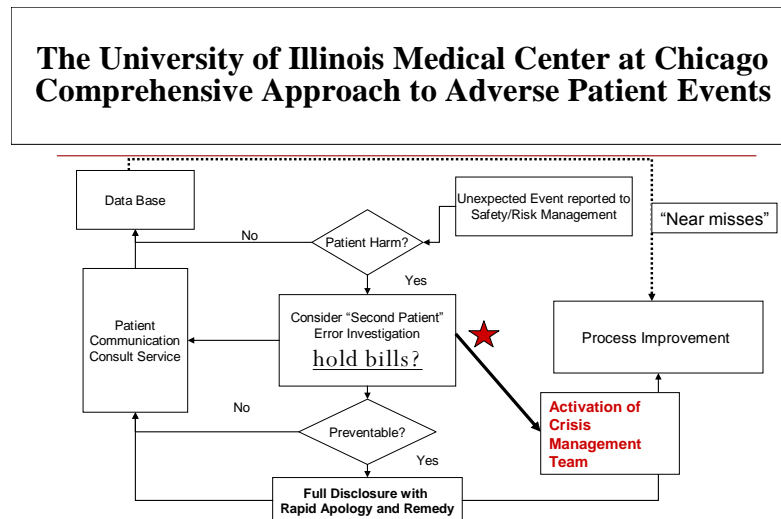


FY 2008 Safety Report to the University of Illinois Board of Trustees

The following flow chart developed by the Department of Safety and Risk Management depicts the University of Illinois Medical Center at Chicago's response to all reports of adverse events. This process has become nationally and internationally recognized in Colorado, Massachusetts, Australia, and Japan as an effective methodology in responding to all adverse events involving patient harm and near-miss events.



The goal of this process is to enable the UIMCC to better understand and assess how our health care systems may contribute to medical error and what steps we might employ to avoid recurrence. The Comprehensive Approach to Adverse Patient Events has been applied to all adverse event reports at UIC in FY08 with the following outcomes:

1. 15% increase in occurrence reporting
2. 90 Patient Communication Consults
3. 13 clear errors with full disclosure
4. 76 process improvements

The Safety and Risk Management process has incorporated and continues to develop a "Care for the Care Provider" program. The program is designed to assist healthcare providers involved in adverse events and medical errors effectively recognize and manage subsequent personal distress in the aftermath of medical errors. The Medical Center is collaborating with University Health Service to develop a robust program and service for all healthcare providers.