

# Maturity Model

Guided by our Maturity Model, we help clients harness the power of their membership. We strive to understand their current organizational position along their data analytics journey, and where they would like to land. We integrate deeply-coded medical malpractice data, advanced analytical tools and services, and access to a national community of like-minded peers.



## Hindsight



## Insight



## Foresight



## Transformation

|  | Hindsight  | Insight   | Foresight  | Transformation   |
|--|--|---|--|--|
| <b>Data</b>  | We have our own data and understand our own exposures.                               | We utilize peer comparative data to validate or identify potential exposures.             | We correlate our data with other clinical and insurance data sources.                          | Our data is part of an organizational data lake, continuously mined and analyzed for insights. |
| <b>Analytics</b>                                     | We use descriptive analytics to tell us what events and claims happened.             | We use diagnostic analytics to tell us why events and claims happened.                    | We use predictive analytics to tell us what kinds of events and claims will happen.            | We use prescriptive analytics to tell us how to avoid events and claims.                       |
| <b>Patient Safety</b>                                | We use our MPL data to identify our most significant patient safety vulnerabilities. | We leverage comparative data to identify trends and develop patient safety interventions. | We target patient safety interventions supported by a business case and anticipated ROI.       | We implement interventions, measure their impact, and continuously monitor.                    |
| <b>Stakeholder Engagement</b>                        | We provide high-level MPL data to our insureds upon request.                         | We have consistent forums/formats for sharing meaningful data.                            | Our stakeholders rely on data to inform their clinical and business decisions.                 | The routine use of data is changing stakeholder behavior, practice, and decision making.       |
| <b>Core Business (claims, underwriting, finance)</b> | We understand how many claims we have, and how much they are costing us.             | We leverage our claims, insurance, and financial data to meet our business goals.         | We use clinical and financial data to inform our claims, underwriting and financial decisions. | We demonstrate ROI to our stakeholders for the decisions we make.                              |