

Press Release
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Relyens accelerates its transformation towards risk management to secure patient care delivery

Relyens, a leading European mutual group historically anchored in insurance, is transforming its model to address the challenges faced by healthcare actors in building the health of tomorrow. With the ambition to “Anticipate today to protect tomorrow,” Relyens addresses three major risks: absenteeism, medical, and cyber. On the occasion of this new edition of SantExpo, the group is launching its Cyber Box, an offer dedicated to managing cyber risk in healthcare.

From Insurer to Risk Manager: A cultural, organizational, and professional transformation

Emerging from a systemic context involving a **profound and rapid technological and cultural revolution** that disrupts societal norms, Relyens' transformation is born out of the necessity to address challenges that strain healthcare facilities' activities.

Aging populations, the digitalization of the economy, work relationships, and ecological transition are all challenges that amplify the risks of cybercrime, pandemics, geopolitical instability, climate change, and the loss of attractiveness of institutions.

With nearly 100 years of expertise in insurance, Relyens is convinced that today, insurance is no longer the only solution. **Data science and technology provide an opportunity** to go further to better understand these emerging, evolving risks, anticipate them better, prevent them, contain them, manage them, and **thus significantly improve everyone's safety**.

“To better support healthcare actors, Relyens questions itself and innovates by moving along the risk value chain. From downstream to upstream, from the incident to its causes, to anticipate events before the incident even occurs,”
explains Carole Berard, Director of Identity and Engagement at Relyens.

To evolve from the role of insurer to risk manager, the group has undertaken three movements:



⇒ From a logic of post-event indemnification to a logic of pre-event prevention.

⇒ From a delayed response to real-time management.

⇒ From peripheral intervention to central activity support.

Click on the image to watch the video

Securing patients by reducing medical risk in the operating room with the Caresyntax Solution

While 60% of serious adverse events occur in the operating room and more than 50% of them could be

avoided, improving surgical processes and protocols, as well as communication and training of professionals, becomes a real public health issue. This is why in 2019, the group took a stake in Caresyntax, which develops a technology platform that monitors and optimizes operating room processes and equips healthcare professionals with a reliable clinical decision support tool.



Click on the image to watch the video

By collecting, analyzing, and automating available data in the surgical environment, it is possible to measure variability, interpret needs, and make relevant clinical decisions at any time. This technology, for example, integrates a pre-intervention checklist from the same screen, alerting to any incident occurring to evaluate and rectify it in real-time.

With the deployment of this solution in healthcare facilities, Relyens allows for defining possible improvements to correct errors, minimize existing risks, and secure patient care delivery.

Protecting the mental health of those who provide care with the Holicare Solution

In 2023, **2.4 million people** in France were at risk of severe burnout. Relyens understands the human risk that threatens care delivery. In 2023, the group established a partnership with the start-up Holicare, which offers a service to support staff, **prevent professional burnout, and contribute to improving mental health.**

A three-step solution:

- ⇒ **Evaluate** professional burnout with the **Holitest**
- ⇒ **Analyze and define** initial actions with the implementation of personalized preventive and curative programs, both individual and collective.
- ⇒ **Manage the approach** through a centralized, anonymized, and evolving dashboard to adjust solutions and measure the effectiveness of the process.

This integrated device in the overall HR offer equips managers and impacts absenteeism-related costs, collective performance decline, service quality, high turnover, and the organization's image degradation.

An effective individual and collective response that has already enabled **89% of supported employees to no longer show anxiety-depressive symptoms**, thereby avoiding the risk of work stoppage and reducing burnout-related absences from an average of 1 year to 59 days.

Preventing cyber-attacks with the Relyens Cyber Box: a comprehensive cyber risk management offer in healthcare

With **385,000 successful cyberattacks in 2022** against public and private organizations in France and an estimated total cost of 2 billion euros, cybersecurity is a real societal issue. In the healthcare ecosystem, cyberattacks have severe consequences, including the rescheduling of care, leading to lost opportunities for at-risk patients.

To prevent and limit the impact of these risks in healthcare structures, Relyens launches its **Cyber Box, a 360-degree offer that comprehensively covers the entire chain of cyber risk management in healthcare.**

To help organizations better understand their vulnerability areas and protect themselves, Relyens offers:

- ⇒ **The Relyens Cyber Connect** management solution, developed jointly by Citalid and Relyens teams, to quantify the cyber threat and prioritize security investments.
- ⇒ **Ospi solutions** for risk management through dashboards, as well as the backup and protection of health data via a sovereign HDS cloud.
- ⇒ **Forescout and Cynerio solutions** for preventing cyber threats on all IT equipment and biomedical devices connected to the network.
- ⇒ **Phishing attack prevention** by raising employee awareness through Arsen's social engineering attack simulation technology.
- ⇒ **The Inquest offer** for incident response and integrated cyber crisis management into Relyens' cyber insurance to assist healthcare facilities in case of an attack.
- ⇒ **Munich RE reinsurance integrated into Relyens' cyber insurance to provide relevant and personalized guarantees to healthcare facilities.**

"Relyens is proud to equip its clients and members with high-performance technological solutions that address the specific risk of cybersecurity. A comprehensive offer that, supported by data and AI, allows healthcare actors to better understand their vulnerability areas and act to strengthen their defense profile to guard against potential cyber threats that could disrupt care and quality and put patients at risk," comments Thierry Zucchi, Head of Cyber Activity Europe at Relyens.

About Relyens

At Relyens, we are more than just an insurer; we are risk managers. Managing, preventing, and insuring risks is our commitment to more effectively protecting healthcare and territorial actors in Europe. Alongside them, we act and innovate for a safer public service for all. We anticipate today to protect tomorrow. As a mission-driven company, we place sustainability at the heart of our actions, notably by deploying a socially responsible investment strategy with 23 billion euros in assets under management. A signatory of the PRI – Principles for Responsible Investment since 2021, Relyens won the "Best Governance Award for Mission Deployment" at the 2023 Instit Invest Crowns of AGEFI and received the Transparency Label for financial management and communication.

References:

¹ [Enquête Nationale sur les Événements Indésirables Graves associés aux Soins dans les Etablissements de Santé - 2019](#)

² [Baromètre du cabinet Empreinte Humaine avec OpinionWay – Novembre 2023](#)

³ [Évaluation statistique du cabinet Asterès juin 2023](#)

For more informations : LinkedIn Relyens

⇒ [Communiqué lancement Cynerio en Europe](#)

⇒ [Communiqué Résultats Relyens 2023](#)

⇒ [Communiqué notation AM Best](#)

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