FQHCs, Incident Reporting & Today's Technology

A Success Story from Shawnee Health Service

When Connie Favreau, RN, BSN, Corporate Compliance Officer at Shawnee Health Service set out to find an electronic reporting solution, she knew exactly what she needed in order to make a difference at her organization. She needed a system that was user-friendly enough that people would actually use it, but robust and flexible enough that it would be effective for an organization with a lot of geographically dispersed entities and numerous staff out in the field.

"Web-based, mobile friendly, easy to use and affordable...those were the keys."

During Connie's search, Clarity's Healthcare SafetyZone® system quickly emerged as a front-runner due to its ease of use, and its endless possibilities for data collection. Additionally, Connie knew she needed the Healthcare SafetyZone® system's workflow process because it directs reports to necessary parties and facilitates follow-up for people spread out across a wide geographical area. Other products she tested were geared too heavily toward hospitals, and every one of them was some combination of more expensive and less flexible than the Healthcare SafetyZone®.

"I delight at how quickly and easily I can see what's going on in all my clinics. It's like I am right there. Since I started using this system I never have a stack of reports piling up waiting for my attention, and I'm able to stay on top of everything."

Connie Favreau, RN, BSN, Corporate Compliance Officer

THE HEALTHCARE SAFETYZONE® AND DATA COLLECTION

Using the Healthcare SafetyZone®, Shawnee collects a wide variety of information across three broad-based reporting templates. These templates, which cover everything from risk management to daily operations, were created by Clarity on rollout according to Shawnee's specific needs and have continued to evolve over time.

As a Federally Qualified Health Center, it is imperative that Shawnee is able to track adverse outcomes and near misses, while also being able to manage its day-to-day procedures and run its facilities in an efficient manner. The flexibility of Clarity's system encourages our clients to take the reins of their own reporting needs and modify/create forms as necessary, and Shawnee has seen this as a great benefit.

Shawnee uses the Healthcare SafetyZone® for:
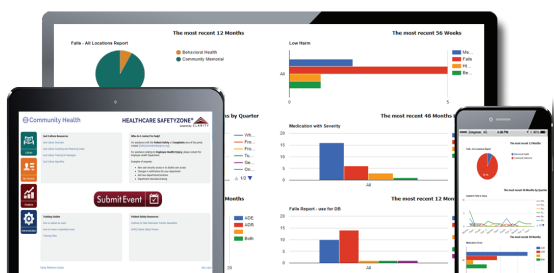
- Adverse Events
- Patient Complaints
- Billing Issues
- Security Breaches
- Pharmacy Dispensing Errors
- Patient Transfers & Terminations
- Inappropriate Disclosures
- Referral & Diagnostic Errors
- Inappropriate Patient Behavior
- Facilities Issues
- QA Processes
- Bank Overdrafts
- Service Interruption
- Employee Benefits

THE HEALTHCARE SAFETYZONE® & ORGANIZATIONAL IMPROVEMENTS

Inappropriate Patient Behavior

Through a review and analysis of safety events, staff at Shawnee noticed a growing trend in patients posing physical threats. This information prompted the organization to take action and increase its training on the management of disruptive patients and active shooter situations. Additionally, when a patient is disruptive or posing a physical threat, staff can use the system to connect the patient with a member of the social service team who can then intervene and help the patient get to a stable condition where he/she can be safely treated.

Medication Errors

Aside from the typical Medication Error reporting, Shawnee has an event type for problems that occur with medication storage. A refrigerator temperature excursion led to a loss of vaccines, but fortunately, the flexibility of the Healthcare SafetyZone® allowed Shawnee to modify its Medication Error report and track this new type of issue.

Billing

Shawnee started running patient complaints through billing as a way of corroborating patient stories and making the necessary determinations regarding when and whether a patient should be eligible for an adjustment to a bill. By automating the process for billing adjustment approvals, Shawnee can narrow down the parties involved, and easily and efficiently make determinations and close cases. For example, if a patient thinks he/she is visiting the health center for a dental filling, but is later billed for a different type of visit, staff can use the Healthcare SafetyZone® to review the situation and drill down to the error.

"One of the things that I like is that I can run a report on a manager and see how many things are outstanding that they need to review, and I can remind them to be accountable and timely in their response. I also find that management staff love the ability to maintain communication through the system without having to physically track people down all the time."

Connie Favreau, RN, BSN,
Corporate Compliance Officer

THE CLIENT

Shawnee Health Service is made up of 11 Community Health Centers with services including Family Medicine, Pediatrics, Internal Medicine, Obstetrics and Gynecology, General Dentistry, Pediatric Dentistry, Behavioral Health, and Psychiatry. The organization also provides care through its Shawnee Alliance Program, which performs outreach and social services for a 24-county region in Southern Illinois, and its Respiratory Disease Program, which serves portions of Southwest Indiana and Southern Illinois.

Shawnee Health Service