

Whistleblowing and Incident Management for Improved Patient Care, Data Privacy and Healthcare Compliance



Whistleblowing & Incident Management

Efficient and secure incident management elevates the quality of patient care and data privacy for healthcare institutions.

The challenge

Healthcare organizations have specific requirements around regulations, data privacy and patient care. With limited resources and serious consequences for violations, the healthcare industry needs to be able to show how they are complying with relevant regulations, especially around data privacy, as well as how they adhere to standards for the quality of patient care.

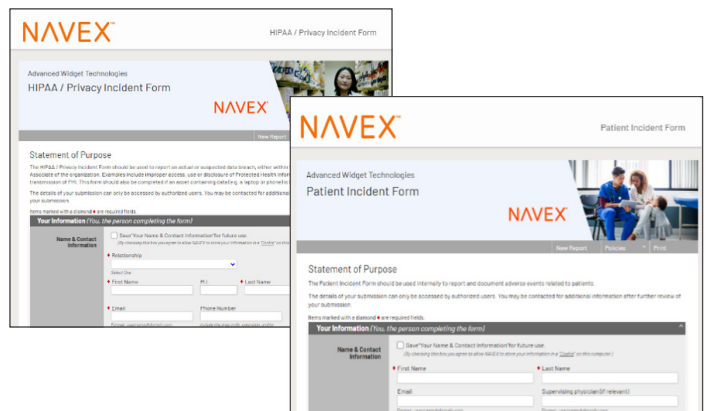
When clinicians are unaware of their reporting options, or do not have an option for quick and simple incident reporting, they cannot support an ethical culture that drives operational efficiencies and improvements in patient care.

Adding to this complexity, when there are organizational silos in a healthcare institution, data may be collected and stored in silos –preventing a holistic view of issues impacting operational efficiency, data privacy risks and patient care. Disparate workflows and data collection inefficiencies make it difficult for healthcare organizations to make strategic, data-driven decisions.

The solution

NAVEX One Whistleblowing and Incident Management provides a feature-rich and sophisticated solution for healthcare organizations, allowing you to record, investigate and analyze incidents across patients, staff, visitors and other stakeholders.

By providing baseline report forms designed for Patient Incidents or HIPAA and Data Privacy, healthcare organizations can collect relevant incident information, allowing them to identify issues that may result in non-compliance or negatively impact patient care quality. By using such forms, reported incidents are routed to the specific workflows for each issue type, and the appropriate case templates are applied – optimizing and streamlining case management.





Incident coordinators leverage built-in features for monitoring, managing and tracking the case progress and data is collected and aggregated into a centralized database. This data can then be used to create reports and dashboards fueling insights into the state of the organization, emerging trends and potential risks.

Clinician experience

- Simple, clear and efficient intake channels allow healthcare staff to submit reports when, where, and how they prefer - including hotline, web and open-door reporting
- Baseline and customized report forms provide feedback on the exact information needed for healthcare-specific requirements around HIPAA compliance, data privacy and patient care
- Reports can be anonymous or non-anonymous, as the reporter chooses

Administrator experience

- Customize intake channels, reflecting your healthcare organization's brand and policies
- Streamline and optimize case management with dedicated workflows and case templates, separating data privacy issues from patient incident issues from other compliance issues
- Easily monitor and track case progress with assigned tasks, notifications and reminders

Leadership experience

- Leverage dashboards to review incidents and inform strategic decisions and direction
- Deliver customized reports to the board and executive leadership, demonstrating the value and strength of your compliance program
- Foster innovation through data intelligence, improving patient experiences
- Get ahead of risks posed by noncompliance, and avoid the consequences of HIPAA violations and breaches in data privacy obligations

NAVEX One Whistleblowing & Incident Management is an effective and essential part of an [overall compliance program for healthcare organizations](#). It is a solution that can inspire confidence in the workplace culture, empower employees, hold to the optimal standard of patient care, and protect your institution's reputation and wellbeing.