



**Safety and Risk Management  
Board Report  
March 15, 2012**

**“Seven Pillars” – Comprehensive Process for the Prevention and Response to Patient Harm**

The nationally-recognized UIH Seven Pillars program, run by the Department of Safety and Risk Management, continues to focus on all seven of the critical elements with the Hospital and Health Sciences System including 1.) event reporting, 2.) rapid and effective communication following harm, 3.) interdisciplinary investigation, 4.) waiver of hospital and professional fees when care is deemed inappropriate, 5.) performance and process improvements, 6.) data analysis and 7.) education. The Department continues to track these elements and focus on linkages between effective communication and malpractice claim reduction in conjunction with the Vice President for Health Affairs and University Risk Management in Urbana.

**Occurrence Reports** – continue to increase as staff develop an increased willingness to report opportunities to improve

**Investigations of Significant Events – 60**

- specimen labeling
- infant security
- air embolism during cardiac bypass
- retained objects following vaginal delivery
- near miss – wrong patient surgery
- pharmacy error in solution compounding

**Communication Consult Service Support - 23 cases**

**Care for the Care Provider Support - 12 cases**

**Performance and Process Improvements** – Department staff have been working with the Quality Management Department to develop a strategic plan for taking UIH into the top quartile in quality and patient safety metrics.

**Research:**

**AHRQ grant** – Four members of the Department engaged in grant activity with ten Chicago area hospitals over the past 6 months.

**Co-Investigator on CMS Innovation Challenge Grant** – the Interim Assistant Vice President for Quality and Safety is a critical Co-Investigator on the recently submitted \$13M CMS Innovation Challenge grant.

**Education:**

**Masters in Patient Safety Leadership** – Department staff continue to participate in the experiential education of the MPSL students with a program that allows the students to engage in the onsite immersion of the students in the UIH Seven Pillars process described above.

**Graduate Medical Education** – the Department provided a detailed report of its ongoing involvement in the Quality and Safety education of hundreds of UIH resident physicians for the recent survey by the Accreditation Council for Graduate Medical Education [ACGME].

**Ancillary Support:**

**Medical Malpractice** – the Department continues to maintain a detailed, frequently updated database of all medical malpractice claims involving University of Illinois employees within and outside the Hospital and Health Sciences System.

**Patient Complaint Management** – trends in UIH patient complaints continue to be carefully analyzed with the goal of identifying and intervening with those professionals who trigger excessive numbers of patient complaints and, therefore, pose increased malpractice risk for the University.

**National Efforts:**

**Policy** – the Director of the Department and the Interim Assistant Vice President for Quality and Safety have been intimately engaged in national patient safety and medical malpractice policy discussions with all branches of national government.

**Practices** – Departmental members have been identified as members of the elite corps of patient safety experts poised to begin working with the CMS Innovation Center and the 5,000 hospitals that are part of the CMS Hospital Engagement Networks.