



CHRISTUS Health transforms risk management

Client name: CHRISTUS Health

Location: Irving, TX

Industry: Healthcare

Challenges

- Identify and quantify risk levels in a constantly changing environment
- Deliver easy-to-use, flexible data analytics and reporting functions
- Simplify claims and risk management processes
- Improve risk management communications across the enterprise
- Streamline management of outside legal spend

Solutions

- DXC Insurance RISKMASTER™
- DXC Legal Solutions Suite™

Results

- Automated claims and risk management processes
- Reduced risk through data analysis
- Improved communications and collaboration internally and with legal partners

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— Bruce Richards,
information systems manager,
CHRISTUS Health

Of the many risk concerns that trouble healthcare providers today, the industry’s constant change ranks near the top. Also ranking near the top are: optimizing processes, improving communications, analyzing troves of data so risk managers can make better decisions, and preventing loss. These were all challenges for CHRISTUS Health, an international, not-for-profit health system comprising almost 600 services and facilities. Its solution? Implementing a claims and risk management solution in partnership with DXC Technology.

“In the healthcare industry, there’s lots of change,” says Bruce Richards, information systems manager with CHRISTUS Health, which provides health insurance plans as part of CHRISTUS Health. Advances in care and technology, shifting regulations, insurance upheaval and industry consolidation are just a few examples. In the past few years, CHRISTUS Health itself has gone through a number of acquisitions, mergers and partnerships that have significantly expanded its footprint, revenue and operating income.

All of this change puts greater pressure on health systems to optimize their risk management. For CHRISTUS Health, it meant implementing a claims and risk management information system that could provide scalable risk analysis and flexible reporting — simplifying processes and taking advantage of data to improve insights.

Reducing risks, solving problems

“We’re looking at risk management, reducing risk however we can,” says Richards. “That’s the biggest part of loss prevention.”

With services located in multiple countries and some 45,000 employees in its ranks, CHRISTUS Health needed a risk management information system that was scalable, efficient and easy to use.

DXC Insurance RISKMASTER™ gives CHRISTUS Health an easily configurable system that helps it cut costs and automate risk and claims management processes. Not only is it easier to identify and quantify risks, but the new data analytics and reporting features also help risk managers address those risks.

Take, for example, slips, trips and falls, which injure hundreds of thousands of workers in the United States each year. Insurance RISKMASTER is helping CHRISTUS Health manage risk and the claims related to falls in the workplace.

“You can have these reports and see that you have way more slips, trips and falls happening in this department,” Richards says. “But we can also help them to actually reduce it. It is real easy to say, ‘You’ve got a problem,’ but helping them find a solution to the problem — that’s a big, big part of what we do.”

In addition, CHRISTUS Health is using DXC Legal Solutions Suite™ to work strategically with outside counsel to manage legal expenses and optimize outcomes while ensuring consistency. “We can run reports for all of our legal departments on how the attorneys are doing. It opens door after door as far as possibilities [are concerned], and we’re looking forward to moving forward with DXC and some other product areas like eDiscovery,” says Richards.

DXC: Change for the better

With DXC, CHRISTUS Health has the support it needs to help employees take advantage of the new risk information management system and the enhanced functionality it delivers. Because Insurance RISKMASTER is platform-agnostic, the health system's risk managers and lawyers can access the system from whichever platform they prefer, even tablets such as iPads. CHRISTUS Health also takes advantage of DXC's large, active user community.

CHRISTUS Health's partnership with DXC is creating change for the nonprofit organization — change that is for the better, according to Richards. "There's just an excitement this year with getting to know DXC," says Richards. "I am looking forward to seeing how things will transform, and I'm looking forward to this road that we're heading down."

About DXC Technology

DXC Technology [DXC: NYSE] is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit dxc.technology.