Risk Management and Patient Safety Solutions for Markel Insureds

Empowering Healthcare Providers to Deliver Quality Care

ECRI offers a variety of risk management and patient safety services, available to you via Markel, and all designed to ensure that the care you provide is of the highest quality and can effectively manage potential risks.

ECRI provides patient safety and risk management expertise that support healthcare providers from the moment a patient enters the delivery system, throughout their treatment and as care is shifted to other settings.

Online Risk Management Resources

Reduce risks across the continuum of care with practical guidance and actionable resources from **Health System Risk Management**, **Aging Service Risk Management**, **Ambulatory Care Risk Management**, and **Medication Safety**. Enhance your patient safety and risk reduction activities with our sample policies and procedures, evidence-based guidance articles, biweekly news updates, self-assessment questionnaires, and training tools.

Risk Assessments

Identify areas of patient harm and financial losses that could leave your organization vulnerable. **Risk Assessments** provide a detailed look at performance and preparedness in a key area or across an entire facility and provide action-oriented recommendations and strategies to initiate change. Evaluate specific areas of concern, institute best practices, and develop plans to improve performance.

Available assessments include:

— Culture of Safety

— Hospital Risk Assessment

— Physician Offices

Patient Safety Organization

Designated a Patient Safety Organization (PSO) by the U.S. Department of Health and Human Services since 2008, ECRI and the ISMP PSO drive improvements in patient safety by collaborating with organizations and stakeholders across all settings of care. Our experts work together with your clinical and safety teams using healthcare's largest adverse event dataset, comprising over 7 million safety events, expert insights, best practices, and actionable tools to minimize preventable harm, upgrade clinical and safety protocols, and nurture a culture committed to upholding the highest standards of patient safety.

Just Culture

Build accountability and trust through a fair, consistent approach to addressing safety events. By shifting the focus from individual blame to system improvement, providers and staff are empowered to report errors, learn from mistakes, and take proactive steps to reduce harm—supporting safer care and reducing liability exposure.

Total Systems Safety

ECRI's Total Systems Safety approach is a comprehensive, programmatic approach that aligns components of clinical and safety operations to improve patient care. By redesigning elements of the clinical and safety system, providers are supported to deliver care in a more highly reliable and resilient way.

Recall Management Workflow

Automatically match alerts and recalls directly to your facility's inventory and efficiently address them to reach high compliance with Alerts Workflow with Auto Match. Featuring 50 clinical and professional user categories, it is the most highly configurable recall management system on the market. Now with an iOS mobile app and a new user interface, it's ready for the future.

Education

Learn more and stay up-to-date on requirements with our Education resources.

Consulting

Address the complex care delivery and regulatory environment with expert assistance through our Consulting Services. From clinical risk to accident investigation to infection prevention, our on-site experts identify areas of risks, develop recommendations, and support existing initiatives to minimize risk, increase safety, and improve quality.

Let's get started.

home.ecri.org/insurer-solutions

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