

Patient Safety Consulting Services

Helping Healthcare Organizations Manage Risk



Patient Safety is the #1 priority for Hospital C-Suite (64%) and Risk Managers (62%), according to a recent AIG study resulting in a whitepaper - "Patient Safety; Hospital Risk." The Affordable Care Act links patient safety directly to hospital reimbursement through federal programs. In the long-term, patient safety doesn't cost. It pays.

Based on this research, and 40 years experience insuring healthcare organizations, AIG is proud to introduce a new suite of patient safety consulting services, available exclusively to AIG clients at no additional cost.

Patient Safety Best Practice Assessment (BPA)

90% of Hospital C-Suite and Risk Managers agree that an emphasis on patient safety must come from the top leadership; however, leaders are limited in their ability to evaluate their patient safety program. AIG's Patient Safety Best Practice Assessments will:

- Examine all levels of patient safety responsibility and activity, from the Board and C-Suite, to specific bedside strategies and procedures to support patient safety
- Benchmark hospital's performance against evidence-based best practices and industry peers
- Provide a detailed gap analysis of strengths and weaknesses
- Propose strategies and provide resources for improvement, including on-the-ground consultation

Improving Results for Publically Reported Data

The amount of performance and outcome data for hospitals that is available to patients is increasing every day. Poor clinical performance, hospital-acquired conditions (HAC) data, and patient satisfaction scores may impact a hospital's reputation and financial sustainability. AIG's healthcare risk consultants can help manage this performance data by:

- Helping to optimize results of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient satisfaction survey with hands-on review and prioritization of survey results
- Analyzing the most recently available data on selected metrics to identify opportunities for improvement



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Patient Safety Culture Survey Consulting

Every accredited hospital is required to conduct an annual survey on patient safety culture, but many often struggle with using the data to set priorities and drive improvement. AIG can help by:

- Suggesting cost-effective resources for survey administration and data management
- Preparing summary reports and reviewing the data closely with clients to identify areas for improvement
- Providing ongoing consultation and support in implementing positive changes to the patient safety culture

This OPA is a valuable tool for experienced hospital risk managers tasked with less familiar settings, accelerating their knowledge and facilitating critical risk assessments of newly acquired practices.

Physician Office Practice Assessment (OPA)

As hospitals acquire physician practices, clinical risk managers may not be fully aware of operational risks associated with these ambulatory practices. AIG's healthcare risk consultants provide a comprehensive assessment of office practices, supporting hospital risk managers with their expanded responsibilities. The OPA is designed to:

- Assess a wide spectrum of potential office-based practice risk, from telephone communication with patients to peer review to management of physician extenders, and more
- Provide a comprehensive report with a score that identifies and prioritizes areas for improvement
- Provide an array of practical recommendations

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