

Risk Management Services

For more than a decade, PointRight has worked with providers, attorneys, government agencies, industry organizations and insurance companies to measure, reduce and manage litigation risk. We understand the issues facing long term care providers and the areas of focus to improve loss prevention and overall performance. Below is a list of products and services designed to manage these risks.

Data Integrity Audit (DIA) Risk Monitor

DIA Risk Monitor is a Web-based service with a patented process that analyzes Minimum Data Set (MDS) data to improve data quality prior to state submission. DIA Risk Monitor screens data in a manner similar to those used by RAC auditors and surveyors to help ensure a clean record is submitted. The service also measures clinical performance and highlights critical clinical and risk management imperatives. Each resident is evaluated in real-time for the risk of rehospitalization, end of life, falls and pressure ulcer development. Also analyzed is the resident's ADL, cognition, depression and pain status.

The following services may be added to DIA Risk Monitor.

▶ **Quality Measures / Quality Indicators (QM/QI)**

Root cause analytic tools take the CMS QM/QI and efficiently drill into resident level data to determine causes of negative outcomes. Tracking and trending tools assist with risk management and quality improvement priority setting.

▶ **PPS Report**

Effectively managing residents' Medicare benefits is easily accomplished by adding the PPS Report to DIA Risk Monitor. This report provides continuous insight by tracking Medicare utilization and when linked with clinical outcomes (QM/QI) monitors efficiency and effectiveness. Residents who are potentially under-assessed, leaving skilled care prematurely, or whose care patterns may trigger an audit are easily identified.

Incident Solution System delivered by Critical Incident Technologies

The Incident Solution System combines real-time data with investigative incident management tools for use by facility administration and their claims counsel. This tool provides facility staff an objective incident report, proactive steps for intervention and the ability to immediately communicate with risk management, legal and corporate administration at the time a negative event occurs. The information contained within the Incident Solution System is password protected and allows for immediate attachment of defense council. This system is an effective first notice of loss tool where critical information can be shared quickly and in a common Microsoft Excel format.

Public Data Analysis

PointRight Public Data Analysis produces a package of semi-annual reports that highlight areas of professional liability risk, Five-Star Rating, Staffing to Acuity and Special Focus Facility (SFF) analysis. Risk and opportunity are assessed and insights provided into how a facility compares to state and national averages in keys areas including standard surveys, complaint surveys, life safety surveys; occupancy and payer mix; acuity and dependency staffing analysis; quality measures and complaint allegations.

Web-based Education and Training

▶ E-learning delivered by Upstairs Solutions

Electronic online learning was developed so facilities could have an effective turn-key approach for orientation, compliance training, risk management and in-service instruction for their entire staff – all accessed through the internet. With expertise in administration, operations, risk management, nurse consulting and educational training, the proper support is offered so a facility can easily keep up with the standards of practice. Our e-learning partner, Upstairs Solutions, is committed to providing current and relevant educational modules. All tools are interactive and designed to keep an adult's interests during each training module.

▶ Special Invitation CEU Training Sessions

Throughout the year, PointRight offers live and pre-recorded training sessions through which clients can earn CEU credits. Clients are notified of upcoming sessions and encouraged to attend. A sampling of sessions previously offered includes:

- ▶ Looking Ahead to MDS 3.0: Interviewing the Resident
- ▶ Looking Ahead to MDS 3.0: MDS Assessment Scales
- ▶ Writing a Successful Informal Dispute Resolution (IDR)
- ▶ Restorative Nursing: Prevent Decline and Capture Services
- ▶ Strategies for Exit Seeking Residents: Managing Your Facility's Risk (Skilled Nursing and Assisted Living facilities)
- ▶ Problem Resolution: Working Smarter Not Harder Utilizing Risk Management Process Steps
- ▶ Assisted Living: A Risky Business
- ▶ Understanding Five-Star And Its Relationship To Litigation Risk

Onsite Risk Assessment

Onsite Risk Assessments are targeted for facilities interested in a thorough operational audit or who have the need to address numerous quality problems. A PointRight specialist conducts a site visit after reviewing the facility's public data reports and insurance loss histories. The goal of the onsite assessment is to analyze and improve the facility's overall quality improvement process and enhance facility leadership's knowledge on what is driving liability risk at the facility.

Site visits include clinical and staffing components related to risk, environmental safety rounds, life safety assessment, kitchen sanitation, disaster preparedness, training records and elopement / exit seeking protocols. The PointRight specialist customizes the site visit after analyzing the facility's risk factors based on public data and other information provided by the facility. Upon completing the final assessment, the PointRight Specialist offers recommendations to the facility's leadership including specific actions designed to improve critical risk management areas.