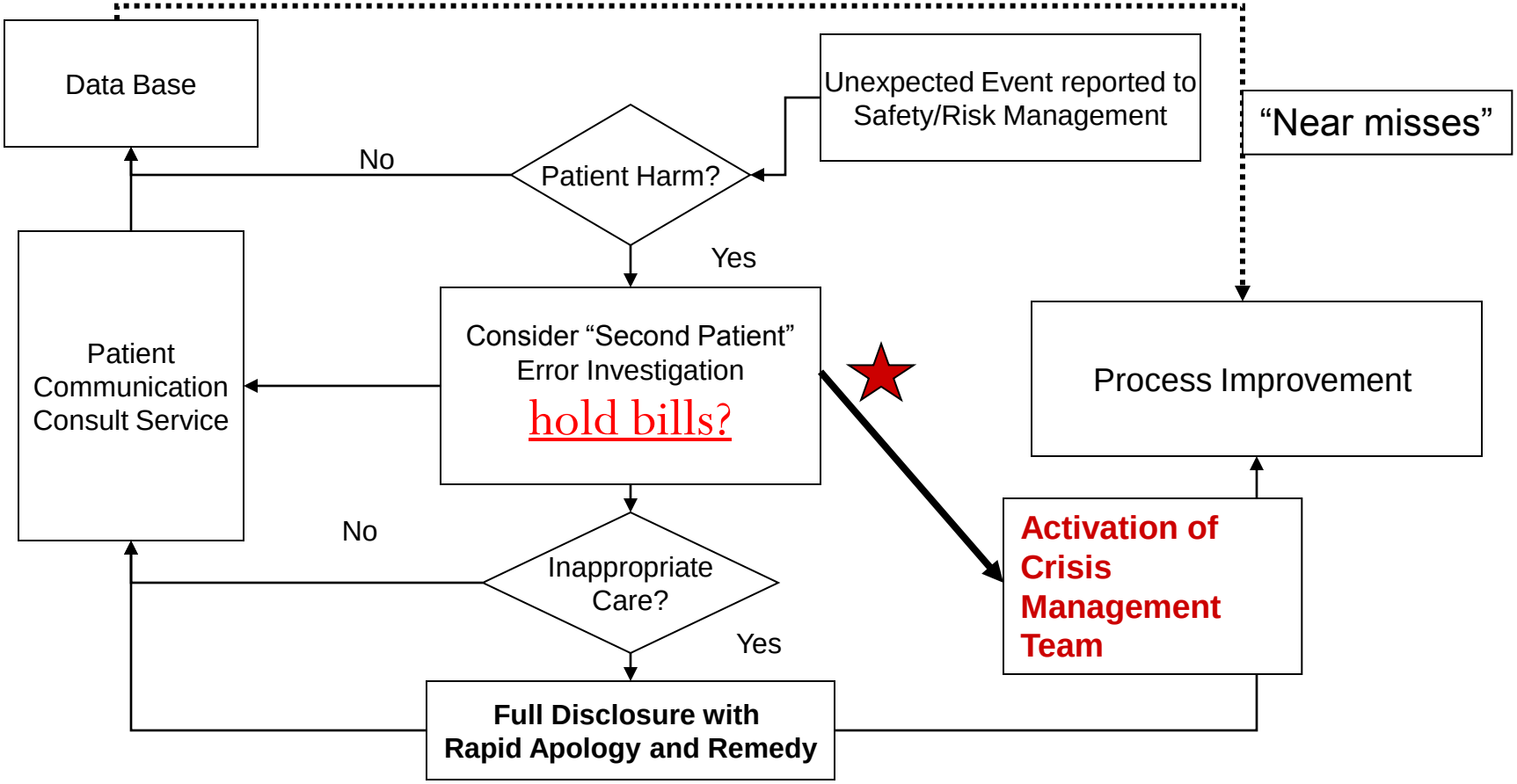
Patient Safety Report

Hospital Committee of the
University of Illinois Board of Trustees
March 9, 2010

Joint Commission expectations

- At least one annual Patient Safety report to BOT that includes:
  - Process and systems failures
  - Sentinel [significant] events
  - Communication of harm to patients/families
  - Process improvements

UIMCC
Comprehensive Approach to Adverse Patient Events



UIMCC process for handling adverse events

- Event occurs
  - Report to Safety & Risk Management
  - Investigation
  - Communication
  - Apology and Remediation, if appropriate
  - Process Improvements
  - Data Tracking

Patient Safety report

- Case example
  - Patient with history of allergy to ibuprofen [motrin] – type medications
  - Admitted to UIMC after abdominal surgery
  - Prescribed an ibuprofen-type medication
  - Develops respiratory difficulties and admitted to ICU
  - Files complaint with CFO for UIMC for billing

Patient Safety Report

- Investigation
  - Resident MD work-around that avoided allergy input into electronic medical record
  - Resident MD ordering medication did not see allergy in “body” of clinical note
  - Patients armband indicating allergy was “unreadable”
  - Pharmacist distracted when medication approved

Communication

- Patient met at outside coffee shop for disclosure/apology meeting
- Compensation made through “Claims” for cost of hospitalization and subsequent necessary surgery
- Patient engaged to help make changes

Process improvements

- Electronic medical record [EMR] and patient armbands re-designed to prevent work-arounds.
- Data tracked for 6 months with 100% of allergies appropriately entered into EMR.

Patient Safety Report

- Response to adverse events
- <4000 occurrence reports per year
- >100 communication consults
- >200 process improvements per year