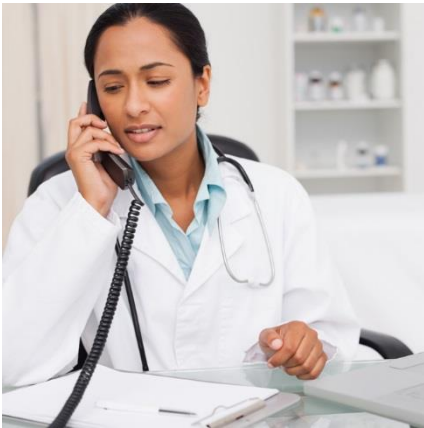


# Midas Health Analytics Solutions

## Risk Management Optimizer



Imagine saving your hospital millions in unreimbursed costs and legal fees, not to mention saving countless lives. With Midas, Conduent™ is well-positioned to provide the guidance necessary to improve your risk event management process and therefore reduce your risk. Our team of experts will lead your team to improve efficiency and effectiveness from the care setting to the reporting mechanism.

<sup>1</sup> Institute of Medicine. To Err is Human: Building a Safer Health System. Washington, D.C.: National Academy Press; 1999

A well-constructed patient safety program functions as the proactive side of your overall risk management strategy. This critical component drives the reduction of costly adverse patient incidents, improvement of quality patient outcomes, and, most importantly, reduction of patient harm from any health system.

A large contributor to a patient safety program is a strong risk event management process. Since the release of the Institute of Medicine report *To Err Is Human: Building a Safer Health System* in 1999, much attention has been given to the process of identifying, responding to, and trending risk events with the ultimate goal of early identification, reduction, and increased safety in the delivery of healthcare. The IOM<sup>1</sup> reports that preventable healthcare-related injuries cost the economy from \$17 billion to \$29 billion annually, half of which is healthcare costs. The IOM report also estimates that 44,000 to 98,000 people each year die as a result of medical errors.

We support patient safety as a primary focus of strategic planning in healthcare today. In many cases, patient safety efforts have become dominated by complex documentation demands. To that end, ensuring that we provide our clients with the necessary tools to achieve success, both operationally and clinically in this arena, is central to our core strategic initiatives.

One of the basic tenets of healthcare is to do no harm. Today, that can be translated into saving lives, preserving limited resources, and improving overall quality of care.

### **Unlike any other solution, the Midas Risk Management Optimizer addresses both data and process.**

The Risk Management Optimizer solution offers expert consultation to evaluate your operational processes and reporting structure and recommend a course of action. This enables you to prioritize your risk reduction strategies in a more standardized and effective way.

**About Conduent**

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents. Learn more at [www.conduent.com](http://www.conduent.com)

**Contact Us**

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**Key Elements of Value**

**Standard Consulting Package Risk Management Optimization**

What We Do	How We Do It	When We Do It
<b>Assessment Report</b>		
<ul style="list-style-type: none"> <li>Analysis of outcome performance</li> <li>Evaluation of Remote Data Entry and entire Risk Event management process</li> <li>Evaluation of dictionary terms and worklists utilization</li> <li>Evaluation of staff educational needs                             <ul style="list-style-type: none"> <li>Assessment of alignment with current national standards</li> <li>PSO/Common format assessment (if needed)</li> <li>Assessment of reporting, escalation process, benchmarking/trending and remediation procedures</li> </ul> </li> <li>Cleanup and consolidation of reporting</li> </ul>	<ul style="list-style-type: none"> <li>Interviews</li> <li>Data Evaluation</li> <li>Policy/ procedure review</li> <li>Observation of Adverse Event Reporting</li> </ul>	Approximately two weeks (**two days onsite)
<b>Rapid Cycle Performance Improvement</b>		
Hands-on facilitation with Conduent experts on Midas Rapid cycle Performance with experience in industry best practices.	Onsite and remote facilitation	Approximately one week
<b>Redesign Analysis</b>		
Construction of new clinical and operational optimization strategy design for executive steering committee	Remote research and development with industry experts	Approximately 4-6 weeks
<b>Redesign Implementation</b>		
Risk entry, reporting and process improvement strategy delivered to executive steering committee	Onsite facilitation	Approximately 1-4 days
<b>Staff Training</b>		
<ul style="list-style-type: none"> <li>Develop staff training plan for new recommendation</li> <li>Train staff</li> </ul>	Onsite facilitation	Approximately 1-4 days
<b>After Action Review</b>		
Evaluation of change effectiveness and sustainment and any final changes needed to optimize new processes	Remote facilitation	90 days post-implementation

**Premium Consulting Package Assess, Redesign and Implementation**

Includes all components listed in the Standard Risk Management Optimizer with the following additional assessment and action elements: <ul style="list-style-type: none"> <li>The services of a Project Manager for execution of changes defined and Solutions Advisor for software build and adjustments</li> </ul>	Two additional onsite days (One for assessment and one for training)	Approximately 4-6 days
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