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

- Data Base
  - Patient Harm?
    - Yes: Consider "Second Patient" Error Investigation
      - hold bills?
        - Yes: Full Disclosure with Rapid Apology and Remedy
        - No: Inappropriate Care?
          - Yes: Process Improvement
            - "Near misses"
          - No: Data Base

- Unexpected Event reported to Safety/Risk Management
  - Yes: Process Improvement
  - No: Data Base
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