

**Name of Organization**

Brigham & Women's Hospital

Healthcare Organization Type

Hospital

Client Since

2004

Products

Risk

Key Challenges

- Lengthy follow-up process with limited analysis
- Lack of reporting and near-miss data
- Considerable IT resources required for changes

Key Benefits

- 25% increase in reported patient safety events
- Strengthened communication between partner hospitals in healthcare network
- Percentage of total reports that are near-misses jumps from 50% to 80%

Client Website

www.brighamandwomens.org

**CLIENT CASE STUDY**

Brigham & Women's Hospital

Hospitals share and compare safety event data to learn from each other

The Challenge

Brigham & Women's Hospital's (BWH) homegrown online reporting system was novel for its time but the hospital quickly outgrew its capabilities. In addition, the system required considerable IT resources for any changes and it did not support documenting "near-miss" information. Despite its limitations, BWH reported events using the electronic form but unfortunately, this meant that managers did not always have enough information to accurately follow-up and resolve a file. Also, once they completed a file, it was difficult for managers to add in their own notes. BWH decided look for an electronic reporting system that was customizable, fast and user-friendly. They also needed a system with excellent technical support services to ensure it could be adequately maintained in the long run. After an exhaustive evaluation of several vendors, BWH ultimately chose Risk by RL Solutions.





Organizational Snapshot

Brigham & Women's Hospital is a 777-bed teaching hospital affiliated with Harvard Medical School. BWH is an internationally renowned hospital, recognized for its excellence in patient care and teaching, as well as its reputation for groundbreaking biomedical research. BWH is also a founding member of the Partners HealthCare System (Partners), the largest integrated healthcare delivery network in New England. The network includes 3 academic medical centers, a premier cancer center, 2 community hospitals, a mental health center and a rehabilitation hospital.

Partners Hospitals All Pick Risk

In 2004, the Partners HealthCare System announced that all of its members would be required to start using a web-based system for reporting patient safety events. Brigham & Women's Hospital was already researching options for patient safety software prior to the announcement; through consultations with BWH managers and front-line staff, BWH had created a rubric that evaluated software options based on a number of criteria (see back page). After the announcement, BWH decided to share its rubric with the other Partners hospitals. Without knowing what software BWH had chosen, the other hospitals unanimously selected Risk as well.

Risk Increases Reporting

Since implementing Risk, BWH has experienced a 25% increase in reported patient safety events. As well, 80% of all the events reported are near misses (including severity "0" and "1" events), up from 50%. Risk's simple platform allowed BWH to customize the software, without using IT resources, and its easy reporting tools mean that the quality of the information has improved. In particular, BWH has information about near miss events, which they were not reporting previously. Now everyone from managers to front-line staff has accurate and relevant information about patient safety events through Risk's automated email alerts and customized reports.

Benefits of Shared Patient Safety Data

Since all of the Partners' hospitals chose Risk as their patient safety software solution, they have realized an additional benefit: they can easily share & compare data. The patient safety officers at each of the hospitals formed the Partners Patient Safety Leaders Group and meet regularly to discuss safety initiatives. One of their standing agenda items is to compare safety reporting data quarterly. At first, they compared two key metrics: the volume of inpatient events per thousand patient days and the percentage of near misses of the total volume of severity level "0" and "1" events. While that provided some good benchmarking data, it was not helping them learn how to prevent safety events, so the Patient Safety Group used Risk to dig even deeper into the data.

"Since we've started using Risk, Brigham & Women's patient safety reporting has gone up by 25%."

Erin Graydon-Baker, Director of Patient Safety
Brigham & Women's Hospital

They noticed that some safety data was the same across sites. For example, medication events were the highest reported events at all of the hospitals and Heparin was the most common drug involved in those events. This led to the creation of a Partners-wide taskforce to delve more deeply into anticoagulation safety. At BWH, the biggest problems were associated with the administration of Heparin (i.e., a dose was ordered but never delivered or an incorrect dose was administered). BWH was able to use the data in Risk to determine that most of the errors occurred just after a shift change and changed its medication ordering process accordingly to reduce the chance for errors.

Explains Graydon-Baker, "Because we all chose Risk, we've begun to learn from each other and compare patient safety data."

Learning from Near Misses

After comparing their collective near-miss trend data for a few years, the Patient Safety Group decided to start bringing their severity level "3" and "4" events to the group. These high-severity events do not happen very often, but they do provide the greatest opportunities to learn from others. For instance, one time BWH experienced a fire in an operating room. This spurred an investigation into the fire procedures at the other Partners hospitals, with the intent to prevent that same event from happening again. Using Risk is helping Brigham & Women's Hospital and the Partners HealthCare System improve their patient safety by focusing on preventing critical errors and promoting a learning culture. Risk offers healthcare networks a great opportunity to share data among each other to learn from safety events and improve their patient care.

Software Evaluation Rubric

Below is the rubric that Brigham & Women’s Hospital used to evaluate potential software vendors:

Competitor

- Links to EMPI
- Links to Formulary
- Links to Microsoft Outlook for email notification
- Links from email directly to report
- Easy-to-input report
- Fast data entry (less than 3 min.)
- Customizable by BWH
- Offers managers pending queue
- Scans associated documents
- Saves unfinished report
- Creates automated reports
- Allows download of information to other databases/creates format for BWH
- Customer service
- Creates reminder emails
- Can track multiple sites

Costs: _____

Implementation time: _____

Customer service: _____

Training options: _____

Experience: _____

Risk by RL Solutions

- ✓ Links to EMPI
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Costs: _____

Implementation time: _____

Customer service: _____

Training options: _____

Experience: _____

Want to know more?



Please contact RL Solutions for more information

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