NAVEX®

# Improve patient care and safety with intuitive incident management

## Whistleblowing & Incident Management

Healthcare organizations accumulate a large volume of incident reports and data, and improving the operational value of their incident management program requires several critical capabilities. Key functionalities include tailored data views, team collaboration across specific incident event categories, and the use of customized analytics and dashboard views to drive improvement. When combined, this works to boost staff engagement (including physicians) and demonstrates proactive incident follow-up.

Enter: NAVEX One – a complete risk and compliance platform to streamline your facility processes, communication, and risk and compliance activities. NAVEX One governance, risk and compliance solutions are built with compliance at the core – and in this industry, whether it be providers, payers, or life science organizations, a comprehensive solution saves time and effort and improves safety outcomes.

### Whistleblowing and incident management: your healthcare MVP

NAVEX One Whistleblowing and Incident Management (EthicsPoint) amplifies your healthcare compliance program with exceptional reporting capabilities, case management and analytic tools built from decades of industry experience to strengthen your whistleblowing and incident management program.

With NAVEX One EthicsPoint Enterprise, your healthcare organization benefits from the wealth of information provided by staff, patient, supplier and third-party reports. Whether addressing patient health and safety concerns, PHI privacy and cybersecurity, or potential violations of the law, your reporting hotline ensures the right people are informed about potential issues.

With EthicsPoint Enterprise, your healthcare organization can implement report forms tailored to the specific needs of clinical, operational, quality and compliance stakeholders. The custom report routing ensures the correct SME receives the information, and specific healthcare terms can be analyzed to highlight trends in reporting. Your investigators also benefit from customized dashboard views, allowing them to see the most pertinent information at a glance. Industry specific healthcare report forms capture the exact information you need around privacy and patient incidents. And as your team grows, additional seat licensing is available.

### Top 7 Regulatory & Enforcement Themes in Healthcare 2024

This whitepaper looks at trends in regulatory compliance and enforcement for the healthcare industry.

### Definitive Guide to Policy and Regulatory Management for Healthcare

Not sure where to start with crafting policies and procedures to make sure your organization is compliant? Check out this guide for information on how to create and sustain a policy and regulatory management program.
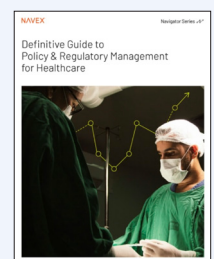
## Compliance, privacy, and patient event reporting: Remove incident reporting frustration and deliver tangible result

**1. Simplify incident reporting**
When it's easy for nurses, physicians and other staff to submit a report, you're more likely to receive the information you need to address potential issues. With EthicsPoint Enterprise, report intake and incident management are streamlined and centrally managed.

**2. Identify gaps in care quality**
Leverage key term searches and custom dashboard views to spot incident trends that can lead to poor patient outcomes and address them quickly.

**3. Capture and promote the clinician voice**
Your staff is your first line of defense. Empower voices in your healthcare organization to speak up and catch issues before they grow – preventing potential harm and fostering a safe environment.

**4. Meet regulatory requirements and certification standards**
Many regulations or certification programs require incident reporting mechanisms and whistleblower protections. While this landscape is far from static, you can ensure your healthcare organization meets these obligations with a program designed to be future proof.

**5. Support adherence to quality standards**
The information you receive to your hotline covers a range of topics and issues, and a commitment to high standards for patient care and safety mean appropriate follow up and remediation is necessary. Support your high standards with an organized system to collect and investigate claims.

**6. Learn from the data you collect**
All that information shouldn't sit collecting dust. With NAVEX One EthicsPoint Enterprise, analytics and custom GRC data work together to display actionable insights and identify outliers that can have real impacts on the quality of care or service.

**7. Eliminate redundant incident management systems**
Tired of searching across multiple locations and systems for the information you need? Deliver a complete solution from intake to case management with focused reporting and analytics.

## Why EthicsPoint Enterprise?

- Staff, patients, third parties and other stakeholders can share concerns anytime, in any language, remaining anonymous if they choose. Enhance reporter comfort with optional telephone reporting options, which deliver an accessible and convenient way to offer oral reporting to your staff

- Experience efficient and consistent reporting on specific industry-related issues with tailored forms designed with healthcare needs in mind

- Get a consolidated view into your program health with overall report management data, performance indicators and other analytics through a customizable dashboard

- Increase successful adoption of your reporting channels with awareness materials that ensure your team knows how they can make reports and inquiries

- Streamline operations and collaboration with built-in language support, online stats and report follow-up, enabling cross-functional teams to use a common platform

- Create a culture of trust with improved system security using multi-factor authentication and user authorization

- Bring multiple facets of your GRC program together, with an integrated platform that also supports policy management, compliance training, and disclosure management

- Eliminate the cost of managing multiple solutions from multiple vendors

## Keep integrity at the heart of your healthcare services

- **Close feedback loops** with stronger, safer patient care

- **Turn incidents into insights** and insights into better care with accurate healthcare incident reports that meet HIPAA and patient safety regulations.

- **Meaningful reporting –** Make reporting straightforward and effective, aligning with regulations to turn incidents into learning opportunities

- **Privacy assurance –** Provide a secure channel for staff, ensuring their voices are heard and valued, all within a confidential framework

- **Transparent outcomes –** Map the path from report to resolution clearly, showcasing your commitment to continuous healthcare improvements

## NAVEX One EthicsPoint Enterprise can be tailored to your healthcare organization's needs.

Healthcare organizations have a number of unique challenges and issues that need to be handled with care – but we don't need to tell you that! With customizable HIPAA/privacy incident forms and patient incident forms available, you can rest assured you're gathering the vital information you need to investigate these reports.

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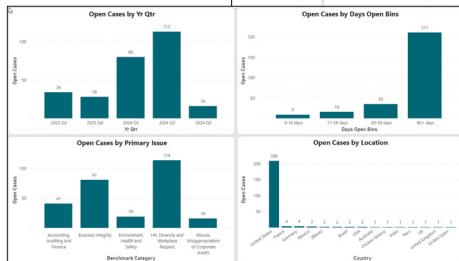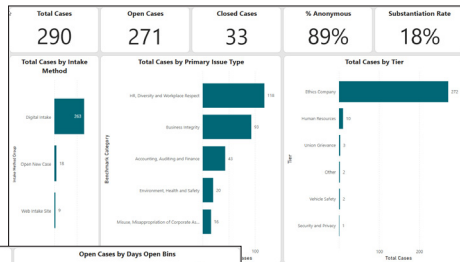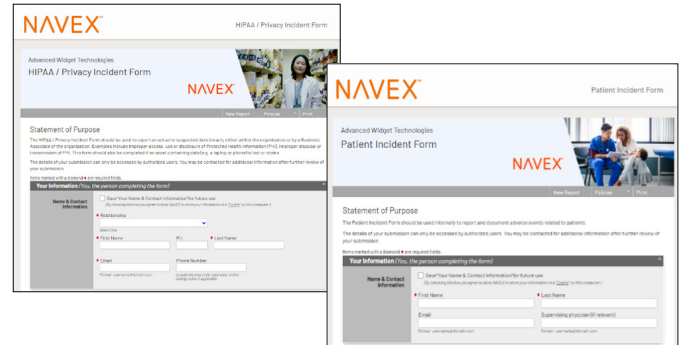
### Informed healthcare compliance programs run on data.

With standard dashboards in EthicsPoint Enterprise, you'll have the data you need to make informed decisions at your fingertips. Critical information such as open cases, report categories, location-specific breakdowns, and more, you can spot areas that need attention and track trends easily.

### Customize your insights to get the information you need the most.

Looking for more specific analysis? We have you covered there, too. Consolidate and display customized data with your EthicsPoint Enterprise package to see deeper insights into the areas that matter most to your healthcare organization. Present powerfully with branded dashboards and data displays that will resonate with your board and other stakeholders.
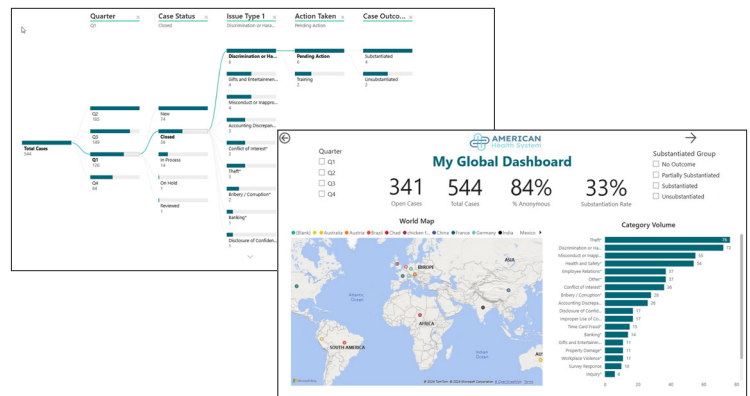
## Why need a comprehensive whistleblowing and incident management program

Whether you need basic solutions to meet your essential compliance requirements or want to build a whistleblowing and incident management program that stands the test of time and goes far beyond checking the box, NAVEX has your healthcare organization covered.

| EthicsPoint Foundation | EthicsPoint Enterprise |
|---|---|
| • Secure hotline and standard web intake options<br><br>• Single case template for all investigations<br><br>• Simple tools for case assignments, watchlists and notification<br><br>• Baseline statistics, preformatted, and summary reports | • Everything included in Foundation, plus:<br><br>• Customizable web and open-door forms<br><br>• Dedicated tiers for multiple workflows and distinct investigation templates<br><br>• Availability of baseline and custom report forms<br><br>• Premium analytics allowing for ad hoc reporting and automated report distribution<br><br>• GRC Insights dashboards providing insight to key compliance program data |