Konnect

RISKONNECT CONFERENCE 2022

EDUCATE

erm • project risk mgmt • bcr • health & safety • rmis • claims admin • esg • iprm • compliance • policy mgmt • internal audit

WELLNESS

RISK UNDER ONE ROOF

Confidential

Konnect
RISKONNECT CONFERENCE 2022

Better Together: The Value of Integrating Safety and Claims Data

Margie Lim-Morison, RN, JD

Vice President, Risk Management
Rochester Regional Health

Sam Stribling, MBA

Senior Vice President, Marsh Advisory, Consulting Solutions, Marsh

RISK UNDER ONE ROOF

Confidential

Konnect
RISKONNECT CONFERENCE 2022

Hartford HealthCare

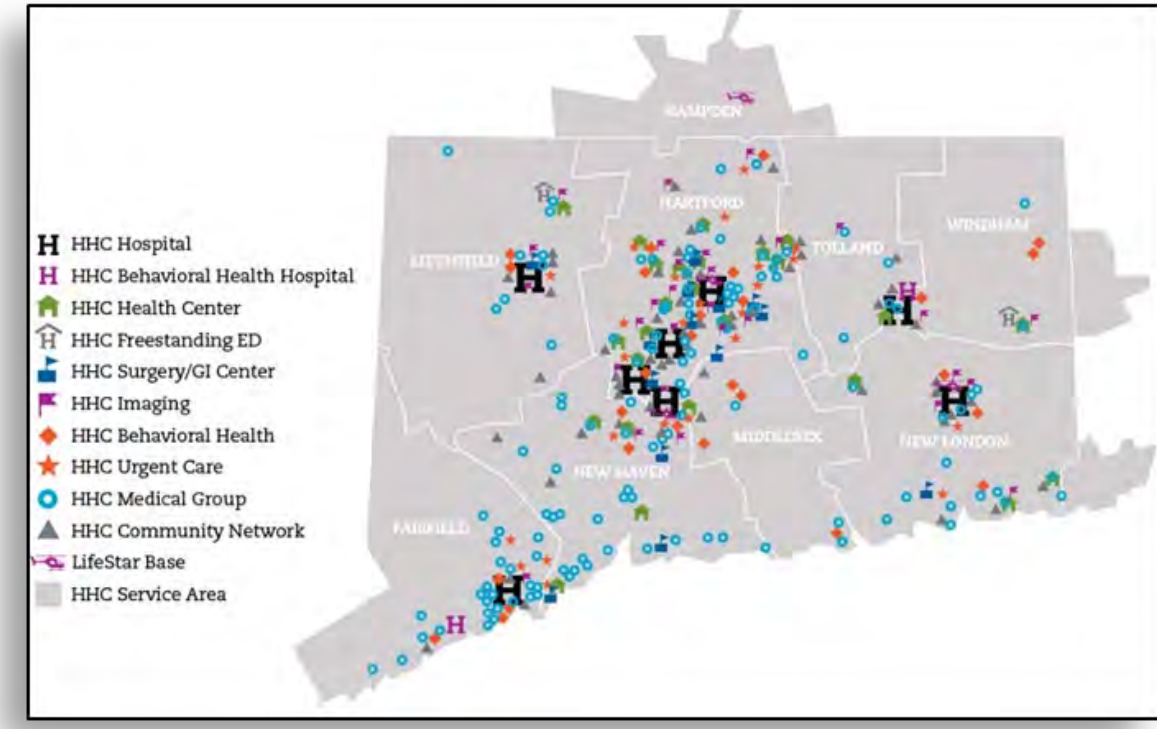
RISK UNDER ONE ROOF

Confidential

RISK UNDER ONE ROOF

Hartford Healthcare

- 8 hospitals across 5 regions
- 33,000 staff members
- 430+ locations
- Largest behavioral health network
- Caring for over 1.7M Connecticut residents



Confidential

Our Riskonnect Journey

Where we've come from

- TPA managed claims
- Separate and ineffective event management system
- Inaccessible and unreliable claims and events data
- Paper claim files

Confidential

STEP 1 of our Journey

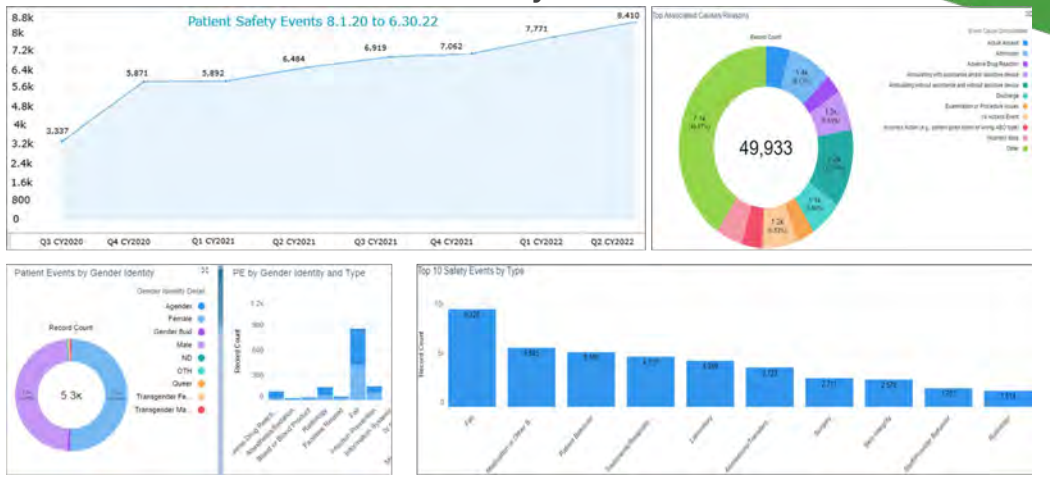
- Bring claims and claims data management in-house
- Single platform for Claims and Safety/Events reporting
- Data integrity, taxonomy optimization
- Aggregation of Safety/Events and Claims data

Confidential

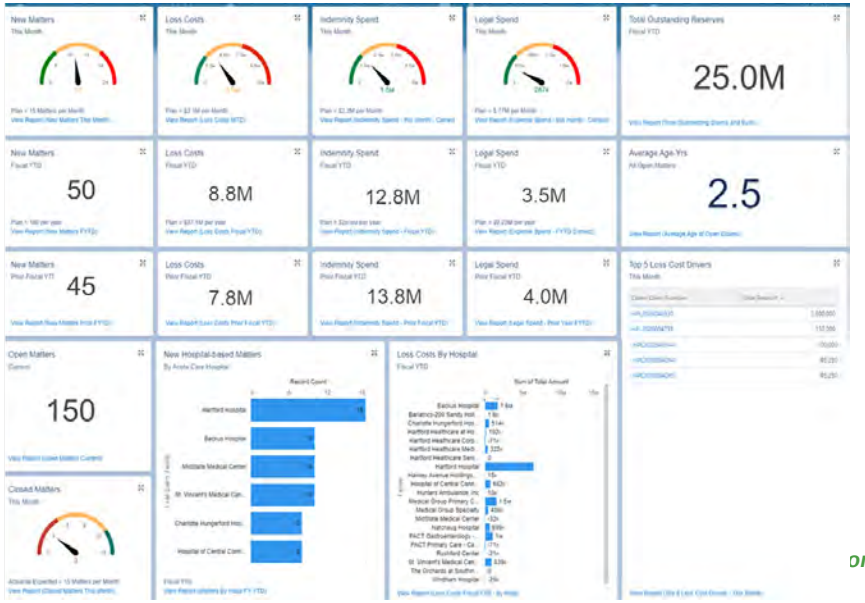
STEP 2 of our Journey

- Electronic claims file
- Optimizing process for managing events – Increased reporting
- Customized dashboards and reports are telling as story…but in silos
- Identifying trends and looking for signals
- Raising awareness amongst leadership

Patient Safety Dashboard



Claims Activity Dashboard



onfidential

RISK UNDER ONE ROOF

Where are we heading?

STEP 3

- Coalescing the data between the silos
- Leveraging other sources (e.g., EMR, Events, Patient Feedback, RCA modules)
- Key performance indicators and metrics
- Enriching the analytics to strengthen the signals

STEP 4

- Correlations to other key metrics and indices
- Leading/lagging indicators for predictive data analytics

Confidential

Konnect
RISKONNECT CONFERENCE 2022

ROCHESTER REGIONAL HEALTH

RISK UNDER ONE ROOF

Confidential

RISK UNDER ONE ROOF

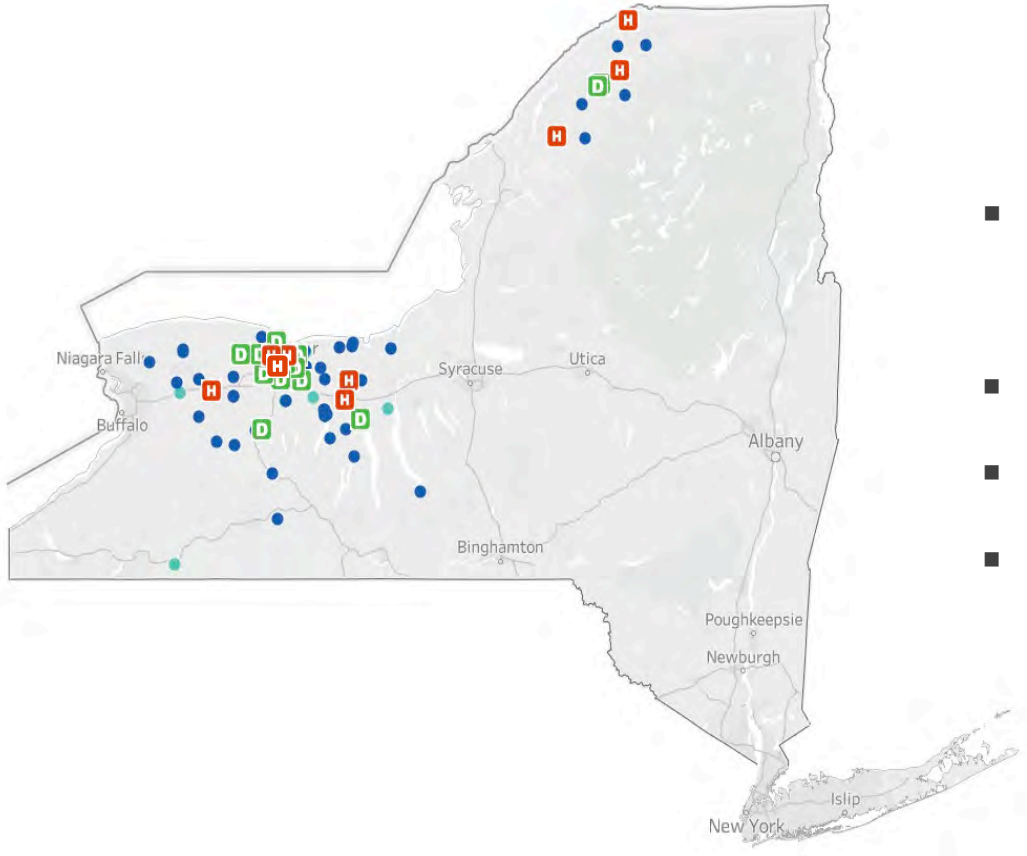
ROCHESTER REGIONAL HEALTH

NINE ACUTE CARE HOSPITALS

Rochester General Hospital
Unity Hospital
Unity Specialty Hospital
Clifton Springs Hospital & Clinic
Newark-Wayne Community Hospital
United Memorial Medical Center
Canton-Potsdam Hospital
Gouverneur Hospital
Massena Hospital

OTHER LOCATIONS

Destination campuses (13)
Urgent care (11)
Physician practices (100+)
Dialysis centers (7)
Lab service centers (46)
PACE centers (4)
Adult day programs (6)

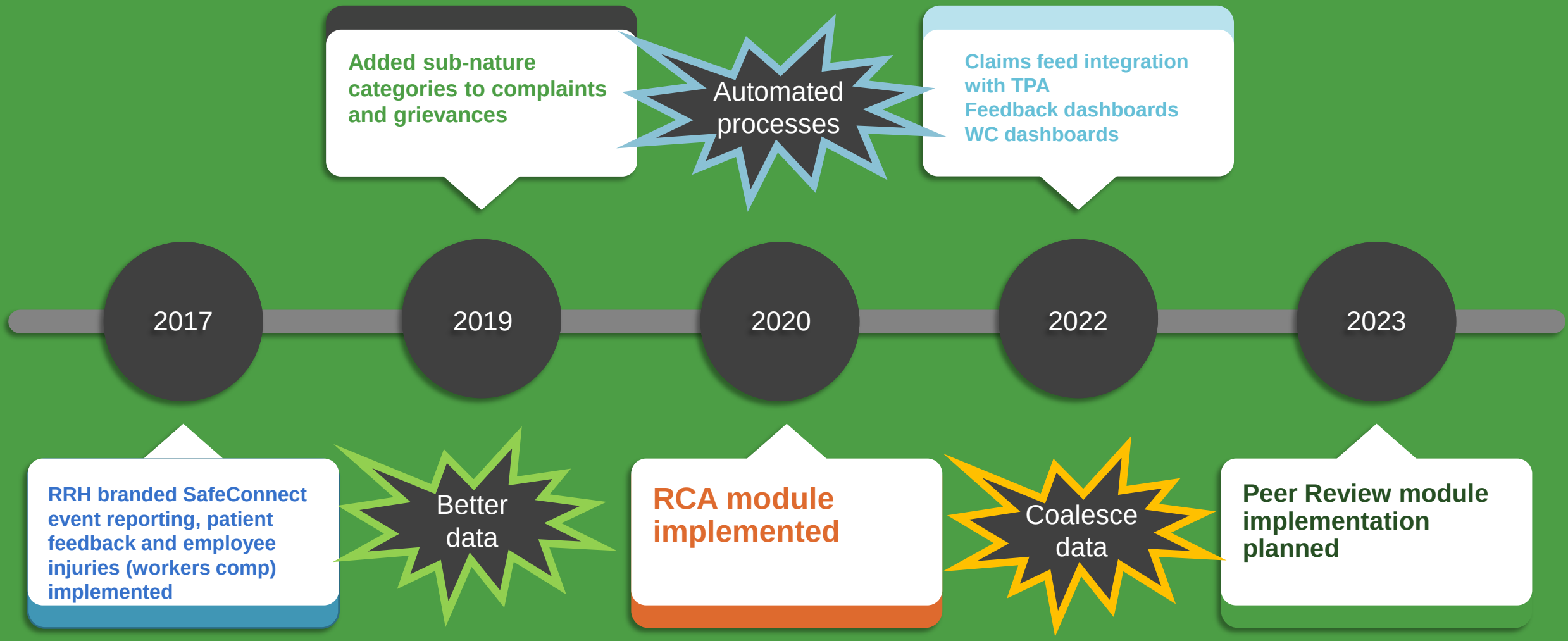


- 9 hospitals across 5 regions
- 19.5K employed staff
- 2700+ medical staff
- 407K behavioral health visits annually

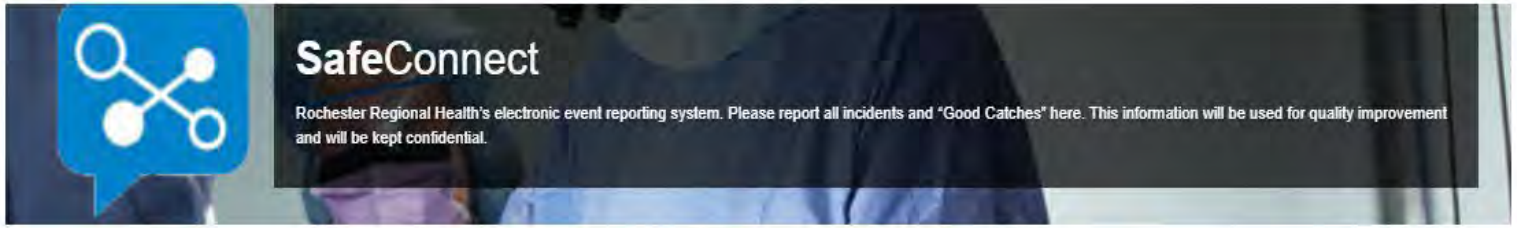
Confidential

ROCHESTER REGIONAL HEALTH

SafeConnect Journey



ROCHESTER REGIONAL HEALTH SafeConnect Home



Site Home | Email Support | Documents | Cheat Sheets | Recent Communicatio | Summary Reports

For Additional Assistance

Call the Help Desk at: 922-HELP (922-4357)

Email: mail ITService@rochesterregional.org

Submit a ticket through MyIT Service Request. Please reference "SafeConnect" when reporting your issue.

SafeConnect
Report an event

SafeConnect
Follow up on an event

SafeConnect
Access Request / Change

SafeConnect
Request a Report

Important Links

- FAQ's
- Downtime Form
- Event Type Listing
- SafeConnect User Guide for Owners
- SafeConnect User Guide for Reviewers

https://riskonnectrrh.lightning.force.com/lightning/n/Home

For quick access, place your favorites here on the favorites bar. Manage favorites now

Search...

Healthcare | Home | Use Cases | Patient Events | Patient Feedback | Employee Events | HIPAA Compliance

Home

Welcome To Riskonnect!!!

Assignments Grid

Current | Historic

Patient Event Reviews | Employee Event Reviews | Patient Feedback Reviews | Physician Reviews

To Do List (Clicking the Column Headers will sort the data) 0

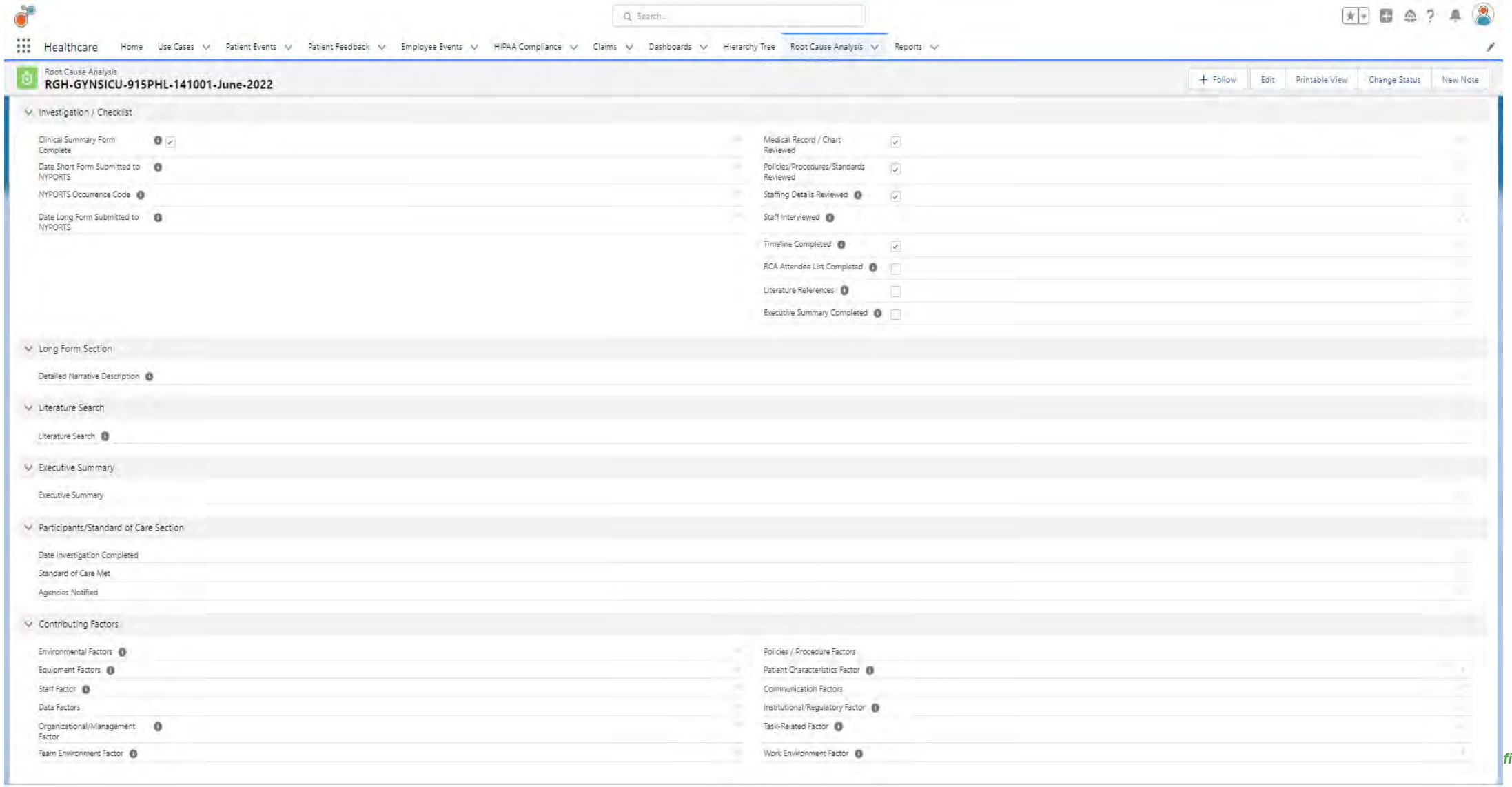
Actions	Patient Event #	Review Number	Date of Event	Due Date	Patient Name	Type of Event	Status	Re

No records available.

Patient Event Search | Patient Feedback Search | Employee Event Search | Claim Search

This 2019 project won silver at the Greater Rochester Quality Council award in Team excellence.

RISK UNDER ONE ROOF



fidential

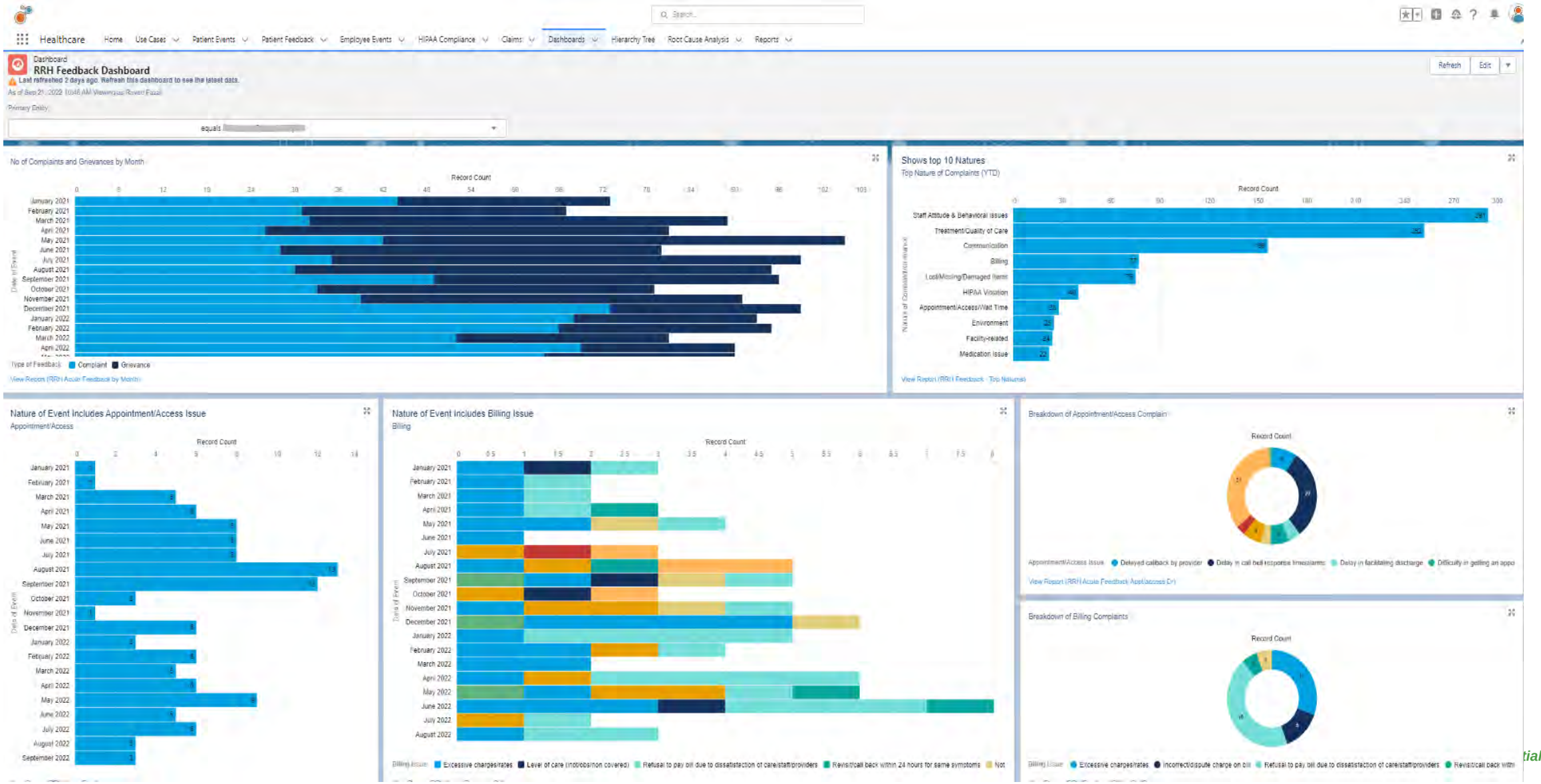
Compliant/Grievance Data
Category: Staff attitude and behavior issues

SUBCATEGORIES:

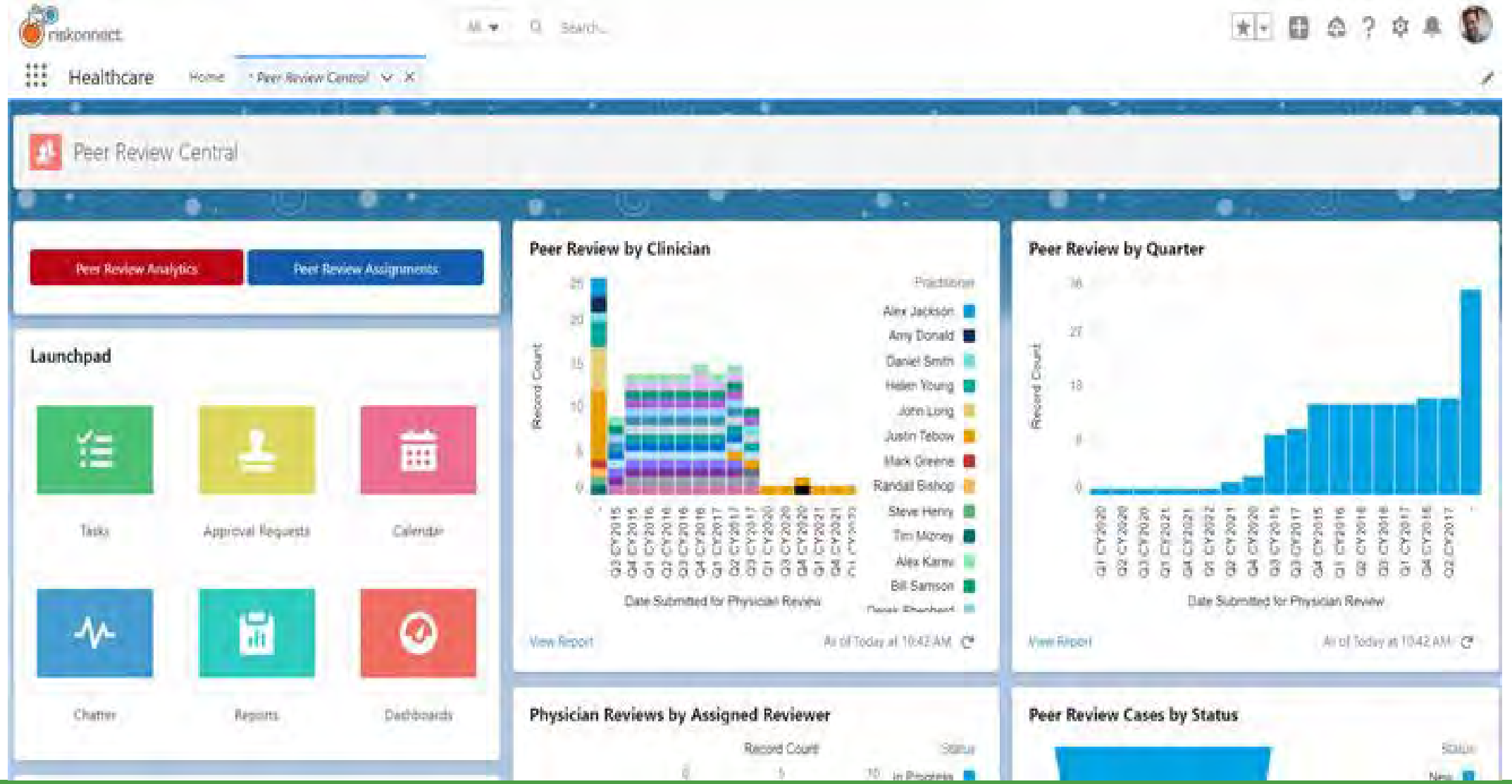
- Lack of attentiveness to patient and family needs
- Lack of compassion
- Disrespectful/lack of courtesy/condescending
- Insensitive to feelings/socio-economic status/cultural beliefs
- Accusatory remarks/scolding by provider

Confidential

RRH Patient Feedback Dashboard

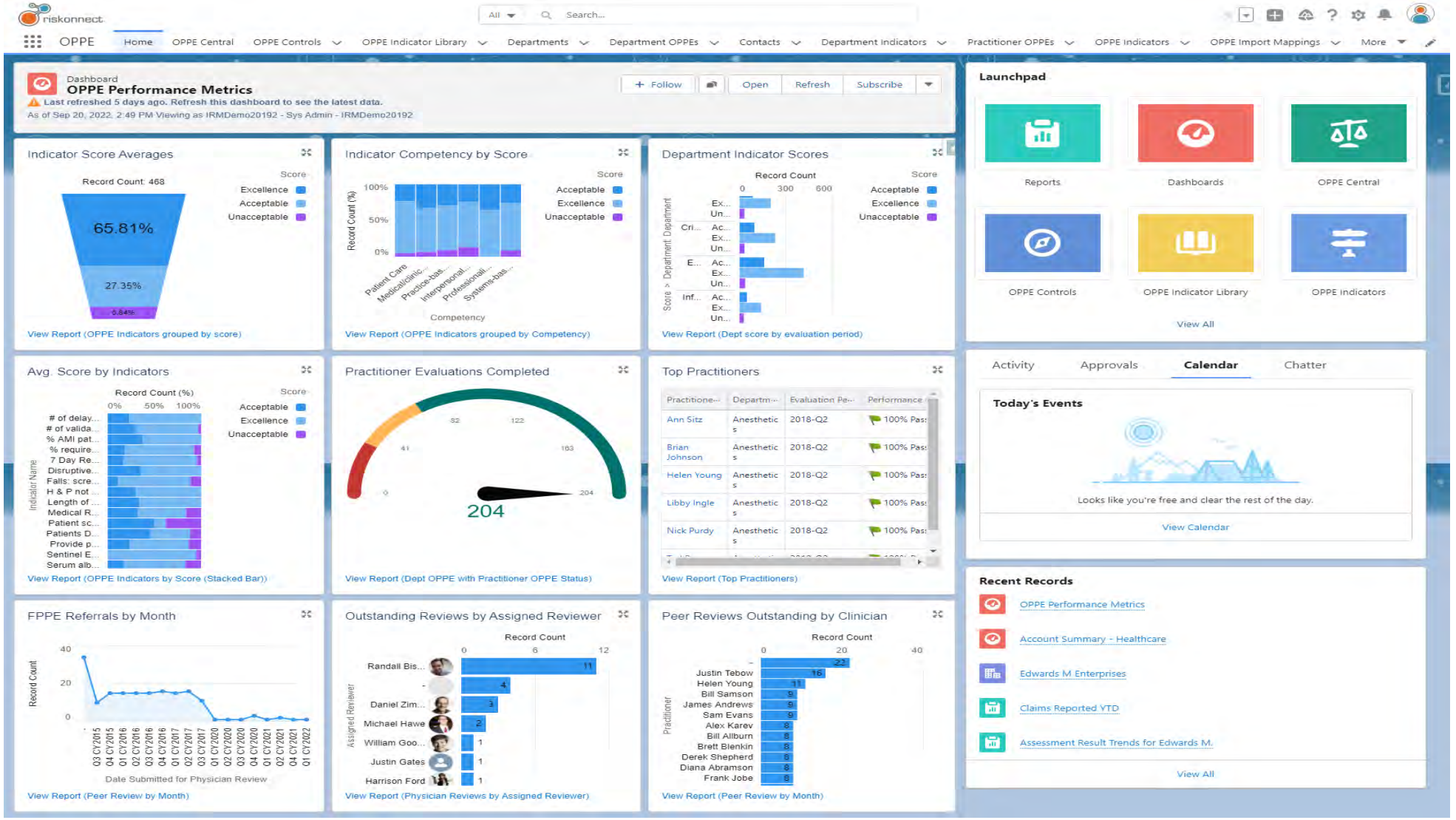


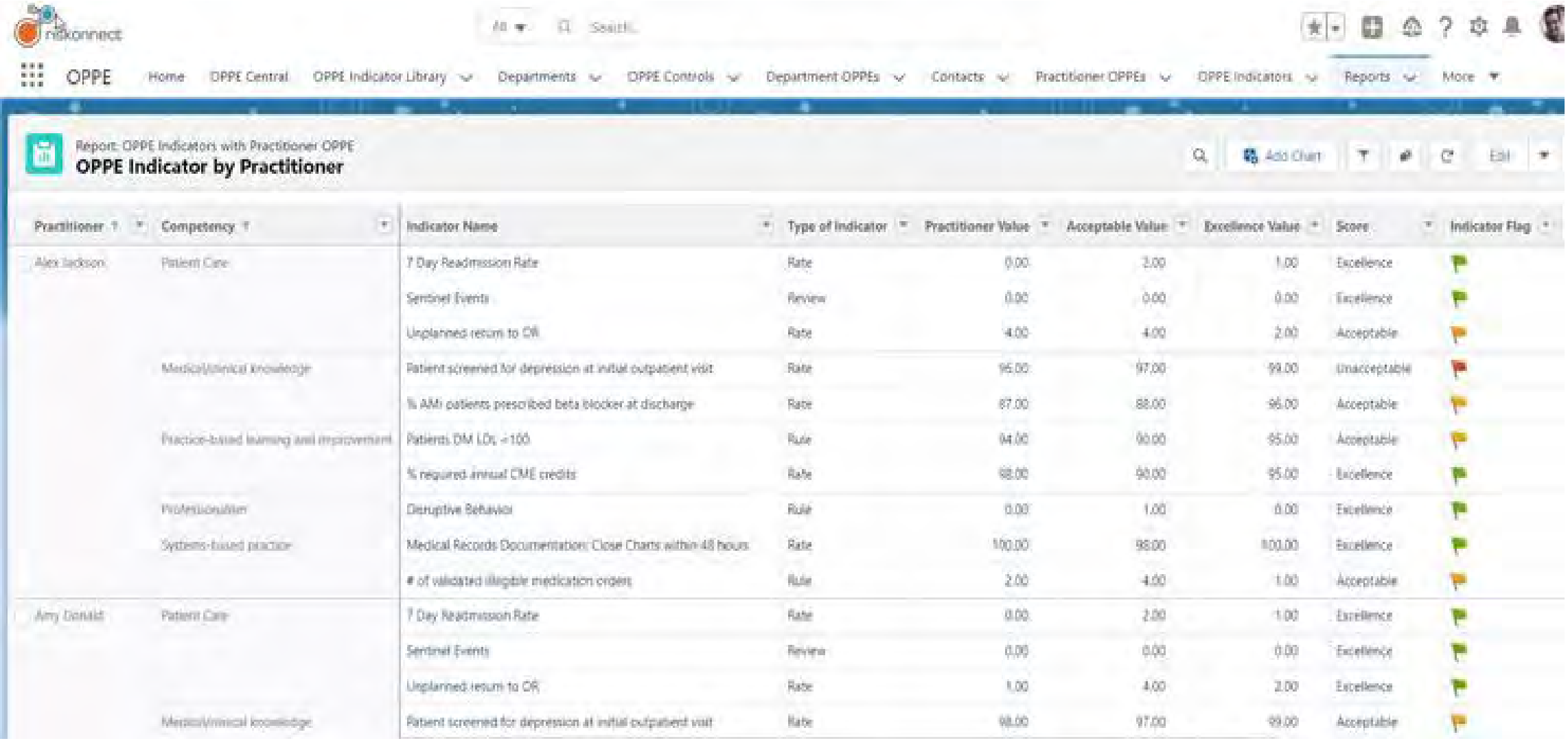
Peer Review module dashboard



Confidential

OPPE dashboard





riskonnect

All Search...

OPPE Home OPPE Central OPPE Indicator Library Departments OPPE Controls Department OPPEs Contacts Practitioner OPPEs OPPE Indicators Reports More

Report: OPPE Indicators with Practitioner OPPE

OPPE Indicator by Practitioner

Add Chart Edit

Practitioner	Competency	Indicator Name	Type of Indicator	Practitioner Value	Acceptable Value	Excellence Value	Score	Indicator Flag
Alex Jackson	Patient Care	7 Day Readmission Rate	Rate	0.00	2.00	1.00	Excellence	
		Sentinel Events	Review	0.00	0.00	0.00	Excellence	
		Unplanned return to OR	Rate	4.00	4.00	2.00	Acceptable	
	Medical/clinical knowledge	Patient screened for depression at initial outpatient visit	Rate	95.00	97.00	99.00	Unacceptable	
		% AMI patients prescribed beta blocker at discharge	Rate	87.00	88.00	96.00	Acceptable	
	Practice-based learning and improvement	Patients DM LDL <100	Rule	94.00	90.00	95.00	Acceptable	
		% required annual CME credits	Rate	98.00	90.00	95.00	Excellence	
	Professionalism	Disruptive Behavior	Rule	0.00	1.00	0.00	Excellence	
	Systems-based practice	Medical Records Documentation: Close Charts within 48 hours	Rate	100.00	98.00	100.00	Excellence	
		# of validated illegible medication orders	Rule	2.00	4.00	1.00	Acceptable	
Amy Donald	Patient Care	7 Day Readmission Rate	Rate	0.00	2.00	1.00	Excellence	
		Sentinel Events	Review	0.00	0.00	0.00	Excellence	
		Unplanned return to OR	Rate	1.00	4.00	2.00	Excellence	
	Medical/clinical knowledge	Patient screened for depression at initial outpatient visit	Rate	98.00	97.00	99.00	Acceptable	

Confidential

Konnect
RISKONNECT CONFERENCE 2022

Questions?

DISCOVER

project risk mgmt • bcr • health & safety • rmis • claims admin • esg • tprm • compliance • policy mgmt • internal audit • erm •

RISK UNDER ONE ROOF

Confidential

Connect with us.

Margie Lim-Morison

e: Margie.Lim-Morison@rochesterregional.org

t: 585.922.8664

w: rochesterregional.org

Sam Stribling, MBA

e: Samuel.Stribling@Marsh.com

t: 770.891.8936

w: www.marsh.com

Confidential