RISING ABOVE
-THE-
PAPER-BASED SYSTEM

CLIENT: *MINISTRY HEALTH CARE*

RL software for safer healthcare

CLIENT
Ministry Health Care

WEBSITE
www.ministryhealth.org

PRODUCTS
Risk

KEY CHALLENGES
– Paper-based incident system
– Lack of communication between risk department, managers and front-line staff
– Inaccurate reporting

KEY BENEFITS
– Timely incident follow-up
– Accurate data leads to process improvements
– Patient concerns resolved within 10-14 days, instead of 4-5 weeks

ORGANIZATIONAL SNAPSHOT
Ministry Health Care developed from the Sisters of the Sorrowful Mother, a small congregation of nuns devoted to caring for the sick and educating children. Now, it is a modern, integrated healthcare system. Ministry operates facilities throughout Wisconsin and into Minnesota, including 15 hospitals & medical centers and numerous clinics, employs primary and specialty care physicians and provides home health & hospice services and related health services.

MINISTRY HEALTH CARE

REPORTED   REAL

THE CHALLENGE

Ministry's paper-based incident reporting system was filled with problems. If an incident occurred, Ministry required staff to fill out an Occurrence Report. However, almost no one could figure out how to use this carbonized form without distorting the carbon copies. Once the appropriate director or manager reviewed the report, they were expected to record any follow-up on the form copy before forwarding it to the Risk Management & Performance Improvement Departments (RMPID). Unfortunately, the follow-up copy often went missing or it took several months to show up. Furthermore, if the RMPID wanted to make any changes to the form, they had to track down and shred all of the older versions – no easy task. All of these problems together made it impossible to have accurate, aggregated information about safety events at Ministry Health Care.

CHOOSING A SOFTWARE VENDOR

Ministry Health Care wanted to move to an electronic reporting system so they could monitor incidents system-wide, as they happen. It needed a system that would work across all sites, since current policies and procedures were inconsistent across facilities. The organization also wanted its managers to have the ability to quickly follow-up on events. Ministry undertook a thorough evaluation of software vendors, grading each against a 'wish list'. The organization chose Risk by RL Solutions, for its superior training services, the costs associated with the system and implementation, and RL's offer of ongoing technical support.
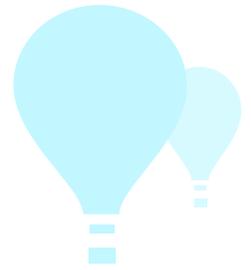
> **"Risk has enhanced our ability to rapidly assess our data. This has allowed us to respond to trends faster and improve our processes."**
>
> Denny Thomas,
> *Manager, Risk & Disaster Preparedness*
> MINISTRY HEALTH CARE

PAPER BASED REPORTING SYSTEM

Ministry saw positive results from using Risk almost immediately. Risk instantaneously alerted the RMPID and the relevant director/manager when an incident occurred. Instead of waiting for a paper form that might never come, all incident details are stored online in Risk, making timely follow-up a snap.

MEMORIZED REPORTS SAVE TIME

Ministry saw positive results from using Risk almost immediately. Risk instantaneously alerted the RMPID and the relevant director/manager when an incident occurred. Instead of waiting for a paper form that might never come, all incident details are stored online in Risk, making timely follow-up a snap.

Using Risk, Ministry is able to mine its data to look for common themes and issues, such as identifying events that it needs to report to outside regulatory agencies. Ministry also benefits from the report writer system in Risk. The RMPID can email easy-tounderstand graphs and reports directly from the software to anyone in the system. Plus, the memorized reports save the team considerable time every month; beforehand, the used to tabulate monthly report data and ad hoc requests for information by hand. Now, the teams track and report on safety event trends monthly, helping them improve patient safety at Ministry.

PROCESS IMPROVEMENTS OFFER COST SAVINGS

As a result of using Risk, Ministry has made process improvements that have provided cost savings. In one instance, Risk helped Ministry identify a lab test issue where the test had to be repeated several times because it was improperly drawn. The data in Risk helped Ministry estimate the cost savings that the organization could realize by changing the process. In another instance, Ministry saw an opportunity to improve medication errors. The organization now sends monthly reports to pharmacies on medication errors for process improvement opportunities.

Ministry also stores patient complaints in Risk, giving them the ability to track risk situations and document all follow-up in one database. Using Risk means that they are usually able to resolve patient concerns within 10-14 days, instead of in the previous 4-5 week timeframe. This change means they are better able to address and resolve patient complaints, before they rise to the level of an expensive legal suit.

With the help of Risk, Ministry has dramatically improved its ability to respond quickly to incidents and changed its processes to enhance the patient experience at Ministry Health Care.

Marvels Thomas, "It once took 5 months for an occurrence report to arrive at the Risk Management office. With Risk, I never worry that I'm missing information."
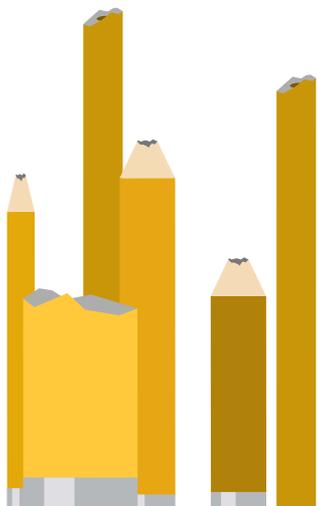
RL Solutions designs innovative healthcare software for patient and resident feedback, incident reporting and risk management, infection surveillance and claims management. At RL, nurturing long-lasting relationships with our clients is what we do best. We have over 1600 clients, including healthcare 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?

**Please contact RL Solutions
for more information**
1 888 737 7444
marketing@rlsolutions.com
www.rlsolutions.com