



ERMA is the first LTC software program that seamlessly integrates the following major components of risk management: resident, visitor, and employee incidents/events, medication variances, medical record requests, claims, benchmarking, survey tracking and regulatory penalty tracking.

ERMA has the capacity to store uploaded documents and forms, send out immediate e-mail notification of high alert and state reportable events to key personnel, and provides an effective communication tool using a collaborative workspace for facility personnel and other QA/Risk Management personnel.

ERMA captures incident information and provides customized reporting that can be used to track and trend across a corporation or within a stand-alone facility.

ERMA utilization as part of the Quality Assurance Committee helps promote a safe environment for residents, visitors, and employees. **ERMA** assists in this process by identifying trends and patterns that may result in incidents, prompting quick intervention.



Servarus Risk Management Services

- * On Site Risk Assessments
- * Educational Seminars/In-Services
- * Web-based Electronic Risk Management Assistant (ERMA)
- * Web-based Claims Management
- * ERMA Clinical Oversight for Loss Control
- * Web-based Survey Tracking

Contact us today to discuss individual risk management services, or a customized package of services.



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Redefining Risk Management in the Long Term Care Setting by Improving Overall Outcomes that are Mutually Beneficial for the Company, the Residents, and Their Families





System Security

- ERMA uses a secure web server with real-time data backup capabilities.
- Security restrictions may be determined to gain or limit each user's access to the system

System Features

- ERMA generates customized, detailed reports to help maintain and manage events, revealing opportunities to prevent potential losses and future claims, decrease liability exposure, and increase overall quality of care.

Report Request - Incident / Accident Log

Incident Begin: 1/1/2008 Incident End Date: 1/1/2008

Start Order: 1

Business Unit: All

Facility: All

State: All

Last Name: All

Resident Type: All

Request Type: All

Alert Level: All

Alert Type: All

Incident / Accident Log

Incident #	Date	Facility	Requester	Request	Status	Notes
1	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
2	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
3	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
4	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
5	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor

- Custom configured graphs provide a snapshot of events over a 12-month time period



System Features

- Immediate e-mail notification of user defined high risk and state reportable events to key personnel

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This e-mail message is to alert you of a serious incident which may require further investigation. The Risk Management Department has received a copy of this alert. If you feel you need assistance from the Risk Management or the legal Department please contact Deb Schrag.

Incident ID: 100272562
Alert Type: OTHER REPORTABLE Level: C
Priority: Subject Name (2626)
Date: 1/1/2008
URL: http://wwwonline.com/login.asp?incident_id=100272562

IMPORTANT: This e-mail and any attachments are confidential and may also be privileged. If you are not the named recipient, or have otherwise received this communication in error, please notify the sender immediately and do not disclose its contents to any other person, use it for any purpose or share its contents with any other person. Thank you.
  
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- Tracks and Trends all requests for medical records, stores all related documents, tracks release of records and requestors

Enter/Edit Records Requests

Begin Date: 1/1/2001

End Date: 5/29/20

Begin #: 1

End #: 99999

Sort Order: Request#

Facility: All

Resident Name: All

Requestor Name: All

Authorization: All

Incident #	Date	Facility	Requester	Request	Status	Notes
1	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
2	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
3	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
4	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
5	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor

- The ERMA claims module transitions events or record requests and effectively manages claims and litigation without incurring additional cost for software purchases and enables tracking financial costs associated with certain loss events

Requested Claims

Incident #	Date	Facility	Requester	Request	Status	Notes
10166	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
10165	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
10164	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
10163	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
10162	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
10161	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
10160	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
10159	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
10158	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor
10157	1/1/2008	Agape Manor	Agape Manor	Agape Manor	Agape Manor	Agape Manor

- As facilities move through the survey process from entry to exit and beyond, ERMA provides a center point to manage the data that is needed for a variety of Corporate and Regional personnel.

Additional ERMA Services:

- Clinical oversight and analysis for loss control
- Experienced data entry staff ensures the data integrity of the incident/event reports is maintained.
- Facility compliance monitoring for data entry and incident reporting
- Follow-up on all falls possibly resulting in fractures or hospitalization
- Review and investigate all serious events with reports to regional teams or corporate based on exposure
- Review and determination of exposure on request for medical records.
- Survey tracking with alerts to key personnel throughout the survey process
- Support to troubled facilities
- Knowledge of corporate Policies and Procedures
- Monitor and Follow-up of Whiteboard Messages