Risk Management
Harborview Medical Center
The Goals of Risk Management

- To improve care & patient outcomes
- To improve safety
- To prevent financial losses
- To reduce the impact of financial losses
Your Responsibilities

- You are the key to successful risk management.
- Appropriate reporting will assist department managers, responsible administrators, Risk Management, and Quality Improvement in following up on events.
- We depend on you to share information which will contribute to safer patient care.
What To Report

Report ANY adverse events, as well as potential problems or close calls that could affect patients, staff, family members, or other visitors. For example:

- Safety Hazards / Equipment Hazards
- Errors (e.g. medication errors)
- Unexpected Complications/Outcomes
- Threats of legal action
- Angry, hostile patients/visitors/employees
- Accidents and injuries involving patients, outpatients, or visitors
The event occurrence report is the primary communication tool:

- Paint the picture
- Be objective and factual in your description of the event
- Don’t speculate or blame
- Be timely
- Remember that the report will not be used for performance evaluations or disciplinary purposes
REPORT:

Any event that is not part of the routine care of a particular patient or the day-to-day operations of the facility.
THE NEW PATIENT SAFETY NET

- Patient Safety Net (PSN)
  - Is a convenient, web-based system for incident reporting
  - Offers an immediate and direct form of communication
  - Offers accessible, real-time analysis of patient safety events
  - Provides real-time notification to managers
  - Improves patient safety and identifies risk reduction strategies
  - Is user-friendly and saves trees
To launch new report, double click on PSN screen icon
Log on using AMC user name and password
Report following information: Event date, admission/visit date, patient medical record number, event location
To preserve confidentiality, enter data within 15 minutes or you will be logged out
To find out what was done as a result of report, see your supervisor
Do’s and Don’ts

- Do report occurrence with PSN as soon as possible
- Do record the facts in medical record
- Do call Risk Management if there is a bad outcome or serious occurrence
- Do keep information confidential
- Don’t refer to occurrence report, or document anything about “contacting Risk Management” in patient record
- Don’t print or reproduce reports
Adverse Events

- Required Reporting:
  - JCAHO – Sentinel Events
  - Department of Health – Adverse Events
  - FDA – SMDA and Adverse Drug Reaction
  - HCFA/CMS – Patient Rights
Federal law requires healthcare agencies to report any equipment that causes injury to a patient.
- IV pumps
- OR equipment
- Beds, stretchers
- Heart monitors /defibrillators/pacemakers
- Etc…..
If You Are Injured

- Notify your supervisor, who will assist you with the completion of appropriate forms
- If your injury is not emergent, go to employee health services
- If it is emergent, go to the Emergency Department
If an Inpatient Is Injured

- Provide immediate assistance
- If necessary, call for help
- Notify the patient’s physician
- Notify your supervisor
- Complete an PSN
If an Out–Patient or Visitor Is Injured

- Provide immediate assistance
- If necessary, call for help
- Refer out–patient or visitor to ER for evaluation of injury
- Complete an PSN and notify RM
Need to Know Information

- Read the following documents:
  - Your Job Description
  - UWMC Emergency Manual
  - Administrative Policy and Operational Procedure Manual (aka APOP)
    - Risk Management
      - Consents, Attorney Contacts, IR reporting, Medical Device reporting
Who to contact

- HMC Risk Management
  Main Number: 744–9574

- Contacts After Hours
  ◦ Charge / Supervisor
  ◦ Stat Nurse
  ◦ AOC (Administrator on Call)
Thanks for your help –

- Remember that you are the most important part of the Risk Management/Quality Improvement Process
- Questions?