

Hero.

Powered by people. *Driven by advanced analytics.*

Simplify reporting, surface hidden patterns, and drive better outcomes — across hospitals, ambulatory settings, and home care.

Effortless

AI POWERED REPORTING

Transparent

REPORTER TO REVIEWER LOOP

Actionable

TRENDS AND PREDICTIVE INSIGHTS

→ Built with Johns Hopkins. Grounded in 15+ years of patient safety data.

15+

Years of safety data behind every model

4

AI models that learn from your team

EMR Ready

Integrates with your existing system

WHAT HERO DOES

Everything you need from report to resolution.



Effortless Event Capture

One form, any device, under two minutes — with confidential reporting, photo attachments, and EMR launch built in.

- Single form covers every event type
- Hide My Identity — but still receive follow-up on your event
- Photos, Good Catches, multiple patients per entry
- Launches directly from your EMR



From Submission to Resolution

Every event moves through a structured workflow — routed, reviewed, followed up, and closed without anything falling through the cracks.

- Configurable routing by location and indicator
- Inbox-style queue with structured next steps
- Follow-up threads visible to the original reporter
- Custom forms for action tracking and compliance



Reporter-to-Reviewer Transparency

Everyone in the loop — from the nurse who filed the report to the director who closes it — sees the same thread.

- Inbox-style review queue, minimal training required
- Chat-style follow-up keeps everyone in one thread
- Reporters see every action taken on their submission
- Custom follow-up forms for structured action tracking

REPORTING IN UNDER TWO MINUTES

A single form handles every event type. Reporters set urgency, attach photos, and optionally hide their identity — from any device.

WHO IT SERVES

RN

Frontline Staff

Submit any event in under two minutes. Stay informed on every action taken — without chasing anyone down.

PS

Patient Safety Teams

AI-powered triage, similar event context, and a clear follow-up thread cut time from submission to resolution.

QL

Quality & Risk Leaders

Trend clustering and enterprise dashboards surface systemic risk before it reaches the patient.

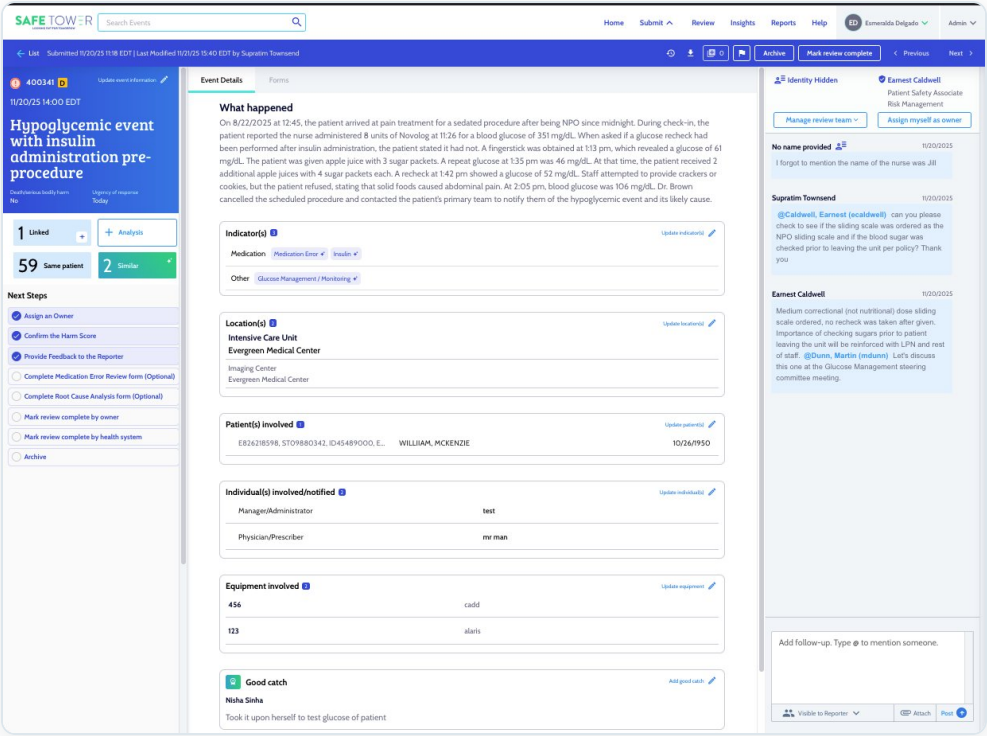
II

We found a system-wide pattern in 20 minutes that would have taken months to surface manually. Similar Events alone changed how we do safety reviews.

Director of Patient Safety
Regional Health System

EVENT REVIEW INTERFACE

Events arrive with an AI-generated title and auto-tagged indicators. Linked patient records and live follow-up threads keep reviewers in full context — all in one inbox-style view.



AI AND MACHINE LEARNING

Four models run continuously, learning from every submission.

TITLES & SUMMARIES

Instant Triage Context

Generates a title and summary the moment an event is submitted.

MODEL 01 · TAGGER

Auto-Categorization

Reads free-text narratives and assigns categories and routing.

MODEL 02 · SIMILAR EVENTS

Pattern Recognition

Surfaces related past events so reviewers see history before acting.

MODEL 03 · EXPLORE TRENDS

Enterprise Blind Spots

Clusters events org-wide to reveal systemic risk no single review would catch.

INTEGRATIONS



EMR Integration

Launches from the patient record. Data pre-populates automatically — no double entry.



Single Sign-On

Directory Service login. Groups automatically filter reviewer queues and locations.



Dashboards & Export

One-click PDF and pivot-ready Excel for board and regulatory reporting.



Azure Cloud

HIPAA-compliant, WCAG 2.1 accessible. Legacy data migration included.

HOW IT WORKS

01

Staff submits

Any event, any device, under two minutes. Identified or fully confidential.

02

AI takes over

Categorizes, generates a title, and routes the event — no manual triage.

03

Reviewer acts

Inbox queue shows similar events, follow-up threads, and next steps in one view.

04

Patterns surface

Explore Trends clusters events org-wide so leaders catch risk before it becomes harm.

WORKFLOW AND COMPLIANCE

Configurable Routing

Route any event by location or indicator to the right reviewer automatically.

Custom Follow-Up Forms

Build structured action forms for any category. Assign owners and due dates.

Audit-Ready Export

Every action timestamped and exportable for regulatory review at any time.

EXAMPLE PLATFORM SIGNALS

Anomaly Detected

Behavior Safety events elevated vs. the 6-month baseline.

Trending Event Type

Medication-related events up 18% this month compared to the prior period.

Similar Events Found

Three related submissions across two departments.