

# RISK MITIGATION

Effective risk mitigation often begins with investigation – someone scouting the path ahead to help you prepare for, and where possible, prevent the troubles that may arise. By tailoring our investigative and security services to the needs of the health care industry, Willis' National Risk Mitigation Practice can help you reduce your risk now – and in the future.

Our risk mitigation team brings together experts in law enforcement, fire, military and risk management to deliver results in an array of specialized fields: employee dishonesty/crime, workplace violence, accident scene investigations, infrastructure threat/vulnerability assessment, fraud, crisis management, international travel safety and physical security assessments.

We divide our products and services into four distinct, fully integrated business segments:

- Business Intelligence
- Information Assurance
- Risk Consulting and Investigations
- Business Continuity Planning – Crisis Management, Pandemic Planning

## BUSINESS INTELLIGENCE

The Investigative Due Diligence team, which is part of the Risk Mitigation Practice, supports the efforts of our clients' legal, financial and human resources staffs to understand and develop responses for issues involving ethics and reputation, previous litigation, previously unforeseen or unknown liabilities and asset verification. Our diligence specialists are also expert in preemployment screening.

## INFORMATION ASSURANCE

As reliance on data (including electronic medical records) continues to grow, the health care industry becomes increasingly susceptible to cyber crimes. We have forensic resources to address network vulnerability, penetration testing and the aftermath of a data breach.

Our Information Assurance division helps you better understand your IT security risks and offers options to defend against data theft, identity theft, data ransomware and negative press after a security breach. We can provide:

- Infrastructure security assessments
- Management scorecards and metrics

- A bottom-up view of compliance-related controls with IT (HIPAA, Sarbanes-Oxley, others)
- Quantification of existing security measures and recommendations based on what is currently available in the industry
- Defense mechanisms against hackers
- Prioritized action plans and roadmaps for mitigation of risk

Willis' risk mitigation process involves risk identification, program development and testing to better predict the probability of a loss. By reviewing existing best practices, developing a plan that can be implemented, and managing a crisis, you can significantly reduce your overall cost of risk.

## RISK CONSULTING AND INVESTIGATIONS

- **Workplace Violence** – Health care professionals are among those most susceptible to workplace violence. In an effort to mitigate this risk, Willis has developed measures to identify exposure to and respond effectively to acts of workplace violence.
- **Premises Liability** – When an organization is responsible for the care and custody of people, the security component of premises liability becomes increasingly important. We have developed and implemented security management plan audits and crisis management plans to ensure an effective response to an incident.

## BUSINESS CONTINUITY PLANNING - CRISIS MANAGEMENT AND PANDEMIC PLANNING

One critical aspect of an organization's risk mitigation effort is a business continuity plan. A well thought-out plan will cover the risks and issues outlined above, as well as the rarest of exposures, such as a global flu pandemic. It will be detailed enough so that a health care provider will be able to maintain operations in turbulent times, but broad enough to acknowledge the unknowns of any true crisis. A global plan will look at the global travel and security issues and will usually include training in kidnap, ransom and extortion awareness and in safe international travel.

Our goal is to provide corporate risk solutions to the health care industry and to become one of the major investigative/consultative components driving risk management decisions for any health care provider.

## CONTACT

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