



Adverse Event Consulting

Clinical Safety Quantified-Healthcare





Detect and prevent adverse events





Speed is critical when clinical risk is involved. Hard to decipher data can slow an organization’s ability to respond early to trends. The insight provided by WTW’s new Clinical Safety Quantified (CSQ) tool, provides expedient and valuable perspective to the decision-making process related to patient care events. WTW’s CSQ empowers organizations with analytics that specifically supports decision making priorities and strategies to improve patient and employee safety. CSQ analytics elevates the culture of safety through alignment of parallel data elements enabling thought provoking and action oriented insights. CSQ seeks to answer some of the following questions:

What type of liability claims could result when employees are injured during patient care tasks?

What are the cost of these claims?

What types of patient care tasks are creating the greatest risk of professional liability exposure?

With Clinical Safety Quantified, you will:

	Understand your vulnerabilities and reveal your strengths.	What are the high risks tasks that involve patient care? What do they say about your program stability and control measures?
	Identify financial priorities.	Visualize the cost of patient care tasks and subsequent exposure to professional liability claims.
	Engage the organization.	Establish a strategy that bridges employee and patient safety.
	Measure progress.	Develop key performance indicators and measure progress for effective pursuit of goals and objectives.

CSQ at a glance

CSQ is an analytical tool that extracts and identifies claims at the point of care to understand both frequency and severity risks that increase exposure to patient injuries and liability claim filings. Connecting these losses helps our clients drive strategies to address risk at both the casualty and liability level simultaneously.

The insights

Advanced analytic algorithms extract point of care claims to level set the professional liability risk from workers’ compensation (WC) claims. We then diagnose elevated exposure to professional liability correlations and antecedents. CSQ provides a clear vision of high-risk care activities that impact patient care without relying on manual claims coding at intake.

The actions

With this insight in place, the WTW team can develop a definitive plan to prevent harm, advance safety and contain costs related to point of care claims. Gaps in policies, procedures and practices are mined and surfaced. A dedicated performance accountability coach will work with you to ensure implementation is on target and goals are attained.

The end game

Clients can expect to see a reduction in both casualty and liability claim exposures while elevating staff core competencies.

The WTW Clinical Safety Quantified analytics report provides a holistic view of your Workers Compensation claims and Healthcare Professional Liability exposures. The information helps quantify your risk exposure and the

impact on the clinical, financial, and operational health of the organization. We extract the percentage of patient described claims from non-patient described claims to give a view into these high-risk tasks from a percentage of all claims. This insight enables organizations to quickly identify issues for action-oriented solutions. Speed is critical when clinical risk is involved and insight, provided by the CSQ tool, provides valuable perspective to the decision-making process.



WTW is recognized around the world as the Analytical Broker due to our expertise and focused approach to helping clients use data to drive risk decisions. Using this tool, we can analyze claim's data across employee and patient related events to evaluate losses that may impact healthcare professional liability exposure.

About our team

Clinical Safety Quantified is led by an accomplished team of healthcare professionals that have decades of experience helping clients address common and complex adverse events to improve balance sheet, employee morale and reputational standings in the communities they serve. Contact our team to learn more about Clinical Safety Quantified.

To learn more about the
Clinical Safety Quantified offering contact:

Vicki Missar MS, CSPHP, SSBB, CHSP, CPE, CISM

Director
Adverse Event Consulting Service
vicki.missar@wtwco.com

Dee Kumpar MBA, BSN, RN, CSPHP

Associate Director
Adverse Event Consulting Practice
dee.kumpar@wtwco.com

Disclaimer

Willis Towers Watson hopes you found the general information provided in this publication informative and helpful. The information contained herein is not intended to constitute legal or other professional advice and should not be relied upon in lieu of consultation with your own legal advisors. In the event you would like more information regarding your insurance coverage, please do not hesitate to reach out to us. In North America, Willis Towers Watson offers insurance products through licensed entities, including Willis Towers Watson Northeast, Inc. (in the United States) and Willis Canada Inc. (in Canada).

About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organizational resilience, motivate your workforce and maximize performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at wtwco.com.



wtwco.com/social-media

Copyright © 2023 WTW. All rights reserved.
WTW 102950/04/2023

wtwco.com

