



**CLARITY**

THE HEALTHCARE PATIENT SAFETY SOURCE™

## An Open Forum on Patient Safety and Risk Management For Federally Qualified Health Centers

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### KEY TAKEAWAYS

Data help drive the change process and all staff need to be a part of the reporting process as well as integral to the interventions put in place. Making patient safety part of the job of all staff is integral to effective Risk, Quality, and Safety (RQS) Management.

The ability to track trends across many sites of care is central to a sound overall RQS plan. Educating staff to report *Near Misses* is an important aspect to consider for a full RQS system-wide approach.

A broad-based reporting process with sound follow-up and collaboration can put data in a convenient place to help ensure ongoing and continuous improvement.

The ability to use a system to produce reports for external compliance is essential to streamlining processes.

The ability to capture data and information on traditional event reports such as Falls, Medication Errors, etc., as well as other issues of importance to the organization, e.g. environment of care rounds, management rounds, equipment orders, HIPAA-related issues, etc. is key to effective RQS Management.

Multiple approaches to managing safety across many situations demonstrates the power of an organizational-wide approach to RQS management.

## PANELIST STORIES

*Lincoln Primary Care, WV:* Some key staff issues include turnover, new positions posted, and complaints related to employees – the ability to track issues related to each area has provided valuable Human Resources management data to aid in staff coaching. Environment of Care is also a key area for monitoring in order to determine both facilities' safety and medical services safety, e.g. medications procedures and storage, crash cart maintenance, and premises lighting. The ability to track multiple areas at once helps to streamline processes, e.g. maintenance reports and follow-up, medical supplies and medical equipment issues. All pertinent data go to Senior Leadership and the ability to communicate directly with staff from a data-driven perspective helps to raise awareness and monitor change directly. Having all data housed in one place allows them to analyze data in a more in-depth way and even discover cross issues that might be arising.

*Healthcare Network of Southwest Florida:* Employee Safety was a driving force, particularly related to the network's status as a Ryan White AIDS center. Having all employee events entered into the Healthcare SafetyZone® system allowed them to track needle sticks across 21 sites, enabling them to discover that the main cause turned out to be in the dental area, where they could then address the issue quickly. The ability to notify all internally and to follow up quickly completely revolutionized the way they do Employee Safety training and reporting. It also helped to reduce their Workers Compensation costs and to enhance their overall Employee Safety program. Additionally, they were able to streamline reporting to external bodies such as required reports under the Federal Tort Claims Act.

*Rocking Horse Community Health Center, OH:* Their goal was to create a non-punitive leadership-informed organization and to encourage all staff to participate in safety event reporting. Through data collected, the organization learned that staff discomfort was rising. It was determined that this was related to an increase in instances of patient aggression, and ultimately a decreased feeling of safety on the part of employees. This led to the implementation of a Crisis Prevention Intervention Program, which led to a decrease in patient aggression reports steadily over a 2-year period. Data also drives the discussions of their cross-discipline Safety Committee, and staff can see the changes that are implemented on their patients' behalf. The ability to create required reports to HHS, such as HIPAA breaches, is also helpful to streamline processes.