

Dr. Josh Hyatt

Overview of Experience

Dr. Josh Charles Hyatt is a visionary healthcare risk management and patient safety executive with over two decades of leadership in enterprise risk management, AI-driven analytics, and healthcare ethics. A nationally recognized expert, educator, and speaker, he has transformed risk operations through predictive modeling, innovative client consultation, and data-driven patient safety strategies. He has led enterprise-wide safety initiatives, integrating TeamSTEPPS, second victim support, and professionalism programs to enhance safety culture and reduce liability. Dr. Hyatt has spearheaded AI and data science programs to identify trends, tailor risk education, and develop targeted mitigation strategies. A trusted advisor to underwriting, claims, and actuarial teams, he fosters mentorship, shared governance, and continuous professional development. As a thought leader and innovator, he drives transformative change at the intersection of patient safety, risk strategy, and financial performance.

Leadership Focus

Dr. Hyatt's leadership focuses on three key areas that drive organizational growth, team development, and market adaptability.

1. **Strategic Leadership & Innovation** – Developed and implemented enterprise-wide risk management strategies that improve client servicing, financial performance and enhance institutional resilience. Led integrated risk programs, aligning safety initiatives across multiple sectors to strengthen patient safety and liability mitigation, while ensuring efficient operations.
2. **Innovative & Data-Driven Risk Services** – Led AI-driven risk assessments and consulting strategies, leveraging predictive analytics and real-time risk scoring to deliver tailored mitigation solutions. Developed risk analytics dashboards that track litigation trends, forecast high-risk areas, and enhance underwriting precision.
3. **Leadership & Team Development** – Fosters high-performing teams through mentorship, shared governance, and professional development. Built training programs for risk consultants, ensuring a smooth transition from onsite risk management to consultative leadership while driving succession planning and continuous improvement.

By focusing on these pillars, Dr. Hyatt positions organizations for long-term success, empower teams to lead, and drive innovation in risk management and client services.

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Examples of Leadership Accomplishments

Strategic Leadership & Innovation

- Developed and led enterprise-wide patient safety and risk management initiatives, leveraging analytics-driven change management to identify gaps, streamline interventions, and improve patient safety outcomes.
- Executed a fully integrated corporate risk management department that included 3 hospitals and ambulatory sites, seamlessly aligning risk oversight across USC's medical school, student health services, and Keck Medicine operations.
- As a strategic partner to the Dean of the Medical School and department Chairs, spearheaded initiatives in professionalism, care for the caregiver, resident training, and TeamSTEPPS in the OR, embedding a culture of safety across clinical and academic environments.
- Designed and executed 1-, 3-, and 5-year risk strategy forecasting models for client servicing, aligning risk mitigation efforts with emerging industry trends, litigation patterns, and evolving regulatory requirements.
- Implemented shared governance modeling to structure and streamline risk management department operations, improving cross-functional alignment and enhancing efficiency across underwriting, claims, and actuarial teams.

Innovative & Data-Driven Risk Services and Client Consultation

- Developed analytics-driven client-servicing models, using AI to identify trends in client feedback, course preferences, and risk mitigation needs, ensuring tailored educational and risk reduction strategies.
- Developed and launched Keck's first Risk Analytics program and dashboard, leveraging predictive modeling, AI-driven risk stratification, and trend forecasting to identify early indicators of patient safety vulnerabilities.
- Designed and executed analytics-driven risk assessments and education, leveraging data science, predictive analytics, and AI-driven insights to deliver focused, hybrid risk assessments that integrate onsite evaluations with virtual and AI-assisted reviews.
- Led AI-driven forecasting for risk assessment servicing and education, using trend analysis and predictive modeling to anticipate and proactively address emerging risk areas.

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- Developed case studies from multiple data sources (claims, clinical events, regulatory reports) to create targeted, high-impact educational content tailored to client-specific vulnerabilities and industry trends.
- Implemented analytics-driven change management methodologies, ensuring evidence-based risk strategies align with client operations and drive measurable improvements in safety culture and risk exposure.
- Worked closely with underwriting and claims teams to ensure insureds receive value-driven, AI-enhanced risk consulting, reducing losses and strengthening risk-adjusted pricing strategies.

Leadership of Teams: Empowering, Mentoring & Developing Future Leaders

- A proven team builder and mentor, Dr. Hyatt built and led structured training and onboarding programs for new consultants, focusing on the distinct skill sets required for onsite risk managers vs. risk consultants, bridging the gap between onsite risk management and consultative services, ensuring long-term sustainability of institutional risk expertise and ensuring a smooth transition into consultative roles.
- Developed structured professional development programs, ensuring team members gain expertise in analytics-driven risk assessment, AI utilization, and advanced client consulting strategies.
- Empowered leaders to lead by fostering a culture of ownership and accountability, where team members have the autonomy to drive initiatives while aligning with strategic objectives.
- Cultivated a continuous learning culture, ensuring staff remains ahead of industry trends through structured professional development, cross-functional collaboration, and exposure to national thought leadership.
- Championed a shared governance model that empowers leaders and fosters a culture of professional development, cross-functional collaboration, and continuous learning.