



## HEALTHCARE RISK MITIGATION



## SECURING HEALTHCARE INTERESTS

### HEALTHCARE RISK MANAGEMENT

Lowers & Associates (L&A) recognizes that very unique issues lie at the heart of healthcare risk. Real differences exist between conventional corporate governance and clinical governance. A differing set of compliance issues, new methods of patient care, and advanced clinical support infrastructures call for a specialized knowledge and risk management approach.

L&A's skills and experience in the healthcare sector can provide a broad range of specific risk solutions. Our highly experienced team is dedicated to implementing risk, quality, governance, and compliance solutions that are specifically designed to meet the operational needs of healthcare organizations.

**Risk Assessment • Audit • Investigation • Audit**

## PROVEN SOLUTIONS THAT REDUCE INTERNAL AND EXTERNAL RISK

## RISK ASSESSMENT

Global concerns for patient and public safety in healthcare have called for improved approaches for managing risk. From the Health Insurance Portability and Accountability Act (HIPAA), designed to protect all forms of personal health information, to the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the industry benchmark for evaluating health care programs, our experts are able to improve clinical and corporate governance, and develop risk management strategies that mitigate the risks facing healthcare providers.

Lowers & Associates (L&A) believes strongly that the best way to mitigate risk is by first conducting an in-depth Risk Assessment to gain an understanding of the unique vulnerabilities, specific requirements, and current deficiencies for each client. These findings are used to establish a starting point to measure progress against. Once a baseline assessment is in place, Policies, Standards, and Strategic Response Plans are then developed. Our findings are assembled into a framework that thoroughly records the results of the review and provides documentation and presentation materials that include:

- Work Performed
- Findings Review
- Exposures Determined
- Risk Prioritization
- Policy and Standards Development
- Mitigation Strategies

Failure to have the right information at the right time and at the right place can be disastrous. L&A can help apply risk management to a range of IT planning issues, such as technology evaluations, business continuity, system/network security, and HIPAA compliance.

## AUDIT

After program design and implementation are complete, we stand beside you with the services you need for long-term success. Our audits provide a disciplined documentation process that continually measures operational reality against stated Policies and Standards—providing a dynamic management tool that aids in maintaining ongoing vigilance.

## TRAINING

Following our design of a customized risk mitigation program, and in order to ensure the program's effectiveness, L&A provides Training Programs that get everyone within your organization on the same page. Our training programs range from custom-developed video or Web-based training series to one-on-one, on-site courses.

## INVESTIGATIONS

Even with a structured Audit and Compliance program in place, losses still may occur. In the event of a loss, L&A is ready to take action, having completed scores of loss investigations for hospitals. We're able to dispatch our skilled investigators – each with backgrounds in private investigation, forensics, law enforcement, and fraud examination. Furthermore, our forensics tools can be used to re-create loss scenarios, restore digital artifacts, and reconstruct or recover assets should the need arise. L&A's team of investigators are Certified Fraud Examiners (CFEs), Licensed Private Investigators, and Digital Forensics Experts, ensuring that they have wide expertise in many types of investigations.

## COMPLIANCE

Our compliance efforts provide a disciplined process that continually measures operational reality against stated Policies and Standards. L&A audits for compliance with regulations that govern how healthcare institutions use and store data, review internal controls for fraud, implement security controls, and otherwise reduce enterprise-wide risk. Statutes and regulations that we help healthcare clients maintain compliance with include, but are not limited to, the Gramm-Leach-Bliley Act, the Sarbanes-Oxley Act, and HIPAA.

## PROVEN SOLUTIONS

Following the events of September 11, 2001, a hospital client was suddenly faced with an immediate need to improve its physical security, to establish access and movement controls, to build and train its security staff, to find a strong security/safety manager, and to develop security systems that would protect the hospital's patients, staff, and visitors. L&A initiated a partnership with the hospital to accomplish these goals. We performed a total review of the hospital's physical, procedural, and policy security, and - with the conclusion of L&A's comprehensive study of the hospital system's needs – we were further engaged to assist in implementing and monitoring changes to ensure a continuing high level of risk management.

