

# Together Saving Lives

## Chicago Patient Safety Forum Quarterly

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### CPSF Partner News

CPSF would like to welcome our newest partner: PatientMD. We'd also like to thank all of our returning partners. Please read their names below.

[Click here](#) if your organization would like to partner with CPSF to help create safer healthcare or if you would like to be the corporate partner for this newsletter.

## Quarterly Commentary

### Creating Health Courts Can Help Improve Patient Safety

By Paul Barringer

Our nation's current system for resolving medical injury litigation fails both patients and doctors. The tort system is inefficient and highly adversarial, dragging both parties through years of grueling litigation. As the Institute of Medicine and other observers have noted - the current tort system also impedes efforts to enhance patient safety. In our "blame and shame" system, the fear of being sued discourages doctors from disclosing mistakes and near misses. This inhibits learning and impedes the collection of information that would be useful in avoiding future harms.

A new approach to resolving injury litigation is vitally needed — one that fairly compensates injured patients, safeguards against litigation abuse, demands accountability, and promotes quality improvements. One reform proposal that is gaining momentum is to create a specialized "health court" or administrative process for resolving injury disputes. Common Good, a nonpartisan legal reform coalition, is currently leading the effort to develop a model for administrative health courts with support from The Robert Wood Johnson Foundation. Common Good is collaborating on this effort with researchers from the Harvard School of Public Health, the Harvard Medical School and the University of Denver Sturm College of Law.

The hallmark of the health court approach is the use of trained adjudicators with health care expertise. These adjudicators would make decisions based on evidence-based practice standards, such as the guidelines by the Agency for Healthcare Research and Quality, and would rely on unbiased testimony provided by independent court-hired experts.

A key goal of the health court proposal is patient safety, and the health court model includes robust linkages to patient safety programs and initiatives. As proposed, information from claims would be used to facilitate root cause analyses at the provider level; de-identified information from the adjudication process could be provided to patient safety authorities to facilitate epidemiological analysis of broad patterns of errors. With these and other safety initiatives, the health court system could help to foster an environment within which physicians and hospitals learn from past mistakes – and take steps to prevent them in the future.

Monthly CPSF Steering Committee meetings are open to all CPSF members. [Click here](#) for more info.

Many prominent organizations have called for pilot projects of health courts or administrative compensation systems, including AARP; the American College of Emergency Physicians; the American College of Obstetricians and Gynecologists; Consumers Advancing Patient Safety; Medically Induced Trauma Support Services; and the Joint Commission on the Accreditation of Healthcare Organizations.

Policy makers at both the national and state level have taken an interest as well. Bipartisan bills to create health courts or administrative compensation system pilot projects were introduced in both houses of Congress in May 2007. A number of state legislatures have also introduced bills over the past two years.

This strong stakeholder and policy maker interest provides an excellent foundation for establishing a pilot project to test the feasibility of the health court proposal. Health courts have the potential to promote consistency in the medical justice system, enhance patient safety, and expedite compensation to injured patients. It's time to give this promising new approach a chance. We encourage you to learn more about health courts by visiting [www.cgood.org/healthcare.html](http://www.cgood.org/healthcare.html) or calling (202) 293-7450x14.

Paul Barringer is General Counsel of Common Good ([www.cgood.org](http://www.cgood.org)).

## Patient Safety Updates

### National Campaign Aims at Accelerated Improvement

Illinois nursing home groups, consumer advocates and health care quality experts are urging the state's 810 medicare-funded nursing homes to volunteer for a new national campaign aimed at accelerating the rate of quality improvement in nursing homes across the country.

The Advancing Excellence in America's Nursing Homes campaign was launched September 2006 as a voluntary effort targeting eight measurable clinical and organizational process goals on which nursing homes can work to improve their quality of care. The goals include:

- Reducing high risk pressure ulcers;
- Reducing the use of daily physical restraints;
- Improving pain management for longer term nursing home residents;
- Improving pain management for short stay, post-acute nursing home residents;
- Establishing individual targets for improving quality;
- Assessing resident and family satisfaction with the quality of care;
- Increasing staff retention; and
- Improving consistent assignment of nursing home staff, so that residents regularly receive care from the same caregivers.

"We have seen important improvements in the quality of care in our state's nursing homes since Medicare began publicly reporting on clinical quality nearly four years ago," said Benneta Sevier, RN, MPH, manager of Nursing Home services at the Illinois Foundation for Quality Health Care (IFQHC). "But we know we must aim to accelerate improvement so every resident is getting the best care possible, every time. We urge nursing homes to register to participate in this two-year campaign."

The national effort is built on a series of local, regional and national partnerships. It offers free technical assistance to participating homes to help them identify and manage the problems, risks, and health-related conditions of nursing home residents with a goal of providing individualized care and improved outcomes.

We would like to place your patient safety initiatives and meeting announcements in this newsletter. Please send your notes for the newsletter to Leonard Lamkin, at [lamkin\\_cpsf@iomc.org](mailto:lamkin_cpsf@iomc.org) by mid-September for publication in the Fall 2007 newsletter.

"We represent 400-plus nursing homes in Illinois, and we feel this is a good way to encourage our members to improve quality," said Debbie Belt, vice president of education and clinical services at the Illinois Health Care Association, that works with IFQHC on the campaign's local leadership team known as the Local Area Networks for Excellence (LANE).

"If they can focus on the areas being targeted by the campaign, those are areas that do need attention and can be difficult to improve," Belt continued. "Any program that can help with that is going to be a good thing."

The campaign is different from existing national quality initiatives in several respects. It encourages consumer involvement as an important part of achieving success. It also acknowledges the ways which organizational culture elements such as the critical role of consistent staffing and the importance resident and family satisfaction can impact quality improvement efforts.

"This campaign goes beyond providers and government. Consumers play an active role in the *Advancing Excellence in America's Nursing Homes* campaign, and can also sign up to participate," Sevier said. "Consumers can learn how to educate others about the campaign and the importance of expecting high quality care. Participation from consumers will encourage nursing homes to voluntarily participate."

The campaign will also rely on LANEs to disseminate information and encourage participation at the local level. As the statewide LANE convener for Illinois, IFQHC serves as the liaison between the LANE, the Regional Campaign Office, and the national Steering Committee. The LANE convener is the "point of contact" for the LANE and is responsible for reporting to the Regional Field Office on behalf of the LANE. This communications role goes both ways and also involves responsibility for disseminating information to the LANE from the Regional Office, and campaign Steering Committee.

Information about the campaign, its goals, its strategies, and how individuals or organizations can get involved is available at the campaign Web site at [www.nhqualitycampaign.org](http://www.nhqualitycampaign.org).

### **AAP Launches New Patient Safety Program to Reduce Medical Errors**

Patient safety is recognized as an important issue in health care, particularly for our most vulnerable population -- children. The conclusions drawn by recent studies on the incidence of medical errors in pediatrics -- including medication errors, and non-medication errors such as clinician fatigue, blood stream infections, and communication lapses -- is disturbing and might lead you to wonder what you can do to ensure a safe health care environment for your patients and their families.

The American Academy of Pediatrics has designed the *Safer Health Care for Kids* program for physicians, allied health professionals, administrators, parents, and caregivers, who share this commitment and are looking for a comprehensive Web-based resource center for pediatric safety information and strategies. The program is supported by a grant from Physicians' Foundation for Health Systems Excellence.

Program highlights include:

A new Website -- [www.aap.org/saferhealthcare](http://www.aap.org/saferhealthcare) -- designed to be your one-stop resource center for pediatric-specific patient safety guidance. Here you will find safety tips, valuable information links, and expert advice on ensuring the safety of children in all health care environments.

## Expert Commentators

Several of our members are available to speak on patient safety issues:

Anesthesiology  
Electronic Medical Records  
Error Reporting  
Geriatric Patient Safety  
Illinois Medical Studies Act  
Infection Prevention  
Medication Safety  
Nursing  
Patient Safety in the  
Chicago Area  
Patient Safety in  
Ambulatory and  
Primary Care  
Patient Safety Simulator  
Patient Safety & Public  
Policy  
Pediatric Patient Safety  
Safe Clinical Practices

Inquiries can be directed to Leonard Lamkin at 312-431-9110 or [lamkin\\_cpsf@iomc.org](mailto:lamkin_cpsf@iomc.org)

A series of one-hour "Webinars," are available on various topics within pediatric patient safety. There is no fee to register, and you can participate from the comfort of your office or home, and learn new strategies that you can immediately put into practice to prevent medical errors.

An archive of past patient safety Webinars are available on the website and include:

- The Role of Health Information Technology in Medication Safety
- The Human Factor: the Impact of Work Hours, Sleep Deprivation, and Burnout on Patient Safety
- Medication Safety in Ambulatory Care
- Hospitalists as Safety Intervention
- Safety Rounds in Ambulatory and Inpatient Settings
- Patient Safety Issues in Sedation: Pitfalls and Best Practices
- Now What? How to Disclose a Medical Error

Visit [www.aap.org/saferhealthcare](http://www.aap.org/saferhealthcare).

For questions about the *Safer Health Care for Kids* program or to be included in an E-mail List dedicated to pediatric patient safety issues and information exchange. If you are looking for an opportunity to share experiences and strategies with other clinicians to improve care, sign up today by sending an email to [saferhealthcare@aap.org](mailto:saferhealthcare@aap.org).

## AHRQ/Ad Council "Questions are the Answer" Campaign

To empower patients to be more involved in their health care, the U.S. Department of Health and Human Services' Agency for Healthcare Research and Quality (AHRQ) is working with the Ad Council on a national, multimedia public service advertising (PSA) campaign. The "Questions are the Answer: Get More Involved With Your Health Care" campaign features TV, radio, and print PSAs that encourage patients to ask targeted, evidence-based questions with the goal of preventing medical mistakes. In addition, the campaign features a Web site with a Question Builder that allows patients to create personalized lists of questions to take with them to medical appointments.

"This campaign is a natural outgrowth of AHRQ's ongoing efforts to improve the safety and quality of health care," says AHRQ Director Carolyn M. Clancy, M.D. "We hope that these new public service advertisements will show millions of Americans that they shouldn't be afraid to ask questions related to their health care and that their clinicians are interested in answering them."

The targeted questions that patients are being encouraged to ask include the following and more:

- Bring a list of questions to the exam room and take notes during your medical appointments.
- Be an active member of your health care team. Be prepared to ask questions, especially if you are having trouble understanding a diagnosis or treatment.
- If you have been hospitalized, be certain you understand instructions regarding follow-up care.
- Be certain all of your health care providers know about the medicines—prescription and over-the-counter—as well as dietary supplements that you take.
- Ask for information about your medicines in terms that you can understand.
- If you have a choice, choose a hospital and a doctor that have plenty of experience performing the procedure or surgery that you need.

### **CPSF website update**

We are continually improving our website. If you have any suggestions or announcements you'd like listed please let us know at [cpsf@iomc.org](mailto:cpsf@iomc.org).

Please visit the site regularly at:  
[ChicagoPatientSafety.org](http://ChicagoPatientSafety.org)

- If you are having surgery, make sure that you, your doctor and your surgeon all agree and are clear on exactly what will be done.
- Speak up if you have any questions or concerns.
- Ask a family member to go to the hospital with you to serve as your advocate.
- If you have a medical test, ask for results. Don't assume that no news is good news.

For more information, to watch the TV PSAs, and to view the more than 90 questions that are part of the customizable Question Builder, visit [www.AHRQ.gov/questionsaretheanswer](http://www.AHRQ.gov/questionsaretheanswer).  
Printed materials are available by calling 1-800-931-AHRQ (2477).

### **New Study from APIC reveals far more MRSA infections than previously thought**

The Association for Professionals in Infection Control and Epidemiology (APIC) released a report on Monday, June 25 showing the prevalence of Methicillin-resistant *Staphylococcus aureus* (MRSA) in healthcare-related settings significantly exceeds previous estimates. [Read Study materials](#)  
[Read MRSA infection prevention materials](#) from Institute for Healthcare Improvement's 5 Million Lives Campaign.

### **Illinois Health Information Network Act sent to IL Governor**

The bill's synopsis: "Requires the Department of Public Health to establish a not for profit corporation to plan the creation of a state-level network for the electronic exchange of medical patients' records among health care providers." [HB1254](#), creating the Illinois Health Information Network (ILHIN), passed in both Houses, and is on the Governor's desk awaiting his signature.

### **Sen.Barack Obama (D-III.) Health Care Reform Plan**

"Lowering health care costs and ensuring affordable, high-quality health care for all"  
<http://www.barackobama.com/issues/healthcare/>

### **IHI 5 Million Lives Campaign Update**

On June 20, 2007 the Institute for Healthcare Improvement hosted the first National Action Day to mark the six-month milestone of the 5 Million Lives Campaign. The centerpiece of this day was a virtual (online) meeting that encouraged all participating hospitals to take advantage of to drive improvement on the front lines. Fifty-minute, web-based sessions, with audio, and led by IHI faculty, Campaign Mentor Hospitals, and scientific partners, offered practical strategies for getting results faster and more reliably on all 12 Campaign interventions. Materials supporting the learning sessions are available for [download here](#).

### **Upcoming Chicago-based events from the American Society for Healthcare Risk Management**

[PATIENT SAFETY CURRICULUM](#): Make the risk management-patient safety connection, July 23-26 in Chicago.

[ANNUAL CONFERENCE](#): Register now to attend the premier networking and education event, Oct. 10-13 in Chicago.

### **2007 Sixth Quality Colloquium at Harvard University**

An Executive Education Course on Patient Safety, Healthcare Quality Enhancement and Medical Errors Reduction for Healthcare Executives, Clinicians and Patient Care Staff. August 19 - 22, 2007. Visit [www.qualitycolloquium.com](http://www.qualitycolloquium.com).

## **15th Annual Health Forum and American Hospital Association Leadership Summit**

"Accelerating Performance Improvement Through Quality, Safety and Efficiency"  
July 22-24, 2007, San Diego, CA  
[www.healthforum.com/healthforum/html/conferences/summit/](http://www.healthforum.com/healthforum/html/conferences/summit/)

## **eHealth Initiative's Fourth Annual National Conference**

"Policies and Best Practices at the National, State and Local Levels for Improving  
Health and Healthcare Through Information and Information Technology"  
October 11-12, 2007, Washington, D.C. [www.ehealthinitiative.org/eHIOct.msp](http://www.ehealthinitiative.org/eHIOct.msp)

**Your organization's patient safety news, project, research, or meeting could be  
listed here and sent to more than 1500 patient safety professionals and  
consumers in the Chicago area!**

**Contact us at 312-431-9110 or at [cpsf@iomc.org](mailto:cpsf@iomc.org)**

## **Get Involved with CPSF**

### **CPSF Patient Safety Journal Club**

CPSF will choose patient safety journals and articles for you to read, comment on, and debate. We will archive and categorize the articles and comments when the next journal discussion is scheduled. Our hope is to create a sizable cache of useful patient safety information that can be reviewed and updated for a long time to come. The first article will be posted soon. Please visit <http://journalclub.chicagopatientsafety.org/> to join the discussions.

### **CPSF 2007 Membership Meeting**

CPSF will hold its Third Annual Membership meeting on Monday September 10, 2007. Approximate time will be 8:30 am -12:30 pm. It will be hosted by Advocate Illinois Masonic Medical Center. Assist CPSF in its strategic planning and fundraising. Come and meet the CPSF leadership and staff. Help plan future directions for patient safety in Chicago. Full details will be announced shortly. Please RSVP to [cpsf@iomc.org](mailto:cpsf@iomc.org) if you would like to attend.

### **CPSF 2008 Annual Scientific Meeting date change**

CPSF members recognize the benefit of attending our annual scientific meetings which is why we want to inform you as early as possible of a date change for the 2008 meeting. Due to a significant international meeting being held on our first announced date, we have decided to move it to one week later:

**Friday March 14, 2008**

This meeting will be hosted by the University of Illinois Medical Center at Chicago. Watch our website for program details as they become available. Materials from our previous meetings are available for purchase on [our website](#).

Volunteers are needed for planning our 2008 Annual Scientific Meeting and for helping out with our continuing education credit applications. Please email [cpsf@iomc.org](mailto:cpsf@iomc.org) if you'd like to help out.

### **CPSF needs your support**

Individual supporters are the lifeblood of the Forum, join with the leadership of the Chicago Patient Safety Forum, who have reached a 100% level of giving. **Your gift of \$200, \$100, \$50 or even \$25 will make a difference in what we are able to accomplish on behalf of every patient in this state.** In addition to your ongoing daily commitment to patient safety – in the workplace, at professional meetings, in

informal gatherings – what you give today to help CPSF fund patient-safety initiatives will translate into saved lives – and a safer health-care environment.

[Click here](#) for instructions on how to make your donation to CPSF.

### **CPSF searching for consumer-friendly patient safety definitions**

CPSF is building an archive of industry terms related to quality and safety for the consumer to better understand the terminology. We are looking for volunteers to help write definitions for a glossary or wiki on our website.

Suggested beginning definitions:

Patient Safety	ePrescribing	Medication Reconciliation
Medical Error	Electronic Health Record	Noscomial Infection
Adverse Event	CPOE	Disclosure
Near Miss	HIT	Reporting
Sentinel Event	Black Box Warning	Transparency
Culture of Safety	Pay for Performance	Health Literacy

If you would like to help out in writing definitions, please email [cpsf@iomc.org](mailto:cpsf@iomc.org).

## Patient Safety Products

Purchasing any of these products will help CPSF to continue to provide a high level of quality activity to raise public awareness and develop solutions in patient safety.

2007 CPSF Annual Meeting DVD-ROM ([More info...](#))

**\$28.00** (\$25.00 + \$3.00 S&H)

2006 CPSF Annual Meeting DVD-ROM ([More info...](#))

**\$23.00** (\$20.00 + \$3.00 S&H)

**Special!** 2006 & 2007 CPSF Annual Meeting DVD-ROMs ([More info...](#))

**\$44.00** (\$40.00 + \$4.00 S&H)

### **Limited Quantities!**

2007 CPSF Annual Meeting DVD-ROM and meeting binder ([More info...](#))

**\$42.00** (\$35.00 + \$7.00 S&H)

2005 IHA/CPSF Learning Collaborative CD-ROM ([More info...](#))

**\$23.00** (\$20.00 + \$3.00 S&H)

Special! 2006 & 2007 CPSF Annual Meeting DVD-ROMs and 2005 IHA/CPSF Learning Collaborative CD-ROM ([More info...](#))

**\$55.00** (\$50.00 + \$5.00 S&H)

"Things You Should Know Before Entering the Hospital" DVD ([More info...](#))

**\$34.90** (\$29.95 + \$4.95 S&H)

"Getting Results: Reliably Communicating and Acting on Critical Test Results"

Gordon D. Schiff, MD, Editor ([More info...](#))

**\$45.00** (\$40.00 + \$5.00 S&H)

Call 312-431-9110 or email [cpsf@iomc.org](mailto:cpsf@iomc.org) for information on ordering, or [click here](#) to purchase directly from our website.

# Acknowledgements

Since 2002, over 1500 individuals have participated in CPSF-sponsored events. These events and the resources the CPSF offers to the community via these and other initiatives are supported in 2007 by:

Otho S. A. Sprague Memorial Institute  
Michael Reese Health Trust  
Grant Healthcare Foundation  
Reva & David Logan Foundation

## **Thank you to our other supporters:**

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Leonard Lamkin	Donna Woods

Please consider making a donation to CPSF. Please [click here](#) to make a donation.

This newsletter is to inform you of CPSF updates and events, as well as other patient safety topics in the Chicago area and major patient safety events and initiatives around the nation. If you'd like to be removed from this list, please let us know at [cpsf@iomc.org](mailto:cpsf@iomc.org).