

Healthcare patient and employee safety consulting

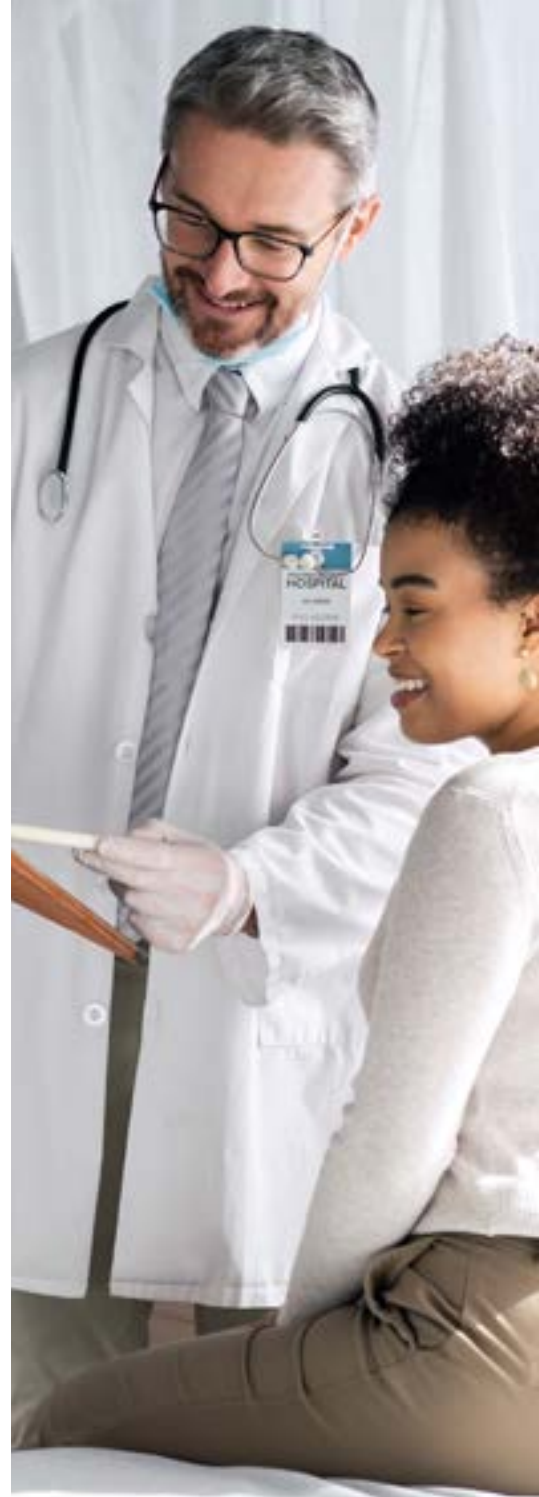
Our commitment is to partner with our clients to promote effective, consistent risk management strategies. The Marsh McLennan Agency (MMA) healthcare safety consulting team consists of nurses and clinicians with a wide variety of expertise, including hospital systems, outpatient treatment, physician practices, behavioral health, and more. They use proven strategies and best practices to address the most frequent and severe patient and employee risk exposures in healthcare.

The healthcare safety consulting team provides clients with a proactive risk management program that includes a combination of risk assessments, program development and educational services. These services are customized to each client's specific operations and exposures.

Ambulatory safety services

Program evaluation/development and educational services:

- Assessment, reports, and recommendations
- Communication and hand-off
- Diagnostic safety
- Disclosures
- Fall prevention
- Incident management (reporting, investigation, root cause analysis, action planning)
- Informed consent
- Litigation avoidance and defense strategies
- Medical records and documentation
- Medication safety
- Patient complaints, grievances, and customer service
- Policy and procedures
- Quality assurance and performance improvement
- Regulatory audits and accreditation prep
- Staffing, credentialing, and competency
- Suicide prevention
- Test result tracking
- Workplace violence and security concerns



Learn more

Contact a member of our healthcare safety consulting team to learn how we can help you achieve measurable results.



In-patient safety services

Program evaluation/development and educational services:

- Clinical decision support and protocol adherence
- Communication and hand-off
- De-escalation and workplace violence prevention
- Disclosure of adverse events
- Emergency response and simulation drills
- EMTALA compliance
- Fall prevention
- Incident management (reporting, investigation, root cause analysis, action planning)
- Infection prevention and control
- Informed consent
- Medical records and documentation
- Medication safety and reconciliation
- Patient engagement and shared decision making
- Policy and procedures
- Restraints and seclusion
- Sepsis management
- Sexual abuse and molestation training
- Staffing, credentialing, and competency
- Suicide prevention
- Supply chain risk management
- Surgical safety
- Vendor contractor risk management



Consulting services

- Certified sexual abuse risk mitigation with Praesidium Guardians
- Complete loss analysis and clinical benchmarking
- Telephonic support
- Compliance audits and regulatory readiness



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