



INSIGHT®
Assessment Services

Proactively identifies strengths and opportunities and provides action-oriented results based on ECRI Institute evidence-based resources and expertise

**2019-2020 CHI
Risk Management Program Goal**

**Comprehensive Hospital Risk
Assessment**

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2019 - 2020 CHI RM Program Goal

In conjunction with Optima Risk Management Services, participate in the ECRI Institute INSight® Hospital Risk Assessment survey process to identify strengths, mitigate risk, and address recommendations for improvement.

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Expectations & Timelines

- ▶ All owner participation supported by the CHI Board
- ▶ Assess the Risk Management Program and at least one high-risk focus area:
 - Evaluate essential RM Program elements at each hospital (Standard I: RM Structure. CHI Best Practice Standards)
 - Evaluate risk in high-risk areas identified by claims, benchmarking or other facility-specific information
- ▶ On-site assessments June 2019 – May 2020
- ▶ Monitor recommendations for performance improvement (RPI) through year-end 2020

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Selecting High Risk Focus Areas

ED, ICU, Perinatal, Surgery, or Medical/Surgery

- ▶ Risk Management Data: Incident reports, complaints and grievances, benchmarking, tips and hotlines
- ▶ Quality/Performance Data: Outcomes, surveys, system/process issues, regulatory reports
- ▶ Organization Data: administrative, environmental, financial, safety, security

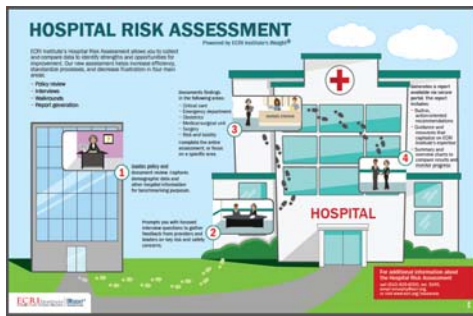
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Value of Proactive Risk Assessments

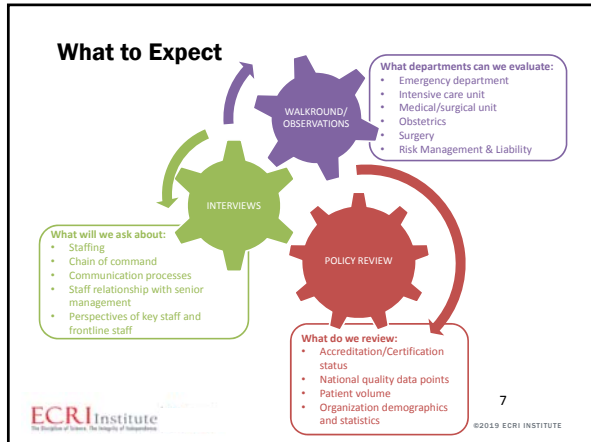
- Standardizes evaluation of healthcare organizations
- Uses evidence-based guidance, standards, and best practices based on credible research
- Identifies gaps and risks organization-wide
- Prioritizes and focuses resources to reduce errors and prevent losses
- Encourages development of department-specific action plans that focus on improvement
- Meets Joint Commission requirement for patient safety culture assessment

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Assessment Overview



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Hospital Risk Assessment Features

- ▶ Streamlines onsite assessment process to improve efficiency and minimize resource allocation
- ▶ Comprehensive, web-based platform maximizes data collection
- ▶ Generates near-real time reports with simplified data interpretation
- ▶ Provides up-to-date, department-specific guidance for each identified area of opportunity
- ▶ Ongoing data collection will eventually allow for facility- or group-specific benchmarking against nationwide data

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Report Display

EMERGENCY DEPARTMENT: OVERALL FINDINGS
Risk and safety measures across the emergency department are: **MODERATELY IMPLEMENTED (Score: 8.6)**

For demonstration purposes only. Data used in findings and this representation may not represent the final report format.

Reports identify strengths and opportunities by department and assessed areas

Category	Assessed Area	Score	Target	Status
EMERGENCY DEPARTMENT: STRENGTHS	ED Employment	Section score: 4.9	5.0	Green
	ED Walkround	Score: 4.0	4.0	Green
	Risk Management and Gaps in the ED	Section score: 4.75	5.0	Green
	Policy Review	Score: 5.0	5.0	Green
	Infrastructure Located in the ED	Section score: 4.8	5.0	Green
	ED Operations	Section score: 4.5	5.0	Green
	Policy Review	Score: 4.5	5.0	Green
	Medication Safety in the ED	Section score: 3.9	4.0	Yellow
	Policy Review	Score: 4	4.0	Yellow
	Walkround	Score: 4	4.0	Yellow
EMERGENCY DEPARTMENT: OPPORTUNITIES	ED Clinical Policies and Procedures	Section score: 3	4.0	Red
	Policy Review	Score: 3	4.0	Red
	Safety and Security in the ED	Section score: 2.75	3.0	Red
	ED Walkround	Score: 2.75	3.0	Red
	ED Equipment and Supplies	Section score: 2	3.0	Red
	Policy Review	Score: 2	3.0	Red
	ED Walkround	Section score: 1.75	2.0	Red
	EMERGENCY DEPARTMENT	Section score: 1	2.0	Red
	Policy Review	Score: 1	2.0	Red
	Walkround	Score: 1.5	2.0	Red

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About Healthcare Risk Control

- ▶ Hundreds of risk management and patient safety resources and tools
- ▶ Guidance articles, sample policies/procedures, education/training programs
- ▶ Telephone consultation
- ▶ Weekly alerts, updates
- ▶ Unlimited passwords to access resources



Authoritative tools, evidence-based guidance, and practical strategies to improve patient safety and quality




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ECRI Resources - New Guidelines Trust

Free! <https://guidelines.ecri.org/>

NEWS RELEASE




ECRI INSTITUTE OPENS ACCESS TO CLINICAL PRACTICE GUIDELINES

The ECRI Guidelines Trust™ fills void left by the Agency for Healthcare Research and Quality's defunded National Guideline Clearinghouse™

November 16, 2018

PLYMOUTH MEETING, PA—ECRI Institute, an independent, nonprofit patient safety organization, has launched the ECRI Guidelines Trust™, a portal to expertly vetted, evidence-based guideline briefs and scorecards. The healthcare community has free access to the website, which will grow over time as more trustworthy clinical guidelines become available.


ECRI Institute developed the new resource in response to urgent pleas from healthcare professionals after substantial federal funding cuts forced the Agency for Healthcare Research and Quality (AHRQ) to shut down the National Guideline Clearinghouse™ (NGC). ECRI had developed and maintained the NGC website for 20 years.




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Summary

- ▶ Efficient, organized, and confidential data collection
- ▶ Identify risks and opportunities for improvement
 - 5 clinical areas and general liability and risk
 - ▷ Policy review, Interview, Walkround/observations
- ▶ Reports feature
 - Easy to interpret report with numerical and traffic light scoring
 - ▷ Effectively visualize strengths and opportunities for improvement
 - Action plans to focus efforts and resources
 - Evidence-based guidelines, standards, and best practices




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Next Steps

Contact your Optima Risk Management Consultant to:

- ▶ Prepare for your on-site assessment
- ▶ Review and determine focus area(s)
- ▶ Evaluate who needs to be involved
- ▶ Reserve a date and discuss timelines

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Questions



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