



Adverse Event Consulting for Healthcare

Detect and Prevent Adverse Events

Strengthen your clinical and risk management systems to detect and prevent adverse events by driving leading practices for year-over-year results.

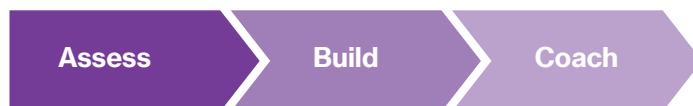
Why it matters

Unwanted incidents that result in harm to patients/residents, visitors and employees disrupt healthcare delivery, damage reputation, drive up insurance premiums, elevate retention levels and can have long term morale effects on the staff. Detecting and preventing adverse events has become increasingly difficult for healthcare systems due to staffing constraints, mergers, acquisitions, reliance on contracted workers and ever expanding service lines. It is time for an innovative approach to reduce adverse events – The WTW Adverse Event Consulting for Healthcare.

How it works

Our Adverse Event Consulting (AEC) is designed using a sustainable, change management framework to assess, build and coach your team to success.

Sustainability framework for AEC



AEC engagements monitor and continuously improve accountability gaps that leave systems vulnerable to adverse events affecting patients/residents, employees and visitors.

Our service differentiator begins with the performance accountability coach (PAC) assigned to support you every step of the way. The PAC leads the data mining and process mapping exercise along with continuous improvement coaching throughout our client engagement.

Events that leave a system vulnerable are identified and monitored monthly by your PAC team with your individual stakeholders, including leadership, employees, physicians and vendors. Organizational process, policy and practice improvement areas are addressed as the system realizes steady incremental changes toward leading best practices that truly impact the organization's bottom line.

Performance accountability coaches

Our performance accountability coaches are inherently client-centered. This means the coaches' agenda is always aligned to your needs and priorities.

Using coaching to improve and maintain accountability is grounded in evidence. We include the transtheoretical model of change that helps you move the needle through the phases of adoption and desired outcomes. This model describes how an individual or organization integrates new behaviors, goals and programs at various levels. At each stage, different

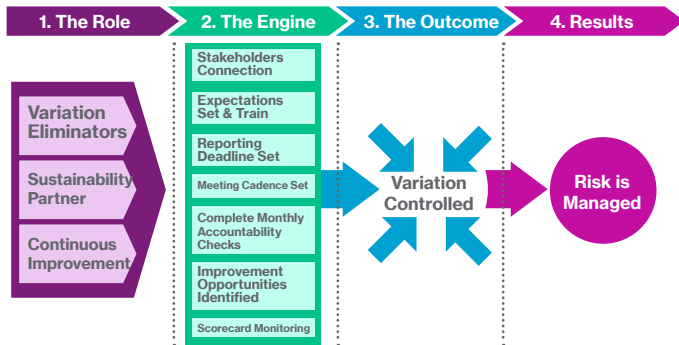


intervention strategies will help individuals progress to the next stage and through the model leading to long-term success and impact on the frequency of adverse events.

Coaching elevates stakeholder engagement with agreed upon program structure, meaningful metrics and key performance indicators (KPIs) to show evidence of goal attainment and sustainable results. Coaching has been shown to have a direct impact on employee satisfaction related to work, role clarity, and an indirect impact on organizational commitment and job performance.

Our coaches help identify the sources and motivations that are producing low performance that often results in barriers or failure to adopt change. This ultimately leads to reduced mastery and flat or negative trends.

Schematic of the PAC Team Framework



What you get

The PAC team elevates your risk management framework by actively engaging stakeholders to achieve mastery level of adverse event mitigation. We do this by:

- **Active monthly monitoring** of success metrics and benchmarks, including stakeholder coaching sessions with the PAC team to improve outliers and raise your scores.
- **Renewal report** for market submissions is provided to demonstrate improvement strategies along with gap analysis and process, policy and vendor contract recommendations related to quality metrics.
- **Reduced adverse event** exposures through structured clinical and safety performance evaluation thereby impacting the associated costs and improving bottom line (e.g., retained loss costs).

The market impact report

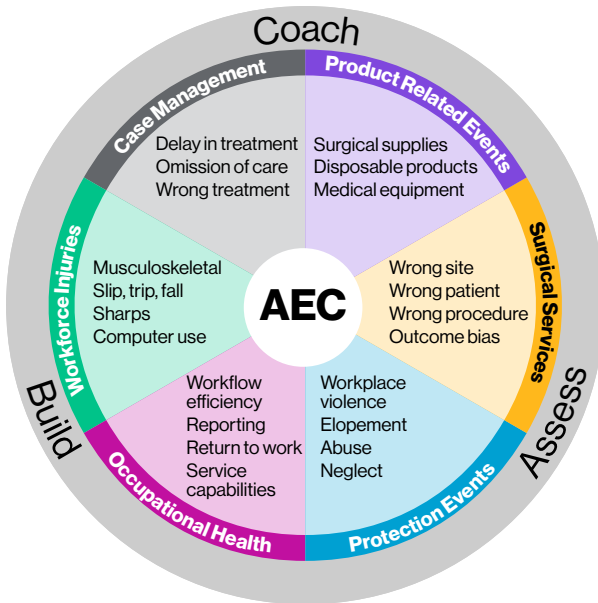
We provide renewal reports demonstrating to the markets that your organization has a secondary layer to control risk throughout the system. Our report will provide underwriters a narrative that supplements the submission documentation and tells your story of how you are addressing risk mitigation, investments in risk improvements (e.g., coaching, change management, process improvement), and management programs to reduce or mitigate loss experience. Our report, along with other submission data, will help the underwriter advocate for your account with their senior management.



Unprecedented results

The AEC consulting practice aligns interventions around your two most critical assets; patients/residents and employees. By addressing the parallel risks associated with each, we are improving clinical and safety outcomes simultaneously. In today's environment of resource constraints, fatigue and burnout, systems need a fresh new approach to solving adverse events. Clients who use AEC can expect a 10-20% improvement in adverse event frequency on targeted exposures.

The AEC Model at-a glance



Value proposition

Adverse Event Consulting helps you:

- Prevent harm
- Advance safety
- Contain costs

About our team

The Adverse Event Consulting Service 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.

To learn more about Adverse Event Consulting contact:

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

Director

Adverse Event Consulting Practice

vicki.missar@wtwco.com

Dee Kumpar MBA, BSN, RN, CSPHP

Associate Director

Adverse Event Consulting Practice

dee.kumpar@wtwco.com

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.

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).



Copyright © 2022 Willis Towers Watson. All rights reserved.
WTW35650/04/22

wtwco.com

