

**Name of Organization**

Vanderbilt University Medical Center

Healthcare Organization Type

Hospital and Health Network

Client Since

2006

Products

Risk

Key Challenges

- Events not being tracked due to complex processes and technology
- Minimal insight into adverse events
- Difficult for front-line staff to record an event
- Irrelevant fields often appeared on forms, which caused frustration amongst users

Key Benefits

- Number of events reported increased by 50% with Risk
- Time needed to analyze events reduced by 50%
- Near misses being actively recorded and acted upon

Client Website

www.mc.vanderbilt.edu

**CLIENT CASE STUDY**

Vanderbilt Medical Center

Risk leads to a 50% increase in occurrence reports - and a 50% decrease in the required time to review these reports

The Challenge

Vanderbilt Medical Center (VMC) wanted a system that was easy to use with forms that required as few questions as possible for notification of an event. Vanderbilt hoped this would encourage staff to submit more occurrence reports and help the risk management staff identify areas that require improvement.

VMC also wanted a system that was customizable so it would be relevant to different areas of the organization, including nurses, physicians, educators, and the radiology, administration, accreditation & standards, pharmacy, lab and respiratory therapy departments. After evaluating different systems, VMC decided on Risk from RL Solutions due to its flexibility, customization capabilities and ease of use.





Organizational Snapshot

Vanderbilt Medical Center (VMC) is a comprehensive healthcare facility dedicated to patient care, research and biomedical education. Its reputation for excellence in each of these areas has made Vanderbilt a major patient referral center for Tennessee and the Southeast. People choose Vanderbilt for their healthcare needs not only because of its excellence in medical science, but also because the faculty and staff are dedicated to treating patients with dignity and compassion. Vanderbilt's mission is to advance health and wellness through preeminent programs in patient care, education and research.

Problems with Existing System

Prior to implementing Risk, VMC used an online reporting system with no customization, which made it difficult to capture event information. Furthermore, not all employees were aware of what they should report or even why it's important to report safety events. Also, nursing surveys highlighted additional difficulties, including the length of time needed to enter an event as well as the large number of mandatory questions.

Results Since Implementing Risk

Since going live at all VMC organizations, including University Hospital, Children's Hospital, Psychiatric Hospital, Clinics and Home Health, occurrence reports have increased by more than 50%. The increase in occurrence reports was the result of having a system in place that made it simple for front-line staff to report incidents. In addition, there has been increased identification of areas that require improvement, as well as better organizational and departmental involvement in tracking and trending reports. While the total number of events that users enter into the system has increased, the length of time required for reviewing these events has decreased by more than 50%. This is due to Risk's flexible and robust reporting engine, which makes it quick and easy to create user-defined reports.

Identifying and Reporting on Near Misses

In addition to broader benefits such as increased reporting, RL Solutions has also helped VMC avoid potentially dangerous situations through the reporting and analysis of near misses. Vanderbilt now tracks incidents involving potential drug reactions, equipment malfunctions, IV infiltrates and much more, allowing VMC to take proactive measures to avoid future adverse events.

Meeting Future Requirements with Risk

Because of the benefits it has seen with Risk, as well as the data that the system has helped to compile, VMC has identified that medication errors have been

“The flexibility of Risk has allowed us to continually expand and adapt our reporting to fit the needs of a constantly changing healthcare environment.”

Diane Moat, RN, JD
Assistant Director, Clinical Risk Management
Vanderbilt Medical Center

the most reported type of event. As a result, Vanderbilt has identified decreasing medication events as an overall organizational goal. To continue to improve the quality of care it delivers, VMC plans to use Risk to develop standardized reports for leadership related to specific types of events. VMC will continue to develop and promote non-traditional reporting types (such as Unprofessional Conduct, Airway and Documentation) that have proven successful, as well as expand the use of the data available through the system.

Says Moat, “Occurrence reports have increased by more than 50%...[and] the length of time required for reviewing these events has decreased by more than 50%. This is due to Risk's flexible and robust reporting engine.”

Improved Patient Safety & Quality of Care at VMC

By providing the technology to capture events, Risk is helping VMC to provide safer healthcare to its patients. Vanderbilt's initial investment in Risk has been justified through the reporting and analysis of near misses and other similar adverse events, since reporting on near misses can help to avoid the occurrence of never events.

RL Solutions designs innovative healthcare software for patient feedback, incident reporting & risk management, infection surveillance and claims management. At RL Solutions nurturing long-lasting relationships with our clients is what we do best. We have over 600 clients, including healthcare networks, hospitals, long-term care facilities and more. RL Solutions is a global company with offices in Canada, the United States, Australia & the UK.

Want to know more?



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