Top Ten Issues in Patient Safety and Risk Management 2020

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CMO
COPIC

I have no conflicts and nothing to disclose

LEARNING OBJECTIVES
At the end of this activity, participants should be able to:

- Associate and describe different facets of communication which leads to liability claims or patient safety breaches; including EHR’s, informed consent, and radiologist clinician communication.
- Appraise and synthesize the experience of communication and resolution programs, particularly the experience of the COPIC 3R’s program.
- Recognize and evaluate certain problem areas; including high dose opioid patients, difficult patients and noncompliance.
- Review and summarize current high risk clinical areas such as acute neurologic conditions.
LEVELS OF EVIDENCE
There are 3 Levels of Evidence for CME presentations:

1. Evidence mainly from randomized or non-randomized, well designed controlled trials, well-designed cohort or case-controlled analytic studies.
2. Evidence from multiple studies with or without the intervention being targeted, meta-analysis, opinions of respected authorities or expert panels, or information based on case reports.
3. Uncontrolled experiments, descriptive studies, presenter’s clinical experience/opinion or research in progress.

The majority of this presentation will be based on Level 2 Evidence.

The number of mouse clicks an ED physician made in an observed 10 hour shift
(answer within 10% please)
How many clicks to get thru a 10 hour shift?

SORRY

DOES NOT WORK

SORRY

TRANSPARENCY
ACCOUNTABILITY
RESPONSIBILITY
PREVENTIVE ACTIONS
DOES WORK
3Rs and Candor

3Rs

not negligence based, but adverse outcome has to be due to medical/surgical care. Not reportable to NPDB, CMB. No attorney involved. Reimbursement up to $50K out of pocket costs, no pain and suffering, no liens. Medicare does not recognize this program.

3Rs and Candor

Candor

a new CO and existing IA law that allows for hospitals and providers to have confidential discussions and to determine if compensation is warranted. Attorneys can be involved. No written demands, not a formal claim. Compensation under the program is not reportable to state licensing board or NPDB, but is subject to liens. Medicare reportable and eligible.

3Rs and Candor
CRP Challenges

- Early event reporting
- Inertia
- Diversity of Insurers
- Attorneys
- NPDB and licensing board reporting
MOTIVATION

Autonomy
Mastery
Purpose

―*Drive: The Surprising Truth About What Motivates Us*
Daniel Pink

IRONY
1. EHR’s and safety/risk
2. Sorry plus accountability- CRP-7 Pillars
3. Physician Burnout and Ways to combat-resiliency
4. Radiologist/Clinician communication
5. Systems- Redundacy
6. PAs and APNs
7. Opioids
8. Noncompliant and AMA patients
9. Where the cash is drives where the risk is-STROKE
10. Intrinsic Motivation- Autonomy, Mastery and Purpose

SUMMARY