

Effective Risk Management

Our principle of providing client-driven services and patient safety motivates us to collaborate with our clients every step of the way. Our risk management consultants are Napa River employees who work vigorously to provide insights and tailored recommendations intended to improve the safety and insurability of their practices and institutions. Offerings include risk identification through self-assessment tools and client driven audits, on-site consultations, telephone and internet support, peer-to-peer education programs, live webinars which are recorded for future re-play, staff training, and risk management resource materials, including ECRI.

Our Healthcare Clients

We provide risk management services to a wide array of healthcare groups and professionals:

- Hospitals, from Critical Access Hospitals to Large Academic Centers
- Healthcare Facilities, including Surgery Centers, Urgent Care, Diagnostic Imaging and Labs
- Physician Office Practices, including Multi-Specialty Group Practices
- Healthcare Systems, Not-for-Profit and For-Profit

Value-Added Services

Napa River has experienced personnel in the areas of healthcare, professional liability and general liability risk management who provide professional resources that assist and augment clients' internal programs. Together with our clients, we determine the types and levels of services that are achievable within the agreement term. Our service offerings include but are not limited to:

Risk Management Center

Our Risk Management Center, powered by Succeed®, provides you with the tools to empower your employees' risk prevention efforts. This unique web-based software provides a cost-effective risk reduction and safety center for your entire organization across all departments and locations, allowing them to proactively manage risk exposure and develop effective safety programs to reduce claims and losses.

On-Site Risk Management Assessments

In collaboration with our clients, we offer assessments for high-risk, high-volume clinical service areas up to and including obstetric practices, emergency departments, and physician group practices. Our review is department-specific and service-specific, meaning we will assess each department individually, and then review services and contracts to determine policy and practice "disconnects."

Risk & Patient Safety Education Programs

We offer on-site educational programs to supplement your existing services and can customize training and educational activities to address specific topics identified by the client. We offer a calendar of live monthly webinar programs on topical issues and emerging healthcare trends. Our intuitive web-based portal serves as a resource and repository for archived webinars, as well as folders with supporting documents and reference materials to target up-to-date clinical, legal or regulatory advisories affecting the healthcare landscape. Additionally, our insureds are provided access to a variety of online risk quality and patient safety courses that address and promote optimal patient engagement and sound clinical outcomes.

Risk & Patient Safety Consultations

Every account is assigned a dedicated Risk Manager who is familiar with their client and can assist in identifying opportunities and related exposures, consequently mitigating the day-to-day liability issues. We also distribute risk management advisories that are time-relevant and noteworthy.

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