

NSU HEALTHCARE RISK MANAGEMENT SERVICES



It is more important than ever before for today's health care providers to understand and effectively manage risks that are inherent to the medical profession.

NSU Healthcare has partnered with the OmniSure Consulting Group, Inc. to offer risk management and loss control support through on-site and telephonic consultation, including risk alerts and access to an extensive suite of online resources and tools www.nsuiriskmanagement.com.

To assist our clients in improving performance and reducing risk, we now offer all our medical professional liability policyholders access to these services.

Risk Management Resource Center

The risk management website consists of several sections based on the different disciplines in healthcare and the particular interests of practitioners. Once on the site, and in the appropriate section, policyholders will be able to take advantage of the following tools:

- **Web-based Self Assessment Tools with Built-in Best Practices**
We offer on-line questionnaires for various healthcare and practice groups that guide them through best practices for patient safety and risk management. Based on responses, the user is given a score that corresponds to high, moderate, or low risk, and tips to reduce risk.
- **Risk Management and Patient Safety Download Center**
Tools for compliance and performance improvement are available for download. Access to the entire site is provided and grants the policyholder the authority to edit and reproduce forms, tools, and other resources as needed. There are also links to other

patient safety websites, with recommended resources and tools developed by nationally recognized industry experts.

- **Webinars**
NSU Healthcare can arrange for the OmniSure Consulting Group to deliver professional training programs on a variety of topics that are designed to provide the participants with a solid foundation for understanding the critical role of patient safety and risk management in today's litigious environment.
- **OmniSure Advocate and E-News**
Clients receive a subscription to a regular risk management update. The newsletters are designed to provide information on industry, regulatory, and legal trends, as well as working tools for client use, including quality checklists, sample policies, and more.
- **Risk Control Helpline**
Access includes use of a toll free Helpline designed to answer providers' most pressing regulatory and risk related questions. The Helpline Specialist can answer risk management questions, refer callers to

applicable resources for industry best practices, offer suggestions for improving compliance, and send copies of regulatory memos and other documents.

- **Video Lending Library**

Clients have unlimited access to training programs on VHS or DVD. Sample titles for healthcare include Pre and Post Operative Care, Preventing Falls, Defensive Documentation, Patient Rights, Infection Control, CPR, Developing Alternatives to Restraints, Pressure Ulcer Prevention, Evacuation Procedures, Oxygen Safety Training for the Patient and Caregiver, Disaster Planning, Stress Management, Body Mechanics, Back Injury Prevention, Personal Care, and more.

Many of these resources have been conveniently grouped together into what are referred to as “**Toolkits**” for easy access to a comprehensive package of information about a particular topic. These are readily available on the home page of the website, and subdivided into “**Patient Safety**” and “**Contracting & Credentialing**” groups. We also help our clients prioritize their needs with a “**Recommended Links**” section, and by cataloguing the “**Most Popular**” tools and resources, for easy access.

On-Site Risk and Best Practice Assessments

For policyholders who want to take their risk management program to the next level, we make available, at a substantial discount, a comprehensive on-site risk and best practice assessment conducted by an experienced industry expert.

The on-site assessment involves a detailed review of the effectiveness of company specific patient safety and risk management policies and procedures, actual practices, documentation, management processes, and other risk factors. Following the on-site Risk and Best Practice Assessment, the client is provided with an Executive Summary of Findings complete with prioritized Recommendations and a Suggested Action Plan.

Off-Site Desktop Risk Assessments

For policyholders who want an in depth assessment, but aren't ready to bring a risk management consultant on-site, we offer, at a substantial discount, a Desktop Risk Assessment. This approach allows for an off-site risk management specialist to interview the insured and conduct a review of the effectiveness of specific practices, documentation, management processes, and other risk factors. Following the off-site Risk Assessment, the client is provided with an Executive Summary of Findings complete with Recommendations.



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