-to-bottom commitment. The best place to start is a comprehensive facility assessment.

**ASSESSMENT ACTION ITEMS**

- Interviews with facility administrators and the director of nursing
- Evaluation of staffing patterns
- Pre- and post-employment testing, performance reviews, competency evaluations
- Study of employee files for potential exposure related to non-compliance with facility policies
- Evaluation of infection control protocols
- Evaluation of quality improvement processes, activities and outcomes
Evaluation of pressure ulcers, falls, medication errors and other problems as part of the quality improvement process
- Evaluation of facility safety protocols and alarms
- Evaluation of key patient-related, high-risk protocols
- Evaluation of the most recent pharmacy review
- Review of safety committee activities
- Study of resident council minutes
- Medical record review of high-risk exposures, e.g., falls, elopement, pressure ulcers, diabetes, anticoagulation therapy, etc.
- Evaluation of facility policies on smoking safety
- Evaluation of medical record documentation
- Environmental safety review

Only when your risks are thoroughly measured and analyzed can you develop a comprehensive plan for addressing the factors that contribute to errors and losses. After leading you through the risk assessment, Willis can help you develop such a plan and then implement it. That’s the key to reducing your total cost of risk.

EDUCATION AND TRAINING

Education is another pillar of an effective risk management program. Our clinical risk managers are accomplished speakers and provide training sessions tailored to your facility’s needs. In-person and on-line options are available. Some of our most frequently requested presentations examine:
- Disclosure of adverse patient outcomes
- Defensible documentation
- Guidelines for the preparation of an incident report
- Malpractice prevention

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