



Manage Risk with More Insight

OMNISURE RISK CONSULTING

Products & Services

OMNISURE[®]
RISK CONSULTING

25
Years
1992-2017

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 25 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:

- OverSight™ Risk Assessment
- DocuSight® Risk Assessment
- OnSight® Risk Assessment
- Virtual OnSight® Risk Assessment
- OffSight™ Risk Assessment
- TeleRisk® Consultation
- Helpline for Advice-on-Demand
- Group Training, Webinars, Quick-Tip Videos, Publications, Toolkits

TELERISK® CONSULTATION

A combination of interviews and review of available external information, including survey history, website, online reviews, and other data will result in a report with best practices and recommendations for continuous quality improvement.

OFFSIGHT™ RISK ASSESSMENT

A combination of interviews, offsite reviews of policies, procedures, facility practices, and a video tour of the facility will give you tailored recommendations to take your risk reduction efforts to the next level.

VIRTUAL ONSIGHT® RISK ASSESSMENT

A detailed inspection and review of clinical processes, documentation, and data combined with a virtual facility tour and consultation provides a comprehensive approach and prioritized action plan.

ONSIGHT® RISK ASSESSMENT

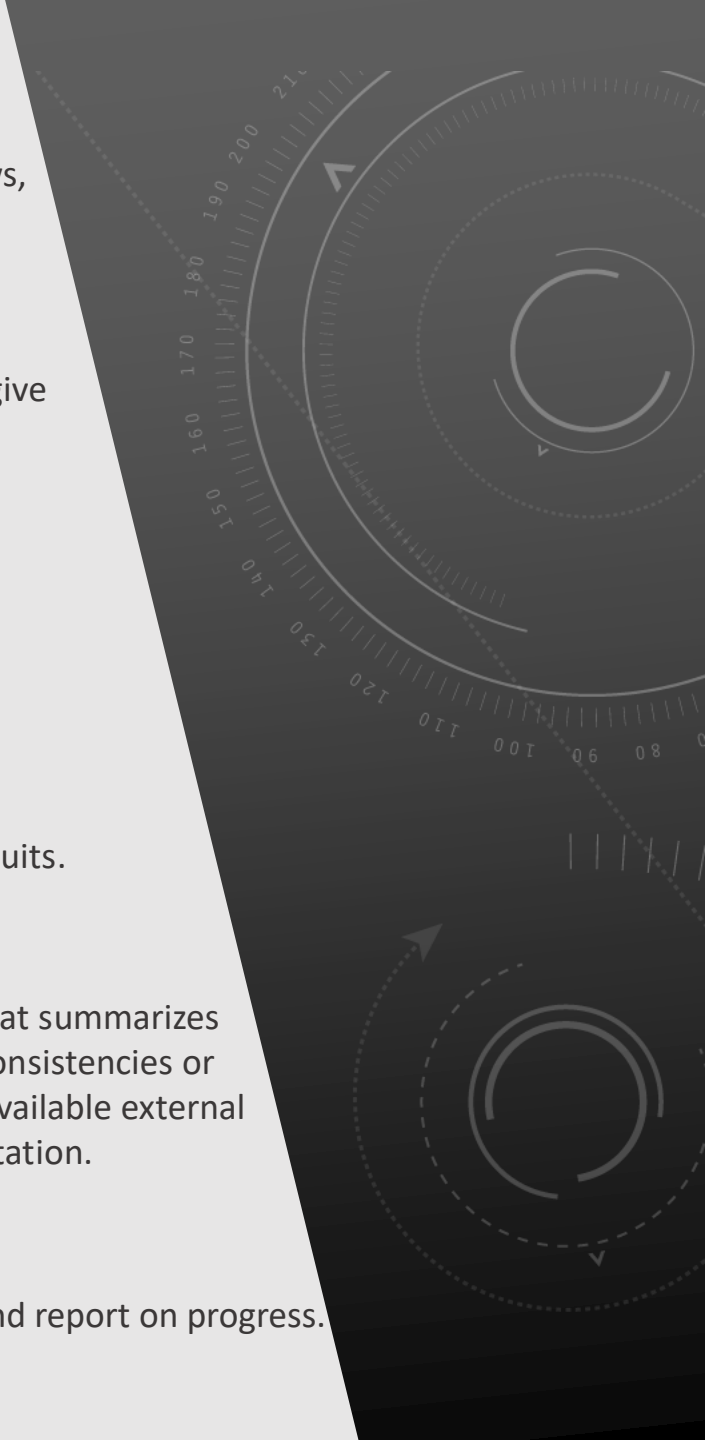
A full day detailed onsite inspection, reviewing clinical processes, documentation, data combined with a facility tour and consultation, resulting in the best possible recommendations and prioritized action plan to avoid claims and prevent lawsuits.

DOCUSIGHT® RISK ASSESSMENT

A facility-wide electronic chart review every evening for ten days with a morning report each day to the facility contact that summarizes any changes in condition, new falls, pressure ulcers, incidents, medication concerns, new orders, transcription errors, inconsistencies or gaps in documentation, and important care plan updates. The ten-day snapshot will then be combined with a review of available external information, including the application, loss runs, surveys, website, etc., combined with a telephonic interview and consultation.


OVERSIGHT™ RISK ASSESSMENT

This comprehensive assessment is a combination of an OffSight™ followed by an OnSight® after 4-6 months to oversee and report on progress. The process is designed to support the facility through implementation of the priority recommendations.



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

HELPLINE

As an active client and policyholder, you have access to OmniSure's 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

"OmniSure was amazing to work with for our review and site visit! Very engaging style, genuine in their approach and interest in learning about us as well as serving as a resource to us. Of all the reviewers and consultants I have worked with in this space, the assigned consultant asked the most well crafted questions I have ever experienced. Her questions got directly to the "essence" of quality and relevant content information in an engaging, kind, direct and meaningful way. I felt a true partnership and purpose in her approach. Thank you!"

- Karen, CEO, Social Services Agency

"I appreciate the thoroughness of this risk assessment survey. It covered all relevant aspects and left no stone unturned. The risk assessment process was well-organized and efficiently executed. The assigned consultant was very knowledgeable and professional throughout the survey and her recommendations will not go unnoticed. We took steps the very same day she provided them to start training and implementation."

- Lisset, QA Manager, Pharmacy

"I'm in my first year as a Risk Manager and my assigned consultant couldn't have been a better consultant to learn from. She has a wealth of knowledge and experience and I appreciate all the feedback. I now have a solid base as a starting point because of everything we worked through during the risk assessment. I can't say enough good things about the experience I had with her. So appreciated!"

- Emily, Risk Manager, Specialty Hospital

"The assigned consultant was a seasoned behavioral health nurse leader and executive and provided several great insights to us. He pointed out some potential risk areas such as the lightweight chairs on certain units and in the gym that we will be addressing. He made suggestions on clarifying policy for patients that are on unit restrictions so that everyone is on the same page. We received good feedback on each leader meeting that he recognized positive features in each area but offered some practice suggestions to promote safety and limit risk."

- Richard, Director of Risk Management, Behavioral Healthcare Hospital



Consultative Service	TeleRisk® Consultation	OffSight™ Risk Assessment	Virtual OnSight® Risk Assessment	OnSight® Risk Assessment	DocuSight® Risk Assessment	OverSight™ Risk Assessment
Helpline for Advice-on-Demand	✓	✓	✓	✓	✓	✓
Resource Library with Email Risk Alerts	✓	✓	✓	✓	✓	✓
Client Website & Online Reviews	✓	✓	✓	✓	✓	✓
Regulatory & Survey Data	✓	✓	✓	✓	✓	✓
Claims History Analysis	✓	✓	✓	✓	✓	✓
Application & Submission Info	✓	✓	✓	✓	✓	✓
Underwriting Questions	✓	✓	✓	✓	✓	✓
Interview Leadership Team	✓	✓	✓	✓	✓	✓
Discuss & Report on Clinical Practices	✓	✓	✓	✓	✓	✓
Review Supporting Documentation		✓	✓	✓	✓	✓
Client-Specific Recommendations		✓	✓	✓	✓	✓
Client-Specific Prioritized Action Plan		✓	✓	✓	✓	✓
Virtual Tour & Inspection		✓	✓			
Audit of Risk, Quality, Care, & Facility Practices			✓	✓		
Facility Tour & Visual Inspection (in person)				✓		✓
Audits of all Electronic Health Records					✓	
Ongoing Check-ins to Oversee Implementation						✓

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