



Name of Organization

Peace Church Compliance Program

Healthcare Organization Type

Continuing Care and Non-Profit

Client Since

2006

Products

Risk

Key Challenges

- Manually converting event data in multiple formats to a standardized electronic format
- Coordinating information and resources between multiple sites
- Creating a proactive risk management environment

Key Benefits

- Synchronized, enhanced incident reporting to Director and on-site Risk Management Coordinators
- Customization leads to better workflow and centralized tracking
- High-severity incidents reported in under 5 minutes



CLIENT CASE STUDY

Peace Church Compliance Program

Risk management software leads to improved incident reporting

The Challenge

Each organization managed by the Peace Church Compliance Program (PCCP) Risk Management Program has an on-site Risk Management Coordinator. The Coordinator's primary role varies within each organization, with risk management often an additional responsibility. The Program's Director of Risk Management serves as a centralized support, providing oversight and direction for the overall program as well as coordinating resources and best practices among the organizations.

Making a shift from paper reporting processes to a computerized reporting system was a challenge. After evaluating different systems, PCCP decided on Risk from RL Solutions, due to its customization capabilities, ease of use and the self-managed database.





Organizational Snapshot

The Peace Church Compliance Program (PCCP), a program of Friends Services for the Aging, provides compliance, HIPAA and risk management consultant services to a diverse group of individually owned and operated Quaker, Mennonite and Brethren Continuing Care Retirement Communities (CCRCs). These non-profit, single-site organizations provide various levels of service to their residents, including: residential living accommodations, assisted living, skilled nursing, adult day services, physician practices, child care and home care. The PCCP Risk Management Program provides services to 15 such organizations across 4 states.

Paper Tracking Missed Metrics

Before implementing Risk, each organization used a unique paper reporting system. Paper reporting systems make it difficult to capture valuable metrics, such as tracking near misses and 'good catches'. These metrics allow organizations to be proactive about risk management and to develop methodologies to address trends in practices and outcomes. PCCP's paper reporting systems weren't efficient in notifying the Risk Management Coordinator in a timely manner when an incident occurred. As each organization had its own paper system, it was difficult for the Risk Management Coordinators and the Director of Risk Management to consistently and systematically create and evaluate incident reporting between organizations.

Risk Delivers Results

Since implementing Risk, the Risk Management Coordinators report that their staff are able to report and follow-up on incidents more effectively than before, giving them more time to dedicate to direct resident care. As well, PCCP has reported a significant increase in the overall number of reported incidents at all of its organizations. In particular, the number of groups reporting 'good catches' has skyrocketed.

Customized Implementation Offers Big Benefits

Risk offered several advantages that are not available in other software solutions. With Risk, PCCP could manage its own database and completely customize it to fit the needs of its CCRCs.

Other features of Risk that benefitted PCCP include:

- **Report Wizard**
Users could quickly author reports in Risk, instead of using Crystal Reports
- **Tailored User Access**
PCCP could set different levels of data access for its organizations and staff
- **Event Tracking**
All of the information for an event is stored permanently in one chronological document, instead of in a stack of loose papers (PCCP's existing system) that can easily be misplaced or lost
- **User-Friendly System**
The front-end system was easy to train staff on, especially for incident reporting

“Risk alerts me to higher-severity incidents within 5 minutes. Now I can proactively make recommendations, instead of days or weeks after the event.”

Christina A. Wildrick, Esq. Director of Risk Management
Peace Church Compliance Program

Electronic Incident Reporting

PCCP has seen a great improvement in the documentation used on its incident reports. The pick lists and drop-down menus in Risk have eliminated much of the subjective language that was used in the paper reports. Risk has also helped PCCP improve its incident follow-up. Now, management can efficiently request further information or investigation from staff by using an emailed follow-up request. PCCP also points to the value of alerting staff to an event through a HIPAA-compliant email where they can easily access the related report in Risk.

Says Wildrick, “With Risk, I can easily create benchmarking reports to see how all of the organizations are performing, and where specific groups may need to improve.”

Improved Patient Safety at PCCP

Risk management software was the right choice for the PCCP Risk Management Program. Since its organizations are spread across 4 states, Risk lets PCCP centrally monitor and review incidents, share information and provide proactive risk management services to its member organizations. The PCCP Risk Management Program has enhanced its organizations' ability to provide a high level of care by using Risk as its incident reporting system. Risk provides the ability to track, trend, evaluate, manage and improve outcomes through timely and comprehensive information captured in a timely manner.

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