

Safety and Risk Management Board Report

“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 University of Illinois Hospital & Health Sciences System (UI Health) 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
- 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 of Health Affairs and University Risk Management.

UIH Data - July through December 2012

Occurrence Reports – continue to increase with staff reporting problematic situations and unsafe conditions via online reporting and 24/7 Safety and Risk Management Hotline.

Investigation of Significant Events – root cause analysis associated with process improvements in the following areas:

- telemetry
- management of allergies
- involuntary admission process for psychiatric patients
- informed consent process
- refusal of blood transfusion - Jehovah Witness
- Neonatal Intensive Care Unit central line complication

Communication Consult Service Support – 20 cases

Care for the Care Provider Support – 18 cases generating referrals on behalf of multiple care providers

Patient Complaints and Grievances Process – The Department is working with the Associate Vice President for Quality and Patient Safety and the Chief Experience Officer

to improve the process of the management and resolution of patient complaints and grievances.

Patient Safety Initiative: Reduction in Overall Hospital Mortality

Based on receipt of weekly mortality reports, three clinical services have become the focus for initiatives in reduction of hospital mortality statistics: Neurosurgery, Neonatal Intensive Care Unit (NNICU), and Intensive Care Unit (ICU). Opportunities focused on improving the coding process has already resulted in removal of certain mortalities from the overall mortality report. Members of the Department of Safety and Risk Management are working closely with these departments to improve data capture and quality outcomes.

Research:

Agency for Healthcare Research and Quality (AHRQ) grants – Five members of the Department engaged in grant activity with ten Chicago area hospitals and have achieved significant milestones. At the request of AHRQ, this grant work is extending beyond the Chicago area to other parts of the country.

Education:

Masters in Patient Safety Leadership – Department staff continue to participate and develop experiential education for MPSL students. Students from across the country participate in onsite training, Medical Staff Review Board meetings and interactive study sessions on implementation of the UIH Seven Pillars process in spring, summer, and fall sessions.

Ancillary Support:

Informed Consent – The Department is actively engaged in the system wide rollout of initiatives involving the informed consent and shared decision-making process which contains improvements in informed consent documents.

Line Management in the NNICU – the department is actively engaged in modifying the policies and process surrounding management of the insertion and maintenance of invasive lines in the NNICU. Modifications include a review of national best practices to incorporate into the UI Health process.

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 & Health Sciences System. Four lawsuits were filed between July and December 2012. Two lawsuits involved the Chicago campus [Emergency Medicine, UI Health], one the Rockford campus [Medicine], and one the Peoria campus [Surgery].