

YEAR IN REVIEW

Annual Risk Review Insights

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YEARS

The risk review is designed as a supportive check-in, offering you an opportunity to focus on what's most relevant to your organization with a risk consultant, review our latest resources and guidance, and receive targeted support where it can have the greatest impact.

What Is an Annual Risk Review?

The annual review includes an interactive dialogue with one of our risk consultants to establish a high-level understanding of your risk management priorities.

Each year, we develop a new set of questions and supporting resources around industry trends as part of our proactive work. We conclude this meeting by identifying other services, such as a risk assessment or education, that may be beneficial to you.

Why Participation in the Annual Risk Review Process Matters

In addition to obtaining individual learning and risk support, your participation helps ensure that our process remains relevant, practical, and responsive to the evolving risks that all our Members face. Each year's annual risk reviews surface the overarching risk themes that help shape future guidance, education, and support we develop for Members.

What We Learned This Year

Over the past year, risk reviews conducted across our membership revealed consistent, system-level risk management themes.

A key takeaway was that many organizations have defined criteria, policies, or expectations, but conduct limited ongoing oversight and verification. Without routine monitoring, these controls can create a false sense of assurance, with gaps often identified only after an event, complaint, or claim—when opportunities for prevention have already been missed. Read more about the key risk themes on the following page.

Looking Ahead

We recognize the many demands on your time, and we've designed the process to be time-efficient for our Members, with maximum sharing of risk insights and resources to support you.

Contact your Risk Consultant to learn more or to schedule a risk review for this year.

"I found our time on the Risk Review very beneficial. Thank you for your time and recommendations."

– PI Member

Key Risk Themes Identified in 2025

Based on the results from the annual Risk Review process (21-28 focused questions)

Documentation Audits

Chaperones, Interpreter Services, Informed Consent

- Criteria often exist, but routine auditing is inconsistent
- Compliance gaps are frequently discovered only after an adverse event

Risk insight: Criteria without monitoring may appear effective on paper but fail in practice.

Overdue Orders and Follow-Up

- Lack of tracking and loop closure increases patient safety risk
- Missed or delayed follow-up can result in serious, costly outcomes

Risk insight: Closing the loop is essential for safe, reliable care.

Sexual Misconduct Complaints

- Inconsistent or unclear investigation processes increase exposure
- Delays or missteps can compromise investigations and trust

Risk insight: Clear, timely processes protect patients, staff, and the organization.

Communication After Unexpected Outcomes

Disclosure, Apology, Follow-Up

- Absence of a defined process leads to variability and missed opportunities
- Early, structured communication helps preserve trust and reduce escalation

Risk insight: A defined process turns apology and disclosure into a reliable practice rather than guesswork.

Incidental Findings

- Inconsistent communication and follow-up responsibilities lead to confusion
- Lack of loop closure can result in missed care needs

Risk insight: Defined processes demonstrate diligence and continuity of care.

Supervisor and Manager Training

- New leaders often carry employment-related responsibilities
- Gaps exist in training related to hiring, reviews, corrective action, and termination

Risk insight: Workforce risk is patient safety risk.

Don't Miss our Resources

- Risk resources are available on [phyins.com](https://www.phyins.com)
- Contact your risk consultant for materials
- Or simply send questions and requests to riskmanagement@phyins.com—we're happy to help