



SPOTLIGHT

The Healthcare SafetyZone® and Ambulatory Surgery Centers

THE CLIMATE

Before moving to an electronic reporting system, Northwest Michigan Surgery Center (NMSC) used paper forms to track its events. In the old process, a staff member would fill out a form, front and back, and then pass it off to the next person for review, not knowing exactly what would happen once it left his or her hands. From there, the form would change hands maybe 3 - 4 more times, making it difficult for someone to review the information and comment on the different iterations. Forms would occasionally get lost, and for those that didn't, it was challenging to cull meaningful information from them.

Reporting has always been a part of NMSC's culture, so it's not surprising that it would proactively pursue a system that would make reporting easier. NMSC ultimately chose Clarity's patient safety and event management system, the Healthcare SafetyZone®, to improve its reporting process, and in the end, it got everything it needed and more.

THE HEALTHCARE SAFETYZONE® AND DATA COLLECTION

NMSC started using the Healthcare SafetyZone® for basic event reporting, but that quickly changed when the Quality Department realized how easy it was to create unique forms for different purposes. Data is now coming in from all over the organization on a variety of event types. The ability to set up specific workflows and specific user rules has also enhanced the reporting and follow-up process. Staff don't have to worry about losing important information, and with all of the data they are collecting, they are able to conduct thorough analyses and generate a wide variety of reports. For example, NMSC's Quality Assurance Manager draws reports on injuries and exposure, which are later reviewed in quality assurance and safety meetings.

Having harnessed the SafetyZone's flexibility, and spurred by its own vision and out-of-the-box thinking, NMSC uses the system for:

- Adverse Event Reporting (patient related)
- Patient Complaints and Grievances
- Employee Incidents (variance from policy, injury, exposure incidents)
- HIPAA Breaches - NMSC created a form to mirror the HHS HIPAA form
- Work Orders



"I understand this is an out-of-the-box use, but we even use the Healthcare SafetyZone® for maintenance/service requests. This way staff can enter requests whenever they want, and the requests get sent to the equipment managers automatically using the system's workflow criteria."

Lisa Warren, Quality Assurance Manager, Northwest Michigan Surgery Center

"Quite simply, the Healthcare SafetyZone® makes my life easier."
Lisa Warren, Quality Assurance Manager, Northwest Michigan Surgery Center

THE HEALTHCARE SAFETYZONE® AND STAFF ENGAGEMENT

The staff at NMSC have long recognized the importance of reporting, but the transition to an electronic process that is easy to access across the organization has made employees actually enthusiastic about reporting. One of the challenges to creating a culture of safety is that people tend to be fearful of transparent reporting, but there is no sense of that at NMSC. In fact...

"When we started this transition, we said we wanted everything to be reported, and for it to be reported within 24 hours...and I tell you, it happens almost every time!"
Lisa Warren, Quality Assurance Manager, Northwest Michigan Surgery Center

THE HEALTHCARE SAFETYZONE® AND EFFICIENCY

At NMSC, one of the Quality Assurance Manager's favorite parts of the Healthcare SafetyZone® is the reporting and analysis feature. As all of Clarity's clients have found, the ability to create both ad hoc reports and scheduled reports is of extraordinary value, especially when it comes to meeting internal time demands and mandatory agency reporting needs. NMSC has experienced this particular situation first-hand on a number of occasions. For instance, NMSC does not need to report exposures to OSHA, but in the last two years, OSHA has requested this information, and it was easy for staff to quickly gather the necessary data and give it to the HR Manager. In another example, the administrators at NMSC have been using the scheduled reports to meet benchmarking needs for ASCA.

NMSC uses the Healthcare SafetyZone® Analysis Wizard for:

- Tracking Injuries and Exposures for OSHA
- Reports for Regular QA meetings
- Internal and External Benchmarking (ASCA)
- Quality Reporting for CMS
- Reporting Verification for Accreditation with AAAHC

THE CLIENT

Northwest Michigan Surgery Center (NMSC) was developed by local physicians, in partnership with Munson Medical Center, to create a state of the art outpatient surgical center. This 52,270 square foot complex has been providing surgical services in Northern Michigan since 2004. The NMSC team is comprised of 76 board certified or board eligible physicians, 49 anesthesia providers, and a dedicated healthcare staff of over 120 people. NMSC is in the top 5% of surgery centers in both volume and staff.

Providing care to over 19,000 patients annually, the facility optimizes use of its eight operating rooms, four procedure rooms and over 44 pre/post-operative beds. Since its inception, NMSC has maintained the highest level of Federal and State certification as well as national accreditation.

