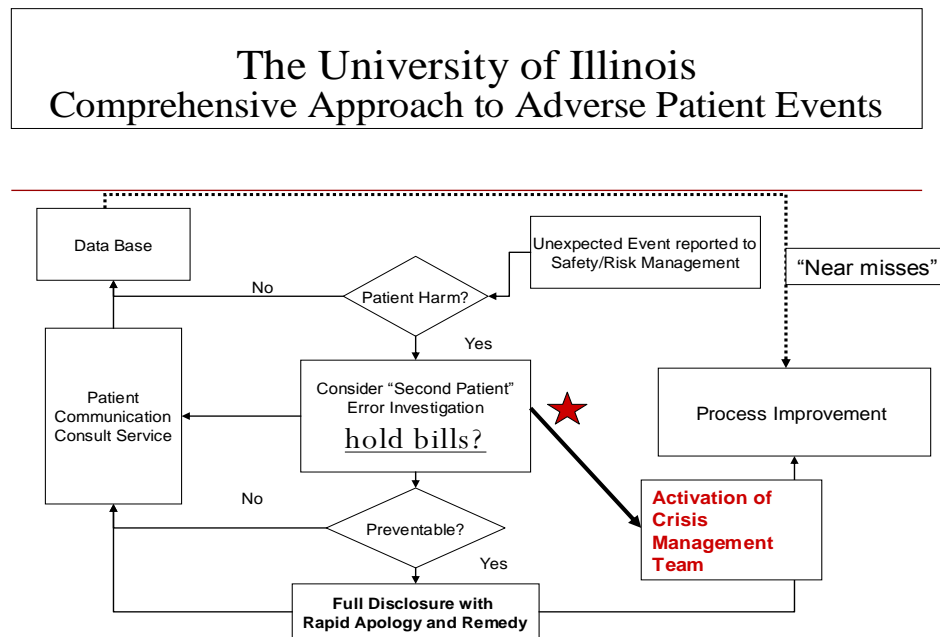


FY 2009 Medical Center Safety Report to the University of Illinois Board of Trustees

The following algorithm developed by the Department of Safety and Risk Management depicts the UIMCC response to all reports of adverse events involving patient harm and near-miss events.



The Comprehensive Approach to Adverse Patient Events has been applied to over 3500 adverse event reports in FY09 with the following outcomes:

1. 30% increase in occurrence reporting from FY08
2. 41 Patient Communication Consults
3. 9 clear errors with full disclosure
4. 71 process improvements

Initiatives are underway supporting residency programs to improve adverse event reporting and communication with patients and families. The FY09 Safety Survey results indicate successful integration of principles which foster a culture of safety in the medical center. More than 90% of staff report they would not hesitate to report an unanticipated adverse event to the Department of Safety and Risk Management.

Additionally, the Safety and Risk Management process continues to develop the "Care for the Care Provider" program. In addition to counseling services offered to all healthcare providers and staff, physician providers coping with the impact of adverse events are now offered emotional support to reduce psychological distress and the subsequent incidence of medical errors through a Peer Support Service. The service is supported by volunteer physicians crossing key clinical areas.