



2017 Health Care Industry Risk Survey Highlights

Today's Health
Care organizations
are facing
complex and
interconnected
risks.

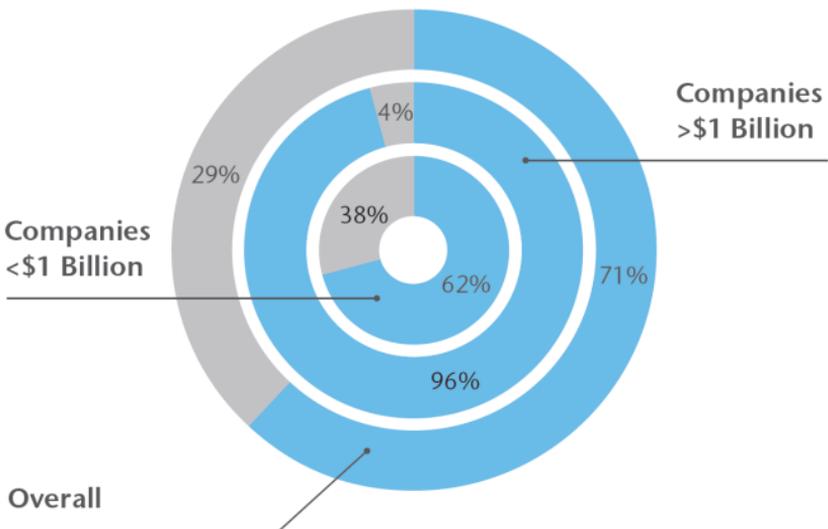
We live in an era of unprecedented volatility. Trends on three major dimensions – economics, demographics, and geopolitics – combined with the exponential pace of technology change, are converging to create a challenging new reality for organizations. These forces create opportunities that we cannot even imagine, but also present new frontiers to be explored.

Top Five Emerging Risks in 2020



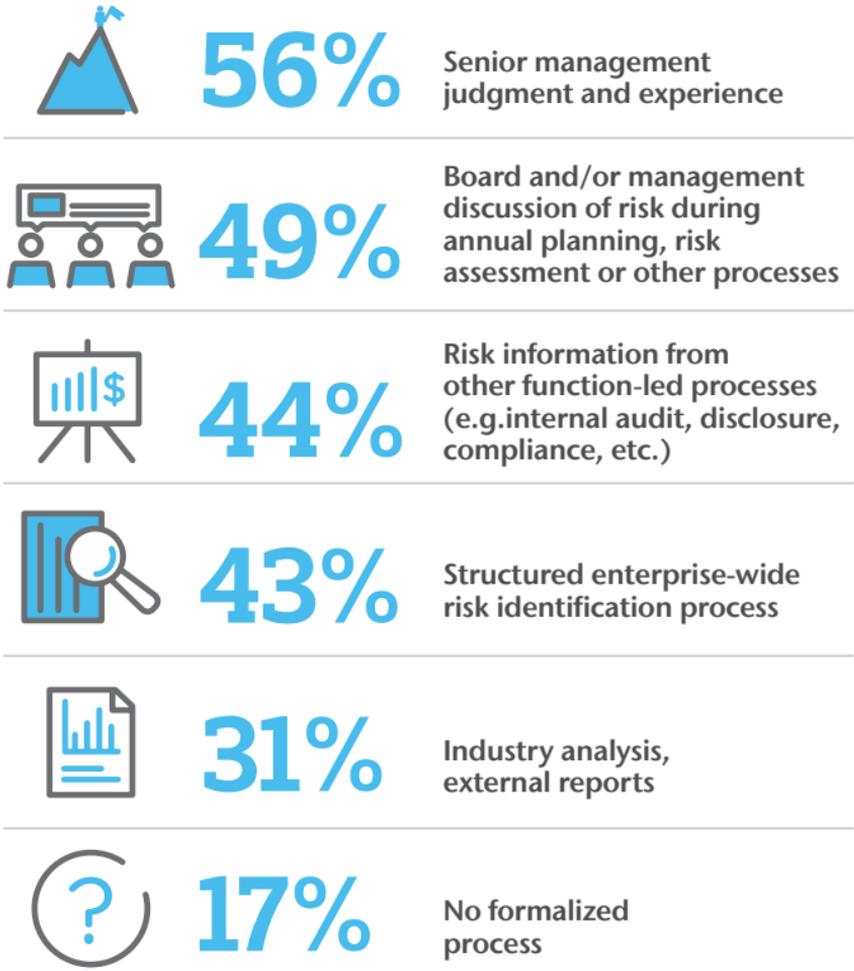
Presence of a Formal Risk Management Department

Yes No



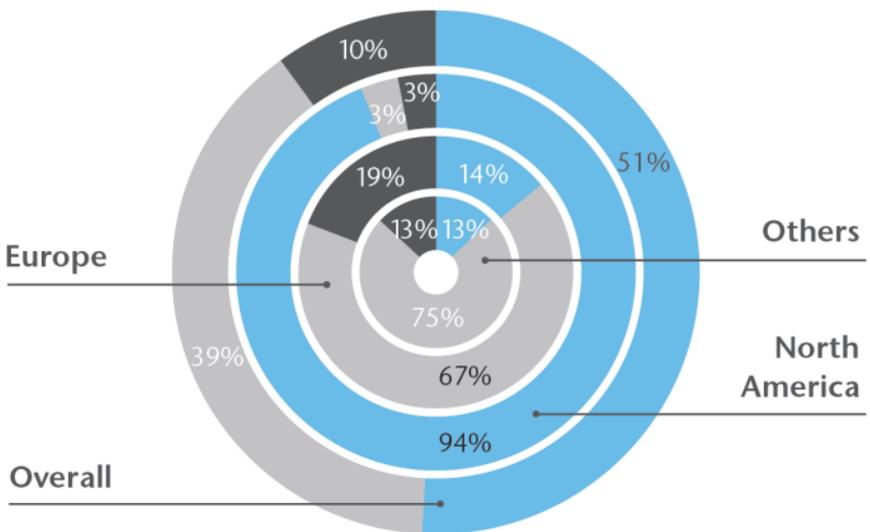
Risk Departments Cultivate a Company-Wide Risk Culture and Assess Current and Emerging Risks

Identification of Major Risks



Cyber Purchasing Patterns

■ Insurance currently purchased
 ■ Not purchased and no plans to purchase
 ■ Plan to purchase



To keep pace with the pervasive and fast evolving cyber technological innovation, much more progress is needed

Comprehensive Process to Identify Risks

Assessment of Major Risks



50%

Senior management judgment and experience



39%

Board and/or management discussion of risk during annual planning, risk assessment or other processes



36%

Structured enterprise-wide risk assessment process supported by a standard toolkit and methodology



22%

Consult with external service provider/advisor



20%

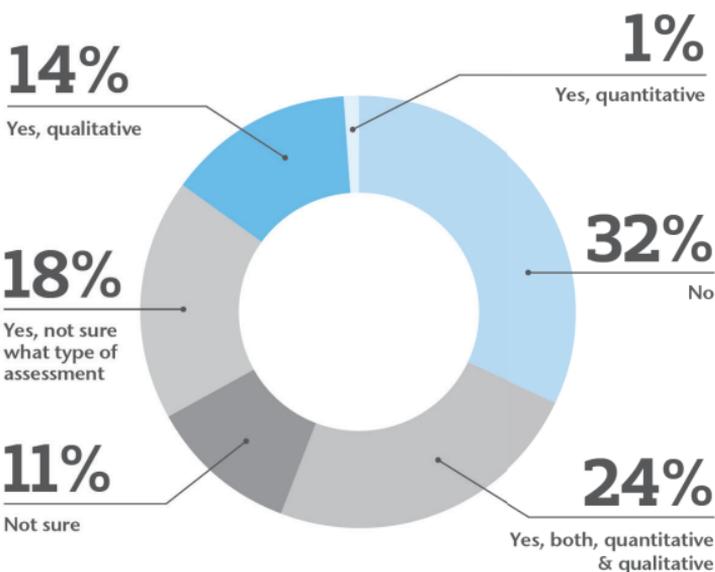
No formalized process



16%

Risk modeling/risk quantification analysis

Cyber Risk – Completed Assessment



threats that go hand in hand with the dizzying speed of change in the area of cyber risk control and mitigation.

▶ **What top 3 methods do you utilize to evaluate the effectiveness of your risk management program?**



36%

Compare historical results from risk events against effectiveness of risk management programs



29%

Compare historical results of safety and loss control programs



27%

Lower total cost of risk

▶ **What are the 3 most important drivers in your choice of insurers?**

1



Coverage terms and conditions

2



Claims service & settlement

3



Value for money/price

Top Ten Risks

	Ten Key Risks
Regulatory/ legislative changes	61%
Damage to reputation/brand	58%
Increasing competition	47%
Cyber crime/ hacking/viruses/ malicious codes	47%
Failure to innovate/meet customer needs	44%
Failure to attract or retain top talent	39%
Economic slowdown/slow recovery	35%
Third party liability (incl. E&O)	35%
Business interruption	31%
Directors & Officers personal liability	29%

About Aon

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For full insights from the survey,
visit us at aon.com/2017GlobalRisk

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