

CS STARS



Solutions for the Health Care Industry

Understand your risk profile, identify patient safety issues, reduce operational expenses, and manage your total cost of risk.

CS STARS patient-safety, risk and claims management solutions are used by 6 of the 10 largest U.S. health care systems.

Risk management is essential in the health care industry where even a minor incident can result in a significant loss. CS STARS™ provides a full range of software and solutions to help quantify and control risk costs, improve patient and employee safety, and streamline operations.

CS STARS' risk and claims management solutions are used by many of the world's largest public and private health care organizations. Our integrated solutions work together to help you reduce exposures, decrease claims costs, and maintain compliance with government and industry regulations.

Analyze Risks and Exposures

Claims Management

CS STARS provides a comprehensive solution for managing all types of health care industry-related claims, including health care professional liability, directors and officers liability, and errors and omissions liability. Our proven health care implementation model is designed to give customers a headstart, saving time and ensuring that their system supports industry best practices and also adheres to specific business requirements.

Risk Management

CS STARS will collect and convert all required data sources to provide a consolidated repository of risk management information. For comprehensive analysis, CS STARS can incorporate data from other systems. Computerized physician order entry (CPOE) systems, patient demographics, or electronic medical records can be combined with claims and quality improvement data to provide an all-inclusive view of risk management. To keep internal systems in sync, CS STARS' software can also integrate with pharmacy, human resources, and finance systems.

CS STARS' reporting tools help risk managers, workplace safety managers,

and patient safety officers accurately identify trends and recognize areas in need of corrective action. The ability to drill down into data supports in-depth analysis of losses. To ensure effective presentation of risk to the underwriting and insurance market, CS STARS' report formats are detailed and professional.

Manage Adverse Medical Events

CS STARS' tools ease the capture, management, and reporting of data associated with near misses, medical errors and patient complaints.

- Web-based incident entry lets health care professionals and patients report events locally.
- Automated processes log event information, alert rapid response teams and ensure the capture of data required to support quality management practices.
- Integrated analytical tools and reports allow health care facilities to analyze event data, establish benchmarks, report results to individual hospitals and manage medical error-reduction incentive programs.
- Facilitate compliance with state requirements for adverse event tracking by systematically populating state forms and automatically transmitting event information.

Provide Quality Patient Care

Compliance Assessments

To help health care organizations identify potential patient and workplace safety issues, CS STARS provides assessment tools for gauging adherence to government regulations, industry standards, and internal best practices. Our audit solutions facilitate the collection and sharing of compliance data across your organization enabling management to objectively track, measure, and compare results and progress by facility, geography, hospital size, or any other criteria.

JCAHO Accreditation and Regulatory Compliance Data Management

CS STARS software enables health care organizations to manage information needed for OSHA, EEOC, EPA, and JCAHO accreditation and compliance. A flexible design easily adapts to evolving regulatory requirements while powerful tools ease the analysis of complex risk data. Regulatory compliance data can also be used to document improvement plans, or to establish required programs, such as emergency management planning.

Physician Credentials Management

To support JCAHO and NCQA accreditation requirements, many health care organizations use CS STARS to track the credentials of their employed health care professionals. CS STARS delivers a central repository of health care personnel data, including claims history, medical license number, specialty information, continuing education history, employment status, board certifications, privilege restrictions, and insurance information.

Reduce Operational Costs

Claims Administration

For health care organizations administering their own claims, CS STARS' solutions seamlessly integrate all key claim management processes to automate and optimize the claims life cycle. Customizable claims intake, medical bill management, document and payment management and reporting are combined into a single system. Integrated business rules trigger claims interventions and automate routine claims practices.

To expedite claims reporting, CS STARS also offers a full-service call center for claims intake and incident reporting. Our call center delivers comprehensive support for general and auto liability, workers compensation, disability, and property claims. CS STARS' call center provides primary or after-hours coverage 24 hours per day, 365 days per year.

Legal Matter Management

CS STARS' matter management and litigation support solutions help clients manage case assignments, streamline work processes, and collaborate with legal counsel to increase efficiency and reduce costs. Reports identify cost drivers and can potentially diminish future incidents and litigation.

Policy Management

CS STARS' solutions deliver the flexibility needed for managing any type of insurance program, no matter how complex. Claims financials are fully integrated with individual policies as well as policy programs, increasing control over financials and giving clients the ability to accurately monitor critical metrics, such as policy erosion.

CS STARS delivers integrated applications that connect patient safety staff, risk managers and physicians to tools and information they need.



Features for the Health Care Industry

- Data-conversion and consolidation solutions, including integration with CPOE, finance, human resources, and pharmacy systems
- Web-based reporting tools for claims, incidents and medical errors
- Claims-administration solutions configured with health care industry best practices, claims screens and code tables
- Risk management analysis and reporting tools incorporated with report templates focused on health care.
- Capture, manage and report adverse medical events
- Policy management
- Property management
- Integrated risk and compliance data
- Tools for managing physician credentials

CS STARS' Health Care Professional Services team is focused on delivering industry-leading software and services to our health care customers. These industry and technology specialists use expertise gained from hundreds of system implementations to streamline the delivery of health care-specific solutions that help customers maximize their technology investment.

CS STARS™

With more than 30 years of industry experience, CS STARS is committed to delivering leading technology products for managing risk, claims, and insurance.

CS STARS' software and services include:

- Risk and Claims Management
- Claims Administration
- Audit Solutions
- Medical Bill Review
- Legal Matter Management
- Call Center Solutions
- Data Services

To learn more about CS STARS, visit www.csstars.com, call (800) 927 3343, or e-mail solutions@csstars.com.