

Quarterly Program Review (QPR)

ESIS[®]



ESIS' QPR process effectively evaluates program performance and helps proactively identify and implement loss cost reduction initiatives to drive better program results.

Our Approach

ESIS' QPR process supplements traditional reporting with ongoing conversations that examine processes and trends, identify improvement opportunities, and help implement loss cost reduction initiatives.

Our approach is comprised of the following components:

- Analysis of the past five quarters of data
- Evaluation of processes and outcomes
- Earlier identification of trends
- Proactive approach to developing solutions

Our Expertise

By combining the expertise of ESIS' partnership leaders and our technology, clients benefit from earlier identification of trends to help drive more informed business decisions.

Our experienced professionals can help make a positive impact on your day-to-day operations and drive your program's success. ESIS' industry-leading approaches to ongoing education and knowledge-sharing, combined with the tools necessary to support your objectives, enable our partnership leaders to provide strategic oversight and direction for all aspects of your program.

ESIS' partnership leaders utilize their experience and an understanding of your short- and long-term business goals to serve as the basis for ESIS' customized and collaborative QPRs. ESIS combines process assessments with data analytics to ensure that we properly meet service standards, align appropriate resources, and complete deliverables timely and accurately.

Our Technology

ESIS' partnership services team is equipped with a foundational toolkit of knowledge and data analysis techniques.

Quarterly Partnership Analysis Tool

Our Quarterly Partnership Analysis Tool (QPAT) provides a single platform to integrate disparate data sources and allows ESIS' partnership services team to focus on interpreting data. This tool contains a comprehensive package of analytics that offers a quick view into items such as:

- Key performance indicators
- Frequency and severity indicators
- Financial activity and cost analysis
- Medical programs and litigation results
- Root-cause analysis

Global RiskAdvantage® (GRA)

- Our Risk Management Information System (RMIS), Global RiskAdvantage, promotes the effective tracking of critical data and production of customized reports
- Easily navigate program information, develop a better understanding of your claims, and utilize program data in a more meaningful way

Text Mining Dashboard

- Enables ESIS' partnership leaders and data analysts to effectively identify and drill down into trends that are not apparent, utilizing traditional, structured data
- Supports broader decision-making and allows ESIS to identify trends that may not normally be searchable or identifiable

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Predictive Modeling

- Predictive analytics are integrated into our claim team's workflow to proactively identify claims likely to have high severity, and to help mitigate loss costs by developing and implementing appropriate and timely intervention strategies
- ESIS' partnership leaders work with you to develop an evaluation program for the use of our predictive models to drive better outcomes

Benchmarking Analysis

- QPR findings and recommendations for program improvement are presented and summarized during annual partnership meetings
- Measures client trending against peer groups, which provides a meaningful perspective on program performance

Your Results

ESIS' QPR process enables us to provide program recommendations to help improve your results. Our partnership leaders' knowledge of your program, experience, and review of outcomes results in an approach geared toward implementing actionable and impactful solutions. Once implemented, these solutions are measured in order for subsequent QPRs to be successful in evaluating progress and to allow for appropriate process adjustments to occur if needed.

Contact Us

To learn more about how ESIS can help you achieve your risk management goals, contact us or visit www.esis.com.

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Contact Us

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Design. Integrate. Achieve.

ESIS®, Inc., a Chubb company, provides claim and risk management services to a wide variety of commercial clients. ESIS' innovative best-in-class approach to program design, integration, and achievement of results aligns with the needs and expectations of our clients' unique risk management needs. With 65 years of experience, and offerings in both the US and globally, ESIS provides one of the industry's broadest selections of risk management solutions covering both pre and post-loss services. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For more information, visit us at www.esis.com.

3/2018