



Manage Risk with More Insight

# OMNISURE CONSULTING GROUP

Products & Services



# HOSPITALS, HEALTHCARE, SENIOR CARE & HUMAN SERVICE ORGANIZATIONS

When your insurance policy comes with OmniSure's risk management services, **your organization benefits from a wealth of knowledge from a diverse network of hospital, healthcare, senior care and human services experts.** OmniSure is a risk services consulting team and partner who will help protect your business by assisting you to assess and reduce risk. For over 20 years, we have helped guide healthcare and human service organizations to success.

**We work diligently with you to help your organization**



Reduce risk



Improve compliance



Provide the best care

Service offerings include:

- Comprehensive OnSight<sup>®</sup> Risk Assessment
- Comprehensive OffSight<sup>™</sup> Risk Assessment
- OnSight<sup>®</sup> Risk & Quality Review
- OffSight<sup>™</sup> Risk & Quality Review
- RiskFit<sup>®</sup> Essentials & Helpline
- Group Training, Webinars, Quick-Tip Videos, Publications, Toolkits

## COMPREHENSIVE ONsIGHT® RISK ASSESSMENTS

For healthcare organizations who are truly serious about managing their risk, the Comprehensive OnSight® Risk Assessment will help you avoid liability claims and lawsuits. Seasoned clinical risk and patient safety consultants with setting-specific expertise will not only go deep to identify and address risks during the full-day detailed onsite inspection, but they will also consult along the way, resulting in the best possible recommendations and a prioritized action plan to avoid claims and prevent lawsuits. And after the assessment, the client has automatic access to resources, tools, and training in the RiskFit® Essentials program, and to a confidential helpline for advice-on-demand.

## COMPREHENSIVE OFFsIGHT™ RISK ASSESSMENTS

When having a Clinical Risk Specialist spend a full day onsite isn't feasible, our Comprehensive OffSight™ Risk Assessment is a great alternative. This assessment is a pandemic-responsive way to identify risks, including infection control and pandemic preparedness. Using a combination of interviews and offsite reviews of policies, procedures, and facility practices, the consultant reports on risks, gives client-specific recommendations and provides guidance for implementing those recommendations. As is OmniSure's universal standard, this service automatically comes with RiskFit® Essentials for ongoing support throughout the policy period.



## OFFSIGHT™ RISK & QUALITY REVIEW

OmniSure's seasoned clinical risk consultants with deep setting-specific expertise specialize in rooting out pertinent information and supporting healthcare organizations with recommendations to reduce risk and avoid losses. The OffSight™ Risk & Quality Review is an abbreviated form of the Comprehensive OffSight™ Risk Assessment. It starts with a review of available external information, including the application, loss runs, survey history, website, online reviews, and other data. This is followed by a video conference interview and best practices consult. The OffSight™ Risk & Quality Review results in a report with risk reduction recommendations, and automatically comes with RiskFit® Essentials to support the organization throughout the policy period.

## ONSIGHT® RISK & QUALITY REVIEW

Sometimes you don't know what risks you have until a trusted set of outside eyes gives you a first-hand report. OmniSure's got you covered. First, OmniSure's seasoned clinical risk consultant with deep setting-specific expertise roots out pertinent information in the OffSight™ Risk & Quality Review. Then, a clinician tours the facility and conducts a brief focused review of clinical processes, documentation, data, or files determined by the consultant's video conference interview. The OnSight® Risk & Quality Review results in a report with best practice recommendations. As with all services provided by OmniSure, it automatically comes with RiskFit® Essentials to support the policyholder throughout the policy period.

## RISKFIT® ESSENTIALS

Every client, no matter the size or setting, deserves the opportunity to reduce risk, improve performance, and get on-demand advice for avoiding lawsuits and professional liability claims. Promote safety and help protect your organization with RiskFit® Essentials. For those who set up a username and password at our online resource center, RiskFit® Essentials programs will take you through a setting-inspired, do-it-yourself consultative journey toward RiskFitness® which ultimately results in a RiskFit® Certificate and the opportunity to download risk-specific tools and resources. In addition, you get monthly RiskTips by email that include videos, podcasts, and checklists. And, best of all, you get unlimited access to OmniSure's Helpline for Advice-on-Demand which is answered live, 24 hours a day, 7 days a week.

Topics such as:

- Enterprise Risk Management
- Communication After an Adverse Outcome
- Patient/Client/Family Satisfaction
- Risks Related to the Opioid Epidemic
- Sexual Abuse Liability
- Patient Termination or Involuntary Discharge
- HIPAA, Regulatory Compliance
- Suicide Prevention
- Quality Assurance Performance Improvement (QAPI)
- Security Risks
- Violence Prevention & Preparedness
- Safe Patient or Client Handling
- Social Media Policies
- Coordination of Care, Communication & Handoff
- Clinical Care Plans & Documentation
- Managing Expectations, Patient Education
- Staff Selection and Credentialing
- Crisis Media Management
- Skin Care & Pressure Injury Prevention
- Fetal Monitoring & Shoulder Dystocia Risks
- Emergency, Disaster & Pandemic Preparedness
- Fall Reduction
- And many more . . .

# GROUP TRAINING, WEBINARS, QUICK-TIP VIDEOS, PUBLICATIONS, TOOLKITS

## With OmniSure you get access to tools, consultants and expertise in:

- Hospitals
- Medical Facilities & Clinics
- Specialty Rehab & Psychiatric Hospitals
- Surgery Centers
- Allied Health
- Home Health & Hospice
- Healthcare Staffing
- Medical Transport & Air Ambulance
- Advanced Practice Providers
- Physicians, Dentists, Medical Practices
- TeleHealth, Rural Health, Digital Health
- Substance Abuse & Pain Management
- Complementary & Alternative Medicine
- Med Spas
- Group Homes
- Skilled Nursing, Assisted Living
- Memory Care
- Youth Service Organizations
- Mental & Behavioral Health
- Counseling Services and more

**RISKFIT® ESSENTIALS**

# RISKFIT® HELPLINE

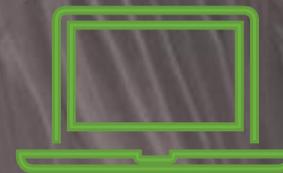
As an active client and policyholder, you have access to the RiskFit® Helpline. Oftentimes, as a health and human services provider, you encounter professional practice, risk and regulatory related questions or issues, and you're just not sure where to go. This is where the helpline can be of assistance.



A patient has complained about me on Yelp...now what?



Does this issue need to be reported to the state regulatory agency?



How much notice is required to dismiss a non-compliant patient from services?

# WHAT ORGANIZATIONS SAY ABOUT OMNISURE

## Self-Insured/Alternative Risk:

“OmniSure’s risk consulting services have been a key component of the success of our Risk Retention Group. We have been quite pleased with their risk management for our organization including their risk assessments, recommendations, and ongoing support. We have materially out-performed the board’s loss ratio projections resulting in significant profits for the RRG and financial dividends for members.”

-Godwin G. Dixon, CEO, Communities of Faith RRG



PRESBYTERIAN  
COMMUNITIES AND SERVICES

## Multi-site CEO:

“Our Company has greatly benefitted from our relationship with OmniSure. The team does an exceptional job in their onsite reviews, their seminars, and in being available in real time to help manage an incident. Their reporting and trending give us evidence we are improving. What I find most valuable is that their vast experience with our industry can help highlight potential problems we were not aware of.”

-Chris G. Spence, President, Wesleyan, Inc.



## Facility Leadership:

“Our consultant always provides us with wonderful support and information. We look forward to her visits and educational e-mails.”

- Diana Patten, Executive Director

“Our consultant makes all the difference in our outcomes. She is more than a ‘consultant’ to JFC. The staff feel that she is a part of the team!”

- Sabrina Porter, President and CEO



Consultative Service	RiskFit® Essentials	OffSight™ Risk & Quality Review	OnSight® Risk & Quality Review	Comprehensive OffSight™ Risk Assessment	Comprehensive OnSight® Risk Assessment
Automatic and Ongoing Engagement Throughout Policy Period					
Unlimited Access to 24/7 Helpline for Advice-on-Demand	✓	✓	✓	✓	✓
Online RiskFit® Essentials Program with Certificate	✓	✓	✓	✓	✓
Monthly RiskTips via Email (Videos, Podcasts, Checklists)	✓	✓	✓	✓	✓
Review & Analysis of External Data					
Client Website & Online Reviews		✓	✓	✓	✓
Regulatory & Survey Data		✓	✓	✓	✓
Claims History Analysis		✓	✓	✓	✓
Application & Submission Info		✓	✓	✓	✓
Underwriting Questions		✓	✓	✓	✓
Analysis of Operations					
Interview Member(s) of Leadership Team		✓	✓	✓	✓
Discuss & Report on Recommended Clinical Practices		✓	✓	✓	✓
Review of Client Supporting Documentation			✓	✓	✓
Facility Tour & Visual Inspection			✓	✓	✓
Comprehensive Audit of Risk Management, Quality of Care, Facility Practices				✓	✓

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