

## DELPHI HOSPITAL PROFESSIONAL LIABILITY

### KEY CHALLENGES

- Effectively managing risk and understanding exposure
- Using data to apply sound policy management across facility, department, specialty, and provider
- Automating business processes from end-to-end using best business practices and flexibility to adapt to new conditions

Hospitals and providers dedicate themselves to supporting the health of their patients. Even with the best intentions, problems can and will happen. With an increasing demand for patient services and a shortage of medical professionals, instances of patient claims are on the rise.

Protecting your hospital and your providers can seem a complicated, even daunting task. Different specialists carry different levels of risks and comprehensive patient and claim data is elusive or unfit for analysis.

Delphi Technology, the industry leader in software solutions for insurance and risk management, has developed Delphi Hospital Professional Liability to take the pain out of managing comprehensive medical professional liability claims. Delphi is the only solution on the market today designed specifically for hospital professional liability. From determining liability risk to analyzing claims data to updating and improving claims business processes as needed, Delphi delivers the tools needed to face today's challenges.

Delphi Hospital Professional Liability offers:

- Management of liability risks at a granular level
- Targeted benchmarking to inform cost allocations
- Standardization of business processes and reporting
- Easy-to-use data reporting and analysis
- Ability to rapidly adapt to changing business needs

Only Delphi Hospital Professional Liability offers the ability to intelligently assess and plan for liability and then manage the claims process in a way that reduces cost-per-claim and reduces the potential for future claims.

### THE SOLUTION

Delphi Hospital Professional Liability supports your business through the entire lifecycle, from quoting through claim resolution.

- Detailed analytics and reporting to assess risk exposure at a granular level -- specialty, department, and individual physician.
- Integrated policy management and underwriting tools to accurately underwrite professional liability risk.

For more than 25 years, Delphi Technology has been the recognized leader in providing business software solutions to the healthcare professional liability industry. Delphi delivers a comprehensive range of proven software solutions including underwriting, policy management, claims management, financial management, business intelligence, and predictive analytics.

Leveraging a highly flexible technology platform, Delphi enables companies to streamline their operations, optimize their business processes, and respond to changing business needs resulting in reduced costs, increased operational efficiency, and improved business intelligence.

Delphi Technology utilizes a proven implementation methodology ensuring the transfer of critical technical, business, and market expertise throughout the deployment process resulting in successful implementations that come in on schedule and on budget.

Headquartered in Boston, MA, Delphi Technology has offices throughout North America and in Shanghai, China.

- Powerful reporting tools to manage patient experience and identify risk-bearing incidents
- Integrated patient coding and comparative analytics to benchmark clinical / operational proficiencies against industry standards

## DELPHI COMPONENTS

Delphi Hospital Professional Liability features multiple modules -- Policy Management, Financial Management, Claims Management, Risk Management, Reporting and Analytics, Advanced Business Analytics, and Predictive Analytics -- available as a comprehensive solution or as individual components that give you power over your medical professional liability claims.

## SOLUTION BENEFITS

### Increase efficiency and effectiveness

- Industry-leading medical professional liability business functionality, rules and processes, easily enforced to ensure consistency
- Automated work assignment and workflow
- Standardized reporting and dashboards allow quick-glance understanding of operations

### Improve financial management

- Powerful analytics and reporting solutions allow users to make fast and accurate decisions
- Determine and assign cost-of-risk to specific departments
- Effectively allocate costs and evaluate risk management investments

### Enhance customer service

- Rapid resolution of claims through workflow automation
- Management of patient experience and use of historical data to improve hospital service
- Drive and monitor providers' on-going education and training through custom-labeled eLearning tools

### Seize new opportunities

- Benchmark performance against industry standards
- Communicate key performance indicators to stakeholders throughout the health system
- Easy to publish and access dashboards to understand status, trends, and indicators to improve performance

## EXPERIENCE IS THE KEY

Delphi Technology is the only solution provider capable of enabling hospitals to quickly enhance their medical professional risk management programs to "leading-carrier-grade" capabilities, with little to no risk of failure.

Delphi Hospital Professional Liability puts our extensive experience to work to help your hospital manage risk, respond to claims, improve your customer service, and adapt to developing industry trends.