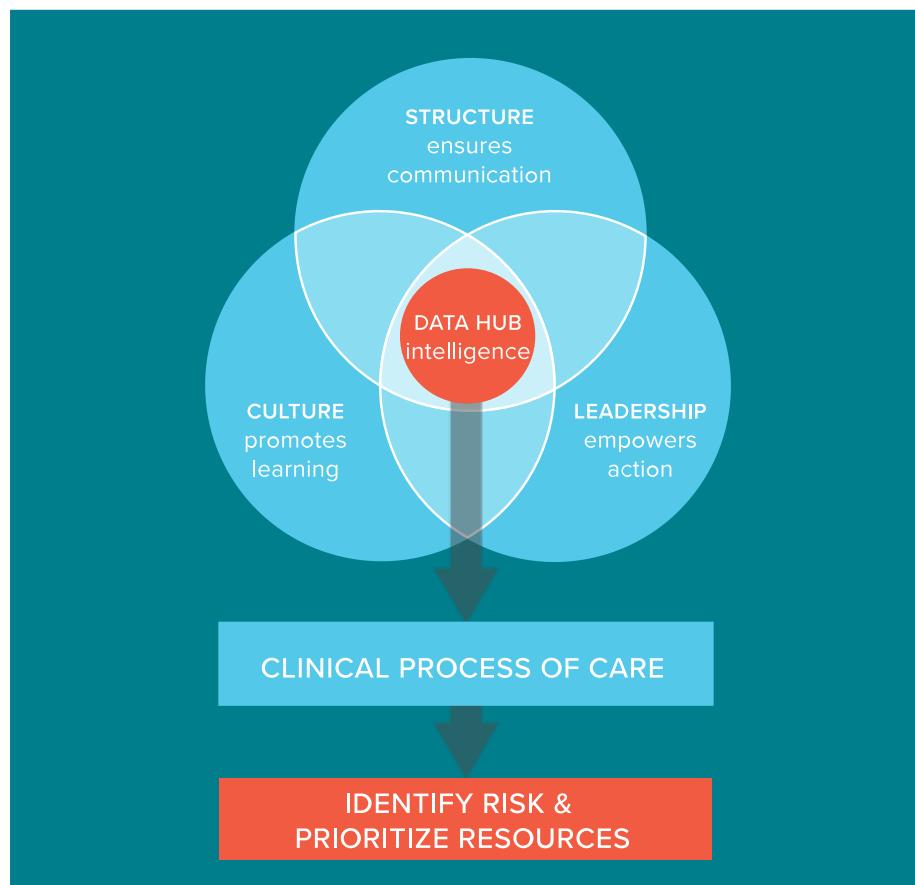




Risk Assessment and Plan (RAP)

CANDELLO 2026



Risk Assessment and Plan

What Is Candello's RAP Process?

Candello's Risk Assessment Process (RAP) is a proactive, system-focused evaluation that helps healthcare organizations uncover hidden vulnerabilities in patient safety—long before they lead to harm or malpractice claims. Unlike regulatory audits, RAP emphasizes learning, prevention, and organizational insight, not compliance or penalty.

The Core Framework

Candello's approach examines three interconnected domains that determine an organization's ability to deliver safe, reliable care:

1. **Culture – Promotes Learning**
 - a. Psychological safety
 - b. Non-punitive reporting
 - c. Staff comfort speaking up
2. **Structure – Ensures Communication**
 - a. How safety information is collected
 - b. How insights are shared across units
 - c. How risk signals escalate
3. **Leadership – Empowers Action**
 - a. Visibility and accessibility
 - b. Modeling safety behaviors
 - c. Providing resources to act on concerns

At the center is Candello's Data Hub, which integrates qualitative insights with national malpractice intelligence to guide decision-making.

How the Process Works

Phase 1: Preparation & Context Building

Candello reviews key materials—policies, culture surveys, patient experience data, and historical MPL trends—to understand the organization's unique risk environment.

Candello collects:

- Organizational documents
- Policies
- Safety culture surveys

- Patient experience data
- MPL claims data trends (from the Candello national database)

This gives the assessment team a deep understanding before they ever walk on-site.

Phase 2: Interviews & Focus Groups

Patient safety experts and clinicians conduct confidential conversations with staff across roles, creating safe spaces for candid dialogue about communication, workflow barriers, and safety concerns.

<p>Candello's team creates safe spaces for honest dialogue with:</p> <ul style="list-style-type: none"> • Frontline clinicians • Nurses • Managers • Executives 	<p>They explore:</p> <ul style="list-style-type: none"> • Communication breakdowns • Resource constraints • Process variability • Psychological safety • Informal workarounds • Points of friction in care coordination
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

These sessions often reveal issues **not visible in formal data**—the “upstream” risks that precede MPL events.

Phase 3: Integration & Analysis

Candello correlates hospital-specific interview themes with national malpractice data to identify systemic weaknesses, contributing factors, and improvement opportunities.

This is where your **DATA HUB intelligence** fits in the visual model—linking real-world observations with coded, national-scale MPL intelligence.

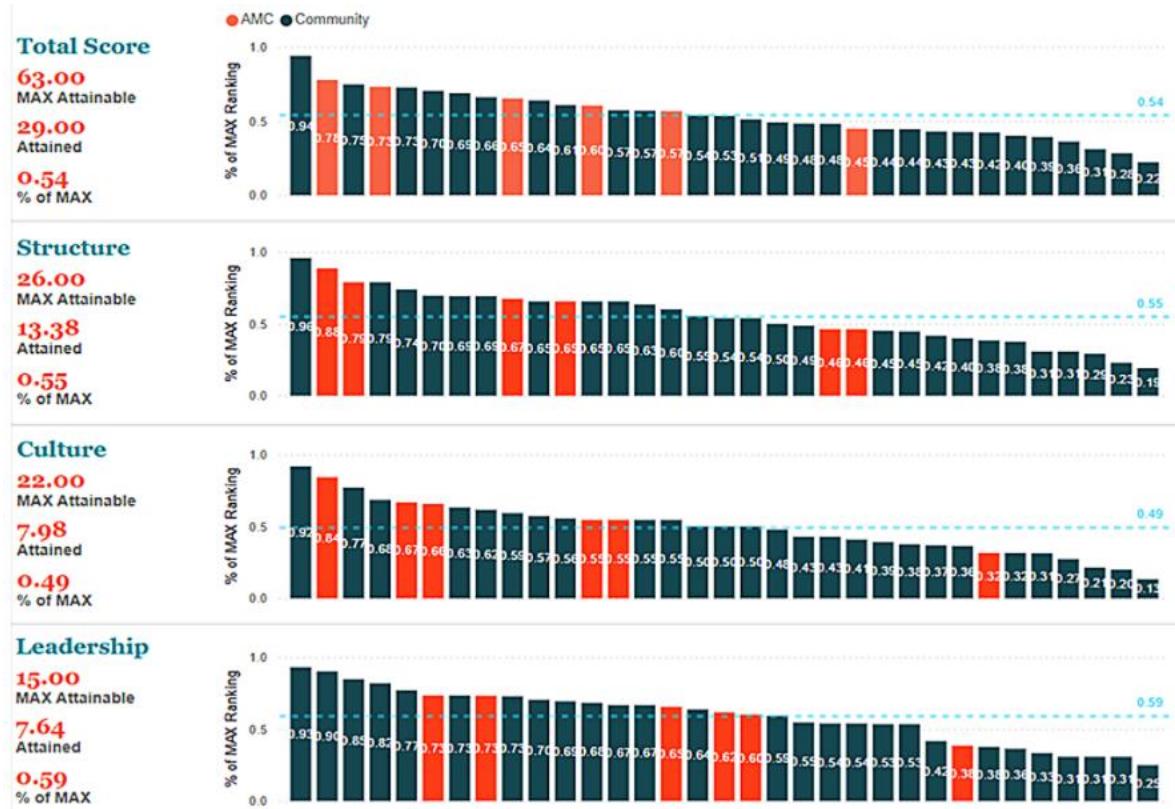
<p>Candello synthesizes:</p> <ul style="list-style-type: none"> • Qualitative insights (interviews) • Quantitative signals (claims data, patterns, risk factors) 	<p>Candello's analysis identifies:</p> <ul style="list-style-type: none"> • Patterns in communication • Gaps in process standardization • Leadership blind spots • Systemic contributors to harm
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Phase 4: Reporting & Recommendations

Candello offers continued partnership, benchmarking, and connection to peer organizations working on similar challenges. **Deliverables include:**

- An in-person or virtual **round-table debrief**
- A **detailed written report**
- A **prioritized list of actionable recommendations**

These recommendations are designed to be **practical, measurable, and aligned with organizational goals.**



Phase 5: Follow-Through & Support

Candello offers continued partnership, benchmarking, and connection to peer organizations working on similar challenges. **Candello offers:**

- Ongoing consultation
- A national community of peer organizations
- Access to comparative benchmarking tools

This follow-through helps ensure recommendations lead to **real, sustained change.**