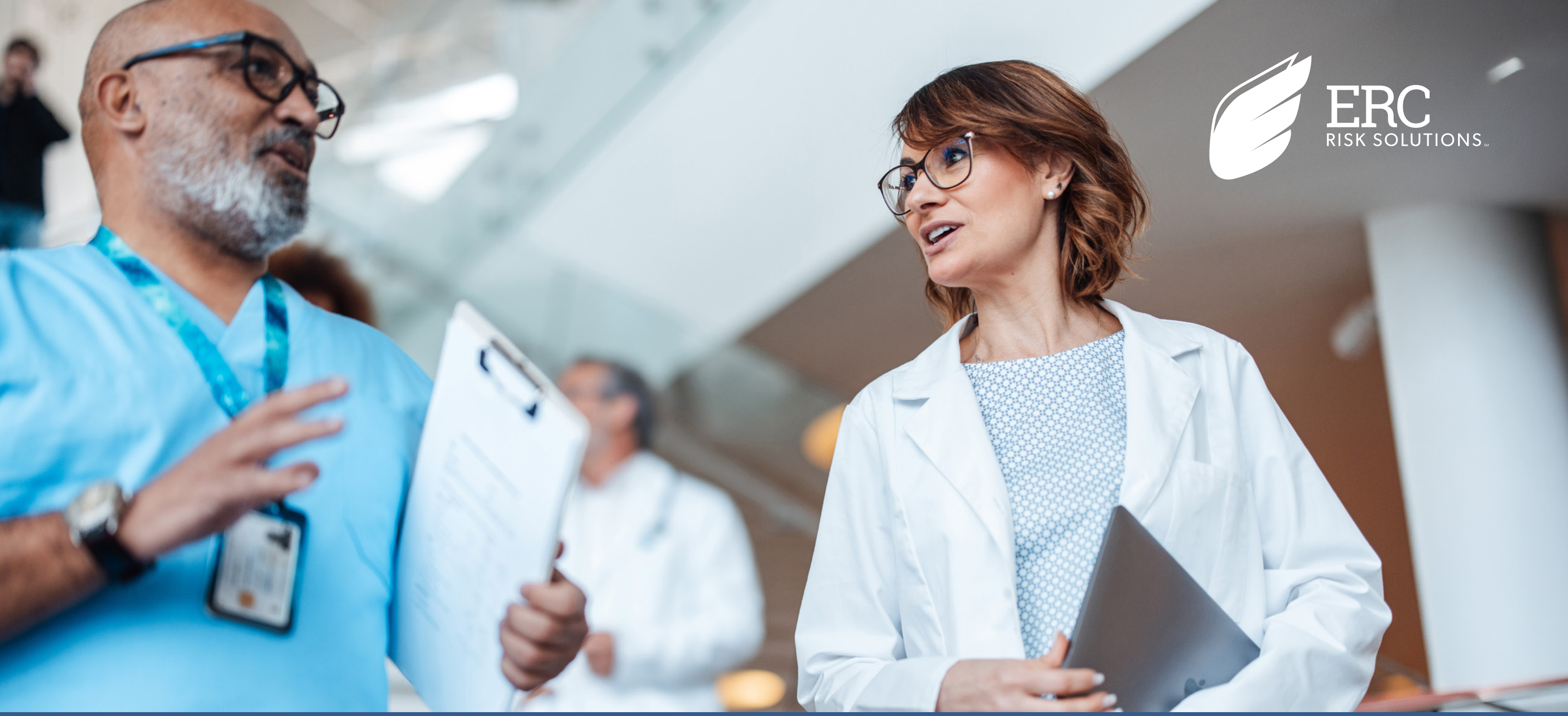

CASE STUDY

How a Regional Health System Strengthened Enterprise Risk Oversight

THE OPPORTUNITY
A regional healthcare system recognized the need for a more coordinated and strategic approach to managing enterprise-wide risk.

THE CHALLENGE
Moving from siloed risk management to enterprise visibility.

THE SOLUTION
Building a scalable (and sustainable) enterprise risk management framework that strengthens governance, accountability, and strategic decision-making.

Building the Foundation for Enterprise-Wide Risk Management

As healthcare organizations face growing operational, financial, regulatory, and workforce challenges, this regional health system recognized the need to advance beyond siloed risk management practices. Leadership wanted greater visibility into risk-related activities across the enterprise and a more strategic business approach to aligning risk management with organizational priorities, performance, and long-term value creation.

The organization engaged ERC Risk Solutions to help establish the governance structures, leadership alignment, and practical tools necessary to launch and sustain an effective ERM program. Together, the teams built a scalable framework that strengthened enterprise risk oversight while enabling leaders to identify and monitor key risk indicators (KRIs) and key performance indicators (KPIs). By aligning leadership around a common ERM approach, the organization was better positioned to make informed decisions, strengthen resilience, and uncover opportunities to create lasting value in an increasingly competitive environment.

> "As an organization growing in size and complexity, we recognized the need for a more ***coordinated approach*** to managing risk across our enterprise. ERC Risk Solutions partnered with domain leaders to help us move beyond departmental silos and ***build a framework*** that gives us greater visibility into our most significant risks and opportunities."
>
> -Chief Risk & Compliance Officer

CLIENT PROFILE

Mid-Atlantic based healthcare system with hospital, emergency and urgent care, various outpatient facilities, and numerous specialty practices

Approximately **400 Beds**

5K+ Employees

ERC’s Approach

ERC Risk Solutions implemented a phased ERM consulting engagement designed to enable the organization to establish foundational infrastructure, strengthen leadership engagement, and create sustainable processes for ongoing risk oversight. In partnership with executive leadership and business unit leaders, ERC delivered practical guidance, education, and implementation support tailored to the organization’s current level of ERM maturity.

FIVE KEY COMPONENTS OF THE ENGAGEMENT

1

Assessing the Current State

Evaluated existing ERM efforts, leadership perspectives, governance structures, and organizational priorities via comprehensive ERM assessment and leadership interviews to identify opportunities.

2

Establishing Governance

Equipped leadership with the education, templates, and tools needed to establish an ERM charter, governance structure, and operational steering committee framework.

3

Educating Leaders

Partnered to develop ERM education focused on risk management principles, risk appetite, key risk indicators, accountability, and organizational value.

4

Identifying and Prioritizing Risk

Implemented practical tools and methodologies to help leaders identify, assess, rank, and monitor enterprise risks and opportunities.

5

Supporting Long-Term Adoption

Provided coaching, facilitation, and implementation support to strengthen organizational buy-in and sustain ERM momentum across departments.

WHY LEADERSHIP PRIORITIZED ERM

- Workforce instability
- Cybersecurity threats
- Operational disruption
- Patient safety concerns
- Regulatory complexity

From Framework to Forward Momentum

By the end of the engagement, the health system had established a stronger foundation for enterprise risk management and a clear roadmap for continued program development. As a result, the organization:

- Increased executive engagement in enterprise risk management activities.
- Established foundational governance and oversight structures.
- Clarified enterprise risk ownership and accountability across the organization.
- Enhanced leadership understanding of ERM principles, expectations, and strategic value.
- Developed practical tools and methodologies for enterprise risk identification, assessment, and prioritization.
- Enabled strategic execution through enterprise-wide alignment and the use of KRIs to provide early warning signals.
- Strengthened organizational readiness to address emerging healthcare risks.

> “ERC brought both ***deep ERM expertise*** and a ***practical understanding*** of healthcare operations to our partnership. Their guidance, education, and ongoing support accelerated our progress and gave our leadership team greater confidence in our ability to identify, prioritize, and manage risk across the organization.”
>
> -Senior Director, Enterprise Risk

BY THE NUMBERS

12 month engagement, kicking off a multi-year partnership with health system’s ERM leader

3+ educational sessions co-developed with ERM leader—delivered and recorded

1x/ week strategic planning and implementation meetings to support ERM leader

READY TO STRENGTHEN YOUR ERM PROGRAM?

Contact ERC Risk Solutions today to learn more about our phased ERM consulting offerings and how we can help strengthen your organization’s approach to enterprise risk management.

Connect with us at contact@ercrisk.org or ercrisk.org.