Konnect
RISKONNECT CONFERENCE 2022

WELLNESS

EDUCATE

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

RISK UNDER ONE ROOF

Confidential

Riskonnect Healthcare

Healthcare Integrated Risk Management

Single platform that integrates clinical safety and risk with quality management, regulatory compliance and enterprise risk management.

Intuitive, flexible and scalable for all healthcare provider organizations across the continuum of care.

Patient & Visitor Safety
- Incident Reporting and Management
- Investigations
- Root Cause & Contributory Factors
- Corrective Action Management

Patient Experience
- Complaints & Grievances
- Compliments & Staff Recognition
- Service Recovery

Claims & Insurance
- All Coverages
- Litigation
- Certificates of Insurance
- Insurance Policy Management

Provider Quality Management
- Provider Quality Scorecards
- Peer Review

Employee Health & Safety
- Incident Reporting & Investigation
- Workers' Compensation

Rounding
- Accreditation
- Safety
- Environment of Care
- Infection Prevention/Control

Privacy & Compliance
- HIPAA Incident Reporting
- Regulatory Compliance

Confidential

Riskonnect

RISK UNDER ONE **ROOF**

Governance, Risk & Compliance

Broader Integrated Risk Management

Additional capabilities can be added and integrated into most comprehensive integrated risk management solution suite available.

Utilized by more than 2,000 organizations globally in every industry.

Third Party Risk Management

Business Continuity & Organizational Resiliency

Employee Health & Safety

Internal Audit

Regulatory Compliance

Project Risk

Environmental Sustainability
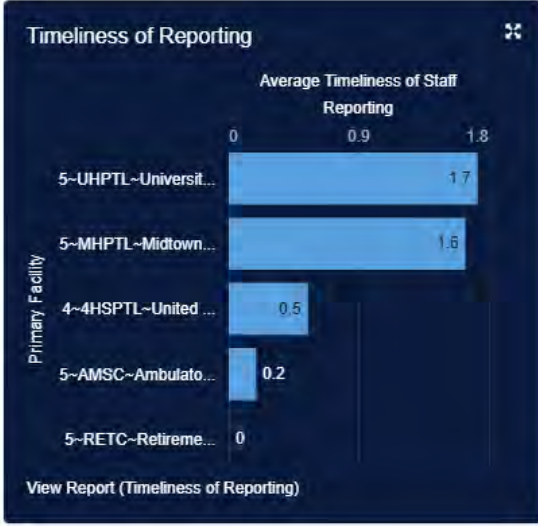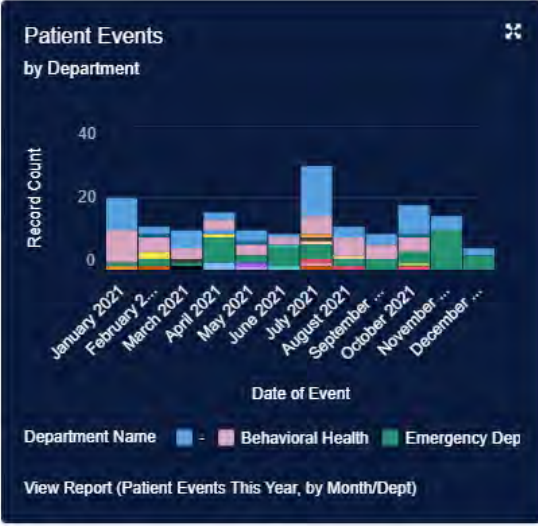
Diversity, Equity & Inclusion

Peer Review Central

Peer Review Analytics   **Peer Review Assignments**

Launchpad

Tasks

Approval Requests

Calendar

Chatter

Reports

Dashboards

This month's completed reviews   More

This month's completed reviews
3+ items, sorted by Peer Review #
Filtered by Refer to Peer Review Committee, Record Type

1245

Peer Review by Clinician

Record Count
25
20
15
10
5
0

Q3 CY2015 Q4 CY2015 Q1 CY2016 Q2 CY2016 Q3 CY2016 Q4 CY2016 Q1 CY2017 Q2 CY2017 Q3 CY2017 Q1 CY2020 Q3 CY2020 Q4 CY2020 Q1 CY2021 Q4 CY2021 Q1 CY2022

Date Submitted for Physician Review

Practitioner
Alex Jackson
Amy Donald
Daniel Smith
Helen Young
John Long
Justin Tebow
Mark Greene
Randall Bishop
Steve Henry
Tim Mizney
Alex Karev
Bill Samson
Derek Shepherd

View Report   As of Today at 11:19 AM ↻

Peer Review by Quarter

Record Count
36
27
18
9
0

Q1 CY2020 Q2 CY2020 Q3 CY2020 Q1 CY2021 Q2 CY2021 Q2 CY2021 Q4 CY2020 Q3 CY2015 Q4 CY2015 Q1 CY2016 Q2 CY2016 Q3 CY2016 Q1 CY2017 Q4 CY2017 Q2 CY2017

Date Submitted for Physician Review
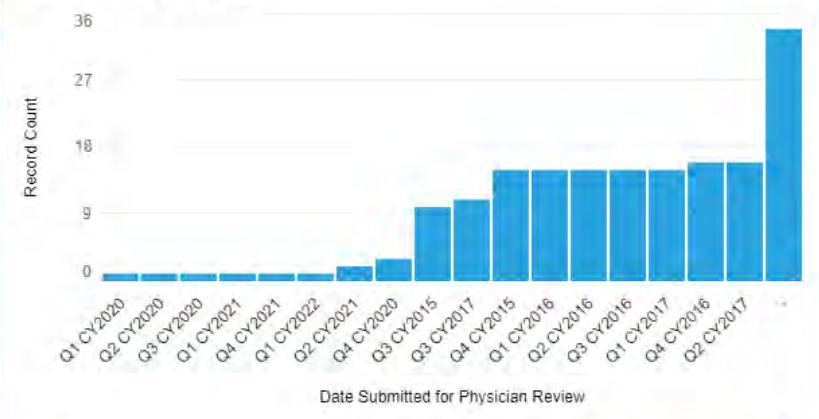
View Report   As of Today at 11:19 AM ↻

Physician Reviews by Assigned Reviewer

Record Count
0   2   4   6   8   10

Randall Bishop   In Progress
                 New   10
-                New   4
Daniel Zimmerm... New   3
Michael Hawe   New   2
William Goodloe   New   1
Justin Gates   New   1
Harrison Ford   New   1
Diana Abramson   New   1

Assigned Reviewer > Status

Status
In Progress
New

Peer Review Cases by Status

147

Status
New
In Progress
Quality Case Review
Waiting on Practitioner Review
Department Committee Review
Peer Review Committee Review
Closed

OPPE | Home | OPPE Central | OPPE Controls ▼ | OPPE Indicator Library ▼ | Departments ▼ | Department OPPEs ▼ | Contacts ▼ | Department Indicators ▼ | Practitioner OPPEs ▼ | OPPE Indicators ▼ | OPPE Import Mappings ▼ | More ▼

Dashboard
OPPE Performance Metrics
⚠ Last refreshed 3 days ago. Refresh this dashboard to see the latest data.
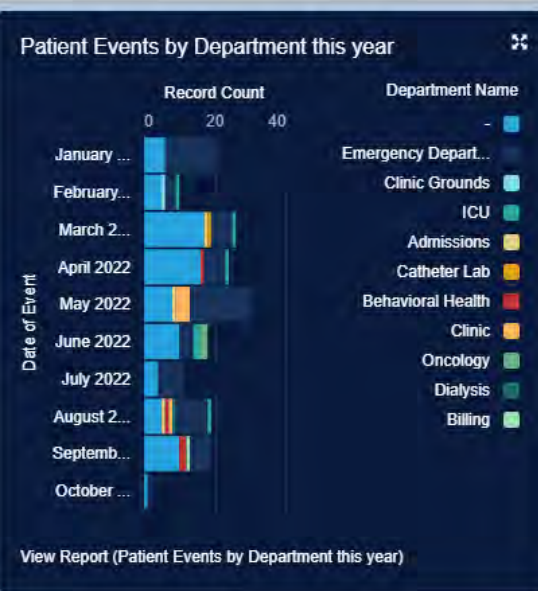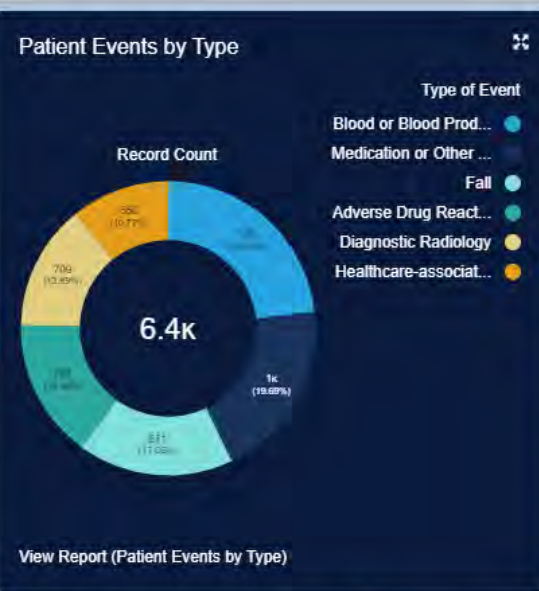As of Oct 6, 2022, 2:26 PM· Viewing as IRMDemo20192 - Sys Admin - IRMDemo20192

+ Follow | Open | Refresh | Subscribe ▼

Launchpad

Reports

Dashboards

OPPE Central

OPPE Controls

OPPE Indicator Library

OPPE Indicators

View All

Indicator Score Averages

Record Count: 468

Score
- Excellence
- Acceptable

OPPE

Streamline the OPPE process!
-Indicator Library
-Departments and Providers
-Provider Scorecards by competency and indicators over time
-Workflows and approvals
-Refer unacceptable indicators for FPPE reviews

Step 6/10

Dismiss | Next

Indicator Competency by Score

Score
- Acceptable
- Excellence
- Unacceptable

Record Count (%)
100%
50%
0%

Competency: Patient Care, Medical/clini..., Practice-bas..., Interpersonal..., Professionali..., Systems-bas...

View Report (OPPE Indicators grouped by Competency)

Department Indicator Scores

Record Count: 0, 300, 600

Score
- Acceptable
- Excellence
- Unacceptable

Department: Ane... (Acc..., Exc..., Una...), Car... (Acc..., Exc..., Una...), Criti... (Acc..., Exc..., Una...), Em... (Acc..., Exc...)

View Report (Dept score by evaluation period)

Record Count (%)
0% 50% 100%

Score
- Acceptable
- Excellence
- Unacceptable

Indicator Name:
# of delayed ...
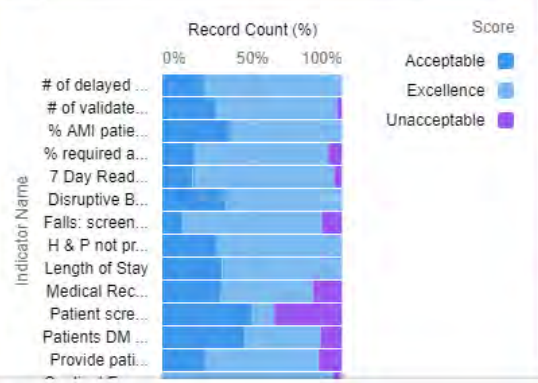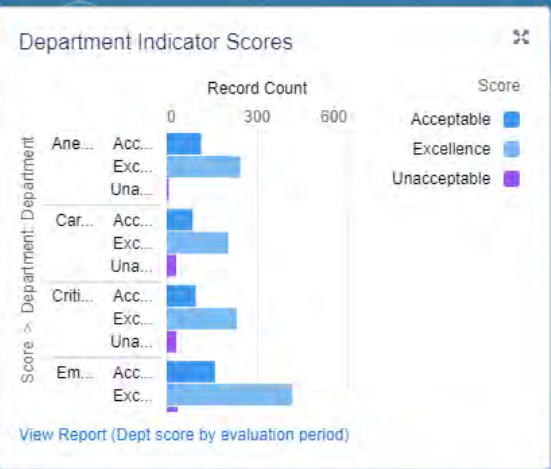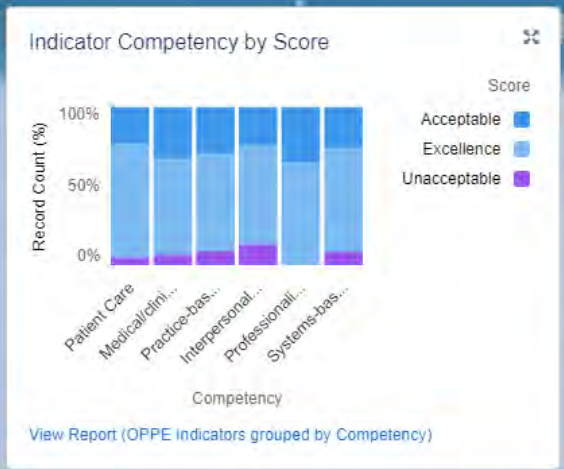# of validate...
% AMI patie...
% required a...
7 Day Read...
Disruptive B...
Falls: screen...
H & P not pr...
Length of Stay
Medical Rec...
Patient scre...
Patients DM ...
Provide pati...

Practitioner Evaluations Completed

82 102 122
81   143
41   163
20   184
0   204

204

Top Practitioners

Practitioner...↑	Departme...	Evaluation Peri...	Performance Fl...
Ann Sitz	Anesthetics	2018-Q2	🚩 100% Pass
Brian Johnson	Anesthetics	2018-Q2	🚩 100% Pass
Helen Young	Anesthetics	2018-Q2	🚩 100% Pass
Libby Ingle	Anesthetics	2018-Q2	🚩 100% Pass
Nick Purdy	Anesthetics	2018-Q2	🚩 100% Pass
Ted Bower	Anesthetics	2018-Q2	🚩 100% Pass

Activity | Approvals | **Calendar** | Chatter

Today's Events

Looks like you're free and clear the rest of the day.

View Calendar

⏱ History

Safety Huddle Central

Launchpad

Tasks	Calendar	Approval Requests
Chatter	Reports	Dashboards

Recent Items (0)

Dashboard
Safety Huddle
As of Oct 10, 2022, 11:41 AM·Viewing as Michael Hawe

Follow | Open | Refresh | Subscribe

Completed Safety Huddle Issues

Corrective & Preventive Actions: Corr···	Pri···	Safety Huddle: Safe···	Hierarchy
CA-000403	Norm	SH21-07-000004	4~4HSPTL~United Hospital Centers Pharmacy
CA-000425	Norm	SH21-07-000001	4~4HSPTL~United Hospital Centers Pharmacy
CA-000426	Norm	SH21-10-000188	6~EMERG~Emergency Department

View Report (Completed Safety Huddle Issues)

Safety Huddle - RCA Review

Sum of Root Cause(s) Determined

Status	Value
-	8
New	5
In Progress	0
Investigation	4
Analysis	1
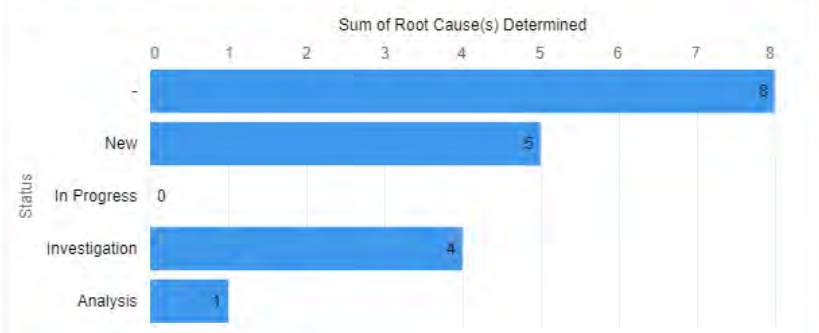
View Report (Safety Huddle - RCA Review)

Safety Huddles
All

New | Import | Printable View

3+ items • Sorted by Safety Huddle Name • Filtered by All safety huddles • Updated a few seconds ago

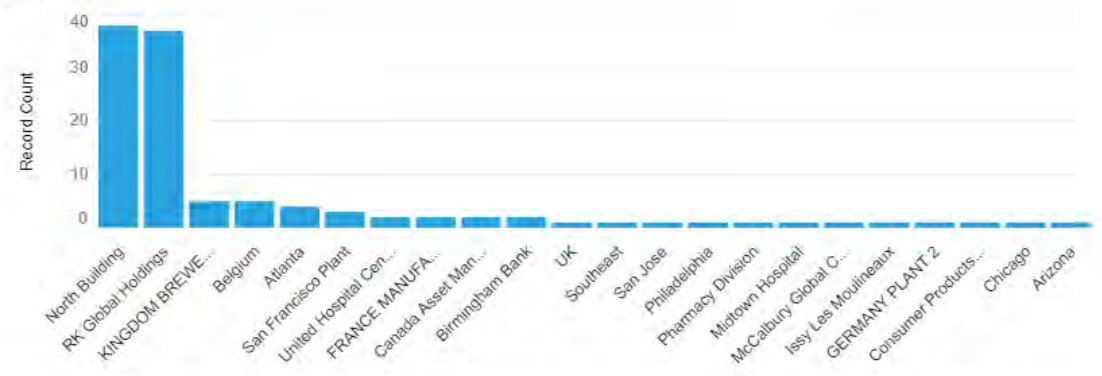|	Safety Huddle Name ↑	Location/Department	Date	Status	Record Type
1	SH21-07-000001	6~EMERG~Emergency Department	7/27/2021	New	
2	SH21-07-000002	4~4HSPTL~United Hospital Centers Pharmacy	7/27/2021	New	
3	SH21-07-000003	4~4HSPTL~United Hospital Centers Pharmacy	7/26/2021	Complete	

Recent Items | Quick Links | Patient Event Search | Patient Feedback Search | Employee Event Search | Training Links

All ▼ | Search...

Dashboard | Corrective Actions

Performance Across the Organization

Record Count

Scoring Levels

Low Performing (under 70%) ●
Mid Performing (70-85%) ●
High Performing (over 85%) ●

96
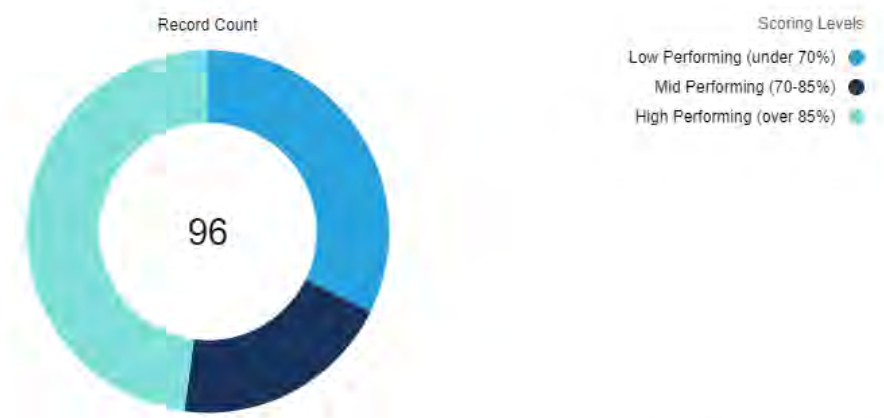
View Report

As of Today at 11:19 AM

Questionnaires - Most Active Locations

Record Count

40
30
20
10
0

North Building, RK Global Holdings, KINGDOM BREWE..., Belgium, Atlanta, San Francisco Plant, United Hospital Cen..., FRANCE MANUFA..., Canada Asset Man..., Birmingham Bank, UK, Southeast, San Jose, Philadelphia, Pharmacy Division, Midtown Hospital, McCatbury Global C..., Issy Les Moulineaux, GERMANY PLANT 2, Consumer Products..., Chicago, Arizona

Quick View | Activity | Chatter

Non-Clinical Rounding Portal

Notes:
- Open in Private/Incognito Window
- Use Contact to log in (e.g. Aaron Adjuster)

Launchpad

Branding

Questionnaire Template Builder

Hierarchy

Reports

Dashboards

Report Manager

Quick Links

Confidential

Dashboard   **Corrective Actions**

Quick View   Activity   Chatter

Corrective Actions
Corrective Actions from Questionnaires

New   Change Owner   Import   Printable View

5+ items • Sorted by Corrective Actions Name • Filtered by All corrective actions - Record Type, Questionnaire Form Status • Updated a minute ago

Search this list...

	Correc... ↑ ∨	Assigned To User ∨	Corrective Action Description	∨	Due Date ∨	Status ∨	Questio... ∨	Pr... ∨	
1	CA-000231	Ariel Norvell	Need to display the OSHA poster		8/23/2019	Complete	Form-0000		▼
2	CA-000232	Josh McJenkin	Display the OSHA poster.		8/30/2019	Complete	Form-0002		▼
3	CA-000234	Matthew Meldrum	OSHA Poster must be displayed.		11/29/20...	Complete	Form-0008		▼
4	CA-000235	Josh McJenkin	OSHA Poster needs to be relocated to more prominent location (i.e. not ob...		11/22/20...	Complete	Form-0010		▼
5	CA-000255	Rachel Ebert	Please inspect the poster		5/28/2020	Complete	Form-0061		▼

Non-Clinical Rounding Portal

Notes:
- Open in Private/Incognito Window
- Use Contact to log in (e.g. Aaron Adjuster)

Launchpad

Branding

Questionnaire Template Builder

Hierarchy

Reports

Dashboards

Report Manager

Recent Records

Questionnaire Form - Scoring Levels

Questionnaires - Most Active Locations

Safety Huddle

OPPE Performance Metrics

Peer Review Cases by Status

Recent Templates (0)

View All

Quick Links

Confidential

Healthcare Provider Blueprint: Product Coverage

MARKETING & OUTREACH	SERVICE ENGAGEMENT	PROVIDER & NETWORK ENGAGEMENT	CARE MANAGEMENT & COORDINATION	CLINICAL WORKFLOW SUPPORT	CUSTOMER EXPERIENCE	EMPLOYEE EXPERIENCE
Consumer Data Aggregation	Contact & Inquiry Management	Provider Relationship Management	Care Management	Clinical Workflow & Documentation	Patient Engagement	Employee Administration
Segment / Campaign Management	Patient Scheduling	Provider Onboarding	Care Coordination	Care in the Community	Patient Journey Management	Employee Onboarding
Event & Brand Management	Patient Administration	Network Development	Population Health Mgmt	Virtual Health	Activity Management	Employee Collaboration
Precision Marketing	Worklist Management	Medical Referral Management	Clinical Trial Engagement	Value Based Care	Patient Education	Human Resources

PLATFORM ENABLERS

Patient 360	Compliance	Automation	App Dev	HIPAA/HITRUST / GDPR
Integration	Security	Intelligence	Sustainability	

API & DATA SOURCES

HL7 / EDI / X12
Clinical Data Model

Legend: Strong Coverage | Moderate Coverage | Low/No Coverage | 3RR 3 Release Roadmap | LRP Long Range Plan | Partners | Partner Needed | In-market ISV Partner

pwc

Sign in | Register   United States ∨

Featured insights   Capabilities   Industries   Products   About us   Careers

Search

Home > Research and insights > Case studies > Scripps Health call center improves internal processes to boost patient satisfaction

Scripps Health improves internal processes to boost patient satisfaction

CLIENT	INDUSTRY	OUR ROLE	FEATURING
Scripps	Health services	Implementation and integration of a redesigned call center platform	Salesforce

Where or how did innovation come into play?

"This was a great opportunity to consolidate multiple systems onto a single platform with a 360-degree view of our patients and prospects, providing a more efficient employee experience for our agents. We can now view data at both the individual level and higher reporting level in one location, which helps us make better data-informed decisions."

How does the solution blend the strengths of technology and people?

"With a streamlined, automated and integrated platform, our call center agents can provide faster and more effective patient services, helping them focus more on patient needs instead of digging for relevant information. It's creating lower average call times, higher productivity and greater customer satisfaction. Our agents now have the tools they need to succeed at their fingertips, while patients benefit from timelier and more satisfying customer experiences."

Interview with:

Jamie Ryan

Senior Director of Digital Technology and Marketing Operations, Scripps Health

14%
Increase in appointments scheduled

4%
Increase in customer satisfaction scores

700+
New patient appointments scheduled and 9,500+ provider referrals conducted over a 2-month span

- Leveraging Salesforce solutions to modernize and integrate healthcare services

- Leveraging Salesforce solutions to modernize and integrate healthcare services

VA Health Connect

Seek Emergency Care:

- Chest pain/discomfort
- A head injury
- Difficulty breathing
- Severe burns
- Loss of consciousness (passing out)
- Suspected broken bone
- Severe allergic reaction
- Sudden weakness/numbness on one side of your body; sudden & severe headache orvision changes or loss of vision
- Uncontrollable vomiting/diarrhea
- Severe stomach pain
- Seizure
- Uncontrollable bleeding
- Drug overdose
- Thoughts of hurting yourself or others
- Poisoning (call Poison Control at 800-222-1222)

MUST Notify VA within 72 hours for Non-VA Emergency Room or Hospital.

Other Important Information:

Prescription Refill and Inquiries:

Black Hills: 1-855-560-1719

Central Iowa (Des Moines): 1-855-560-1717

Fargo: 1-855-560-1718

Iowa City: 1-855-560-1720

NWI-Grand Island, Lincoln, & Omaha:

1-855-560-1722

Minneapolis: 1-855-560-1721

Sioux Falls: 1-855-560-1723

St. Cloud: 1-855-560-1724

Questions on VA care, benefits, and services:

1-800-MyVA411 (1-800-698-2411)

My healthevet
www.myhealth.va.gov

Help Desk: 877-327-0022

Monday -Friday 7:00 am – 7:00 pm CST

VA Health Connect

The Right Care, Right Now

VISN 23
VA Health Connect

CONTACT US
833-983-0492
Monday through Friday
7:00 am to 7:00 pm CST
(Except federal holidays)

RISK UNDER ONE **ROOF**

VA HEALTH CONNECT
Services Offered 24/7

"I don't know who to call"

📞 Urgent care by phone or video call VVC (VA Video Connect)

📞 Nurse Triage

📞 Scheduling

📞 Pharmacy

Mission Act Helpline:
Eligibility: 1-833-483-8669
Questions: 1-866-620-2071

Veteran's Crisis Line:
1-800-273-8255 Press 1

Mission Statement

VA Health Connect is Clinical Contact Center Modernization, which elevates VHA's Call Centers to Clinical Contact Centers (CCC) while. The CCC offers 24/7 core services, creating additional virtual healthcare and support opportunities for Veterans:
"The Right Care, Right Now."

· **Scheduling & Administrative** support to help Veterans make, reschedule, and cancel appointments and receive additional information about VA services

· **Clinical Triage** to talk to an RN and discuss symptoms, concerns, and receive recommendations for health care needs

· **Virtual Clinic Visits** to talk to providers by phone, video, or chat to discuss healthcare needs in detail

· **Pharmacy Support** to refill and renew prescriptions and ask medication-related questions

VA Health

Download **VA Health Chat** on the VA App Store, the Apple App Store, or the Google Play Store for Free

🏥 You feel ill and unsure about going to an emergency room or clinic

💊 You have a reaction to a medication

❓ You have questions about your prescriptions

👤 You need medical advice for a minor injury or illness

Can also help you → find the closest VA facility, schedule an appointment, refill a prescription, or send a non-urgent message to your healthcare team

https://www.youtube.com/watch?v=WzibuuD0_Jk

RISK UNDER ONE ROOF

Better Together

Salesforce + Riskonnect In Context

Patient Journey

RISK UNDER ONE ROOF

Sally learns that Charles is calling to make a pre surgical consult appointment and inquire about his benefits for his upcoming hip replacement

Using Slack, Sally is able to quickly reach out to the ambulatory services team and get a parking map for Charles, which she sends to him through his portal

After verifying his identity, Sally helps Charles prepare for his upcoming procedure

On the call, Sally 1. Checks Charles' benefit information to inform him on his out of pocket costs for the procedure he is calling to make an appointment for. 2. Next, she helps Charles make an appointment based on his availability.

A few days after his hip replacement, Charles submits a case through his portal asking where he should park for his first physical therapy appointment.

Sally accepts an incoming call from Charles and gets a 360 view of his profile, including any key information from the EHR

Sally is also prompted to submit a pre authorization request to Charles' insurance. She quickly submits directly through the Salesforce platform

Hawkins Health System Call Center
Sally wants to provide a consistent, elevated patient experience using modern scalable technology to improve patient satisfaction.

Charles receives a text message with his appointment confirmation as well as link to his registration forms for his upcoming appointment. He is thrilled with this high level of service!

Meet Charles
A long time Hawkins Health System patient looking for an elevated patient experience for his upcoming hip replacement surgery

Sally notes Charles' preferred communication preferences and texts him a link to complete his pre surgical paperwork

Confidential

Uncertainty

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After verifying his identity, Sally helps Charles prepare for his upcoming procedure

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Health System Call Center
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Confidential

Healthcare & Life Sciences
Sub-Verticals

Provider

Serve Patient whenever, wherever

Manage Risk at Scale

Promote a healthy workplace

Smarten care processes

Payer

Value-Based Member Care Management

Digitize User Experiences

Whole Person Care from Anywhere

Accelerate Data and Automation

Medtech

Build Digital Engagement and Workflow Automation

Improve Commercial Operations

Engage Patients in Personalized Care

Pharma

Scale Personalized Medicine Delivery

Internalize & Transform Patient Services

Transform Commercial Operations

Rationalize Legacy Apps in the Cloud

riskonnect

All ▼   Search...

Healthcare   Home   HC Central   HC Reviewer Home   Chatter   Patient Events ▼   Patient Feedback ▼   Employee Events ▼   * Charles Green   ▼   ✕   More ▼

Contact
Mr. Charles Green

+ Follow   Edit   Change Record Type   Delete   View Contact Hierarchy   Clone   Change Owner   Enable Customer User   ▼

Phone	Email	Status	Driver Status
637-839-9387	charles.green@email.com	Active	

Related List Quick Links ⓘ

📙 Patient Visits (2)	🟩 Claims (9)
🟦 Patient Events (Patient) (4)	🟩 Patient Feedback (Patient) (4)
🟧 Notes & Attachments (0)	🟦 Files (0)
🟩 Patient Feedback (Employee) (0)	🔵 Request Center (0)

Show All (18)

Details   Contact Roles   OPPE   Patient Event   Patient Feedback   Claims   More ▼

Name	Mr. Charles Green		Email	charles.green@email.com
Birthdate	7/12/1949		Phone	637-839-9387
Gender	Male		Mobile	637-383-8394
Marital Status	Married		Home Phone	
Account Name	SE University Health System		Fax	
			SSN	228-93-0293
Repeater	☑		Occupation	Sales
Repeater Flag	🚩 5 Claims		Religion	Catholic
Date of Death			Race	Caucasian
Contact Type	Claimant			
Organ donor	☑			
Approval Limit				
Parsed Vision Test				

🔍 Patient Event Search   🔍 Patient Feedback Search   🔍 Employee Event Search   🔗 Quick Links   🔗 Training Links   🕐 History

Clinical Perspective

Connect with us.

Jay Lechtman

e: jay.lechtman@riskonnect.com

w: riskonnect.com/healthcare

in jaylechtman

Sindhu Pandit

e: sindhu.pandit@salesforce.com

w: salesforce.com/solutions/industries/healthcare/providers/

in sindhupanditmd