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# **Risk Analytics: Weaving Captivating Narratives from Risk Data**

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### Disclaimer

The information presented at this program and in the program materials is for general educational purposes only and is in no way intended to serve as medical or legal advice. For advice on handling specific medical/legal problems, always consult with an attorney or your risk management staff.



# Learning Objectives



#### Learning Objective 1

 Describe the purpose and use of risk data and analytics in the field of risk management through an interprofessional perspective, and its impact on patient safety programming.

#### Learning Objective 2

 Develop a meaningful risk data and analytics program that will drive patient safety initiatives, support operational risk management and patient safety programs, and engage leadership to protect institutional assets.

#### Learning Objective 3

 Recognize how this information is used by brokers and insurance companies for establishing premiums and total loss reduction by partnering with these stakeholders to ensure fiscal responsibility.



### Introduction



- Data is not knowledge, context is critical
- Questions to consider:
  - How does data drive patient safety and risk management?
  - How does data drive your premiums?
  - Who are the key stakeholders and your partners?
  - How does driving data making health care safer?



# **Risk Environment**

- The risk profile in healthcare has risen due to many factors, including:
  - Pandemics and Emerging Infectious Diseases
  - Technological Advancements and Complexity
  - Cybersecurity Threats
  - Aging Population and Chronic Conditions
  - Health Inequalities and Social Determinants of Health
  - Violence in Healthcare Settings
  - Regulatory and Compliance Challenges
  - Natural Disasters and Climate Change
  - Supply Chain Disruptions
  - Mental Health and Addiction Crisis
  - Rapid Technological Adoption
  - Healthcare Workforce Challenges



# **Risk Environment**

### **Costs of Malpractice**



#### Beazley

"The proportion of claims settling in excess of \$10M has never been greater and is increasing at a rate of 10% per annum."



# Finding and Using Data

### Why is risk data important?

- Informed Decision Making
- Identifying Patterns and Trends
- Early Warning Systems
- Outcome Improvement
- Regulatory Compliance and Reporting
- Benchmarking and Comparison
- Resource Optimization
- Predictive Analytics and Machine Learning
- Patient Safety and Quality Improvement Initiatives
- Evidence-Based Practice
- Legal and Liability Considerations
- Continuous Learning and Adaptation



# Finding and Using Data

Understanding your risk data helps:

- Target patient safety initiatives
- Contextualize your losses
- Develop the trends necessary to support action
- $^{\circ}$  Tell a story to leadership and staff
- Affect your insurance premiums
- Drive and Inform KPIs
- Drive meaningful action and patient safety improvements



# A "Divining Rod" for Patient Safety...



### **Claims Data**

### Malpractice Data

- Deeply analyzed cases -- particularly valuable if causation factors can be aggregated
- Provides important "signal data" that can guide what to look for in present-day setting
- Has dollars associated with it

### Limitations:

- Always a look to the past
- Small numbers raise question of statistical significance
- Unique convergences of factors don't generally repeat themselves in exactly the same way



# **Claims** Data

### MPL Approaches to Data



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**Claims Data** 

Righ Management Consultant

First Named Insured

Police Hereb

COVERYS



lick Party Name

Source: Coverys. Used with permission.

# Many "sources of truth" for health care safety

### Other Forms of Data

- Event reports
- Adverse events/RCA/FMEA data
- Root-cause analyses
- Patient complaints
- Professionalism complaints
- Patient satisfaction surveys
- M&M rounds, patient rounds
- Malpractice data
- "Near-miss" data
- Quality Data
- Reportable Events
- Bill Holds
- Credentialing Concerns
- Institutional KPIs





### Benchmarking



#### Internal

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Establish metrics that track performance, drive adoption and measure effectiveness of programs implemented within your organization.

### Regional | Industry

யி

Incorporate comparative analytics specific to your region, venue, and industry you reside to gauge results.

#### National

#### 

Utilize multiple sources of data to provide context and guidance in the further evaluation of risk management strategies.



# Risk Data 101



- Start Slow and in Chunks- Prioritize Needs
- Leadership Understanding and Support
- Learn Who Can Assist You
- Know Your Data Sources and Access
- Determine What is Meaningful and to Whom
- How Does Your Drive Change
- Data Visualization (Dashboards, etc.)



# **Know Your Data Sources**

### What do you and can you collect?

- Complete a Data Source Inventory
  - Data Item
  - Source
  - Owner of Data
  - Accessing Data
  - Various Platforms in which Data Lives
- Standardize Reporting and Documentation
  - Reporting Expectations
  - Time Frames
- Classification and Categorization
- Understand Comparative Data Sets
  - Volume
  - Analysis
- Be Mindful or Protected Information
- Integrate Data Sources with Risk Management Approach



# Meaningful Data



### What information is meaningful and tells the story you need?

- Define the Audience
- Context
- Key Messages
- Visualization
- Narrative
- Highlight Anomalies and Trends
- Comparative Analysis
- Case Studies
- Root Causes
- Strategies/Actionable Insights
- Key Takeaways



# Data to Action



### Use Your Data Effectively to Drive Change?

- Thoughtful analysis and interpretation- geared to the audience
- Prioritization
- SMART approach to change
- Engagement
- PDCA Cycle
- Learn and adapt data to needs
- Communicate progress
- Ensure it supports a culture of safety and high-reliability organization
- Incentivize participation in patient safety initiatives
- Celebrate Achievements



# Visualization



### How do you display data for optimal impact?

- Choose the Right Visualization Type
- Simple and Focused
- Use Clear Labels and Titles
- Color
- Context
- Interactive Data Visualization
- Consider the Audience and Their Ability to Absorb
- Comparative Information
- Visual Cues
- Tell Your Story



# **Visualization Example**





19 The data on this slide was created for this presentation. It does not represent actual incident reporting system data.

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# Visualization Example- Telling the Story







In CY 2020, an interdisciplinary workgroup of front-line staff members performed a common cause analysis and created interventions that resulted in the elimination of mislabeled lab events in Q4, CY 2020.

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# **Visualization Example**



#### Top 10 Challenging Behaviors Observed

Date Range: 1/1/22 – 3/31/22 | All Facilities





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### Visualization Example-Tracking Patient Demographics for Safety Events



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Person Affected Gender

22

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# Medical Staff



### Role of Medical Staff in Risk Analytics

Practitioner Roster Management

### Tracking of Exposure Data- Examples

- Surgical Procedures
- Outpatient Volume
- Emergency Department Visits
- Clinic Visits
- Deliveries
- Residents
- Rehabilitation / Physical Therapy
- Closely Look at Privilege Requests with their Claims History







- Data is critical to providing information and context is key.
- There are a lot of data sources out there. What data is meaningful to your work and what data do others need?
- This is a journey.
- Use your stakeholders to help you interpret and respond to patient safety data.
- Understanding how to tell your story is vital to effective risk mitigation.
- Link data to risk practice, leadership engagement, culture, and high-reliability.







### Thank you for your time and attention.

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