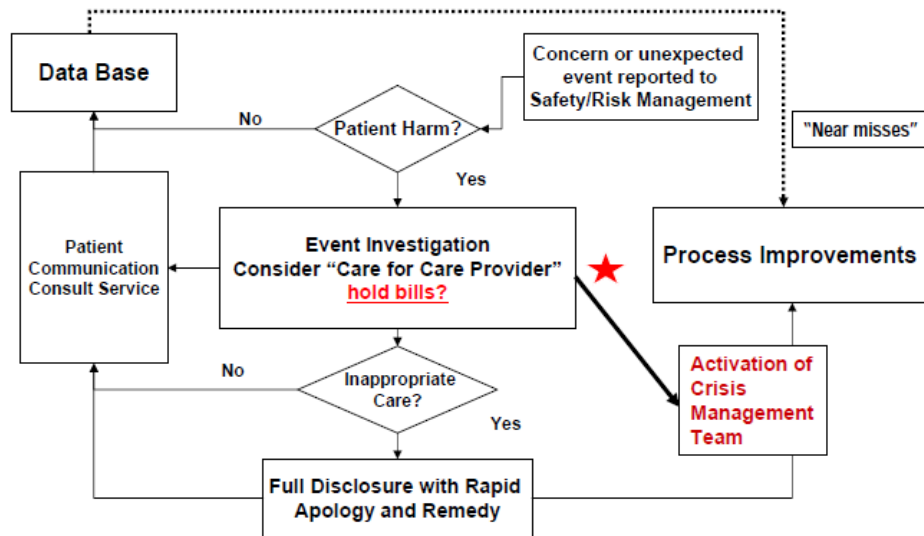


Medical Center Safety Report

to the University of Illinois Board of Trustees

March 23, 2011

University of Illinois Medical Center The “Seven Pillars”: A Comprehensive Approach to Adverse Patient Events



Department of Safety and Risk Management

The Department has recruited two additional full-time Risk Managers, both with Juris Doctorate degrees.

Process and Systems

The University of Illinois Medical Center Comprehensive Approach to Adverse events has been applied to 7000 [increase from 2000 in 2006] occurrences and unsafe conditions in CY10. An emphasis on reporting, root cause analysis, and improving systems has resulted in the following:

1. Engagement of multidisciplinary of teams improving safety indicator data
2. Expansion of resident physician reporting of adverse events
3. Achieved best practice recognition for physician complaint capture and intervention

The number of occurrences reports continues to increase in large part due to expansion of resident physician reporting programs, improvements in the complaint capture system, and reports of disruptive behavior violating codes of conduct.

Additional Safety Initiatives

- Implementation of standardized order sets triggering rapid response for patients with early warning signs of deteriorating status.
- New Innovations web based access to on call attending and resident physicians
- Focus on improvements in interdisciplinary communications and patient satisfaction using team building initiatives
- Expansion of peer to peer support program providing “Emotional First Aid” for care providers with sixteen physician volunteers for eight clinical departments. Twenty consultations provided since inception of the program.
- Engagement of Informatics and human factors analysis of centralized telemetry monitoring process resulting in process improvement initiatives
- Incorporated capture of data to assess staffing effectiveness via online occurrence reporting process and in root cause analysis process