

CASE STUDY

COLLABORATING — FOR — SAFER ENVIRONMENTS

CLIENT: *BRIGHAM & WOMEN'S HOSPITAL*

NUMBER OF
SAFETY REPORTS



software for
safer healthcare

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.

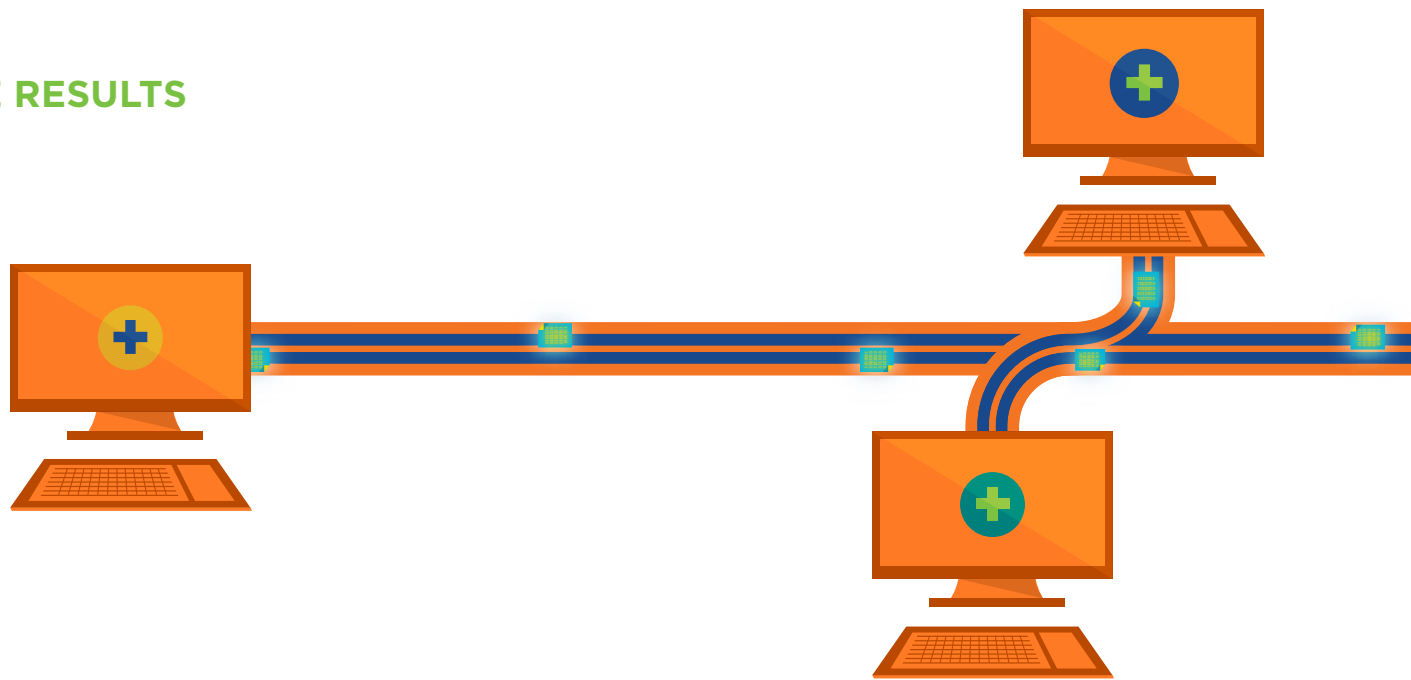


“Since we’ve started using Risk, Brigham & Women’s patient safety reporting has gone up by twenty-five percent.”

Erin Graydon-Baker, *Director of Patient Safety*

BRIGHAM & WOMEN’S HOSPITAL

THE RESULTS



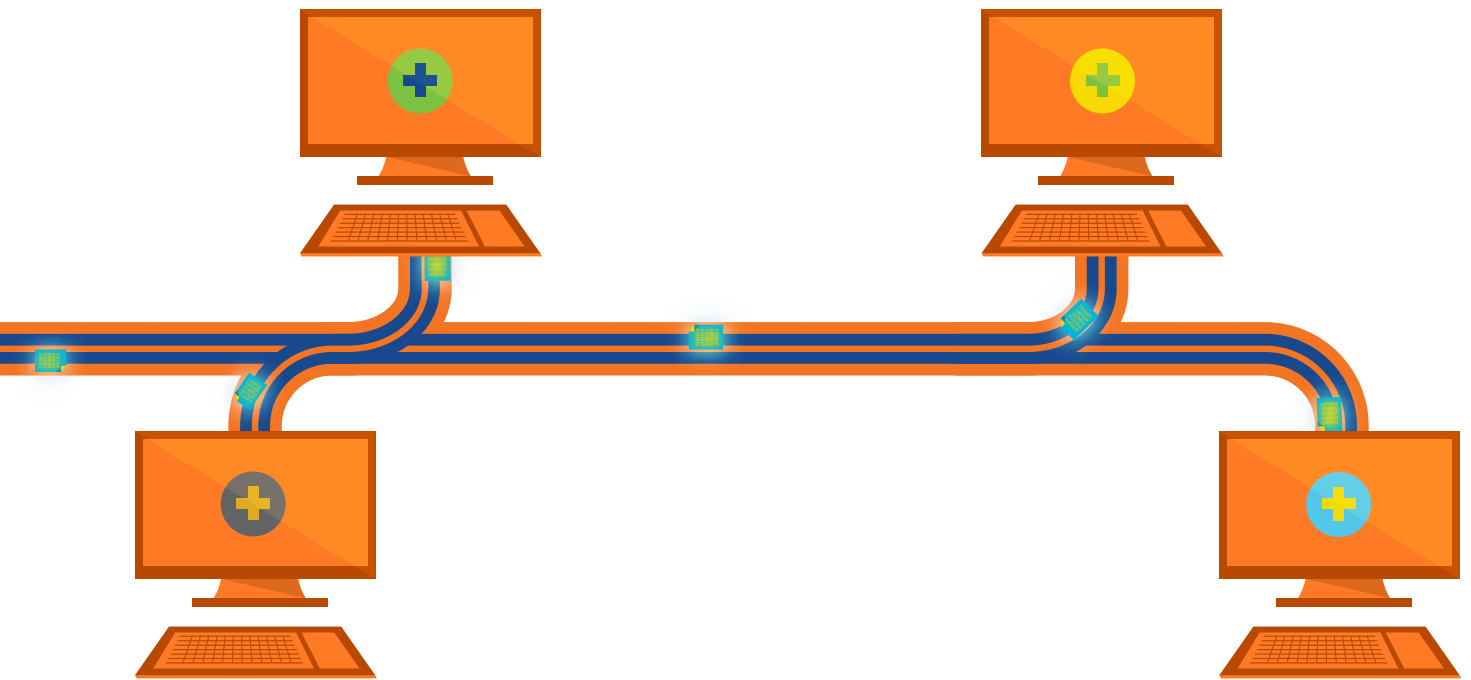
Partners Hospitals All Pick Risk

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 to evaluate their software options. 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 can easily share & compare data. The patient safety officers at each of the hospitals formed the Partners Patient Safety Leaders Group to meet regularly and discuss safety initiatives. This group 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. BWH addressed its administration issues of Heparin by using the shared 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.



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. 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.

RL Solutions designs innovative healthcare software for patient and resident feedback, incident reporting and risk management, infection surveillance and claims management. At RL, nurturing long-lasting relationships with our clients is what we do best. We have over 1600 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 and New Zealand.

Want to know more?



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