

Healthcare and Patient Safety



AIG has been a recognized leader in healthcare risk management for 40 years, helping hospitals, senior care facilities, clinics, and other healthcare facilities reduce their risks and improve their patients' safety.

Wide-ranging capabilities that reduce a client's total cost of risk

Assessing, and improving, healthcare practices

Using decades of claims and industry data we have developed a range of evidence-based tools to assess the risks within clients' facilities. We can then benchmark clients' organizational performance against industry standards, provide a gap analysis of strengths and areas for improvement and partner with healthcare clients to implement improved practices. Meanwhile we develop best practice assessments for areas of particularly high risk such as perinatal, perioperative, behavioral health, long term care and emergency departments.

Sustaining improvement

To help clients sustain this improvement with better outcomes for their patients and their organizations, we identify key performance indicators, monitor progress against these indicators and provide streamlined reports for managerial review.

Showcasing our capabilities through Success Stories

Workers Comp

We worked with a mental health clinic that had poor Workers Comp performance due to workers being struck by patients. Management had been focused on training of staff and physical restraint of upset patients. When our consultants worked with management and looked deeply into the losses we observed that the client was actually hiring staff who had a propensity to act out when challenged. When we worked with the client to improve screening and hiring practices, Workers Comp costs were reduced by more than 25%.

Improving patient safety

In addition to on-site or virtual visits by risk consultants, our eSolutions resources center delivers a series of patient safety webinars and a set of videos in topical areas such as Infection Control and Prevention, High Reliability and Patient Partnerships, for clients to use as springboards for discussions with their teams to build their safety culture, improve patient safety and reduce their overall cost of risk.

Building safety culture

We believe synergy – a clinical or leadership assessment process in conjunction with an assessment of culture – is the most effective way to improve the safety practices of our healthcare clients. Our patient safety experts can assist in enhancing a culture of safety by designing a detailed safety culture survey, identifying cultural weaknesses and providing ongoing consultation and support in implementing positive changes.

For more information email: CRS@aig.com

www.aig.com

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