Together Saving Lives

Chicago Patient Safety Forum Quarterly

Spring 2008 **Volume 3, Number 2**

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Monthly CPSF Steering

CPSF 2008 Annual Scientific Meeting - Friday, March 14, 2008
Hosted by University of Illinois Medical Center at Chicago

Highlighted Events:

Keynote Speaker:
"The Joint Commission and Patient Safety"
Mark R. Chassin, MD, MPP, MPH
President, Joint Commission (JCAHO)

Afternoon Panel:
"Retail Health Clinics: A Risks and Patient Safety Benefits Dialogue"
Moderated by Gabriel Spitzer
Co-Host, "Eight Forty-Eight", Chicago Public Radio

Click here for more details.

Register Now

We will be accepting abstracts for presentation of posters and storyboards until February 4. Click here for more info and to submit an abstract.

CPSF Partner News

CPSF would like to welcome our newest partner: M.R. Bauer Foundation. We'd also like to thank all of our 2007 partners and new and returning partners for 2008. 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

Mediation Project Focuses on Medical Malpractice, Law School Seeks Hospital Partner for Pilot Program

A new law school program could save a Chicago area hospital thousands of dollars in legal costs by providing pro bono mediation services for medical malpractice cases. Northwestern Law is looking for a hospital to serve as a partner in this pilot mediation program. The selected hospital will receive pro bono mediation services from trained mediators for medical malpractice cases for one year.

Ronen Avraham, associate professor of law at Northwestern, initiated the project. He explains, "The idea is to find a way to break the vicious circle of hospitals not correcting errors for fear of liability, where such behavior often results in not enough errors being corrected and the triggering of liability."

"We tell the hospitals that by mediating cases through us they can save a lot of money

Committee meetings are open to all CPSF members. Click here for more info.

otherwise spent on attorney fees and other legal expenses. With mediation, the hospital is also less likely to be sued, and the settlement awards are typically much smaller than if the cases are litigated," Avaham says.

There is an interesting catch to program. The hospital will have to reinvest the majority of the money saved in patient safety enhancement projects. "If the hospital does not commit to reinvesting the money they have saved back into patient safety and disclosure programs," says Avraham, "then there is no deal."

And this is where Chicago Patient Safety Group, joins in. Over the past six years, CPSF has been involved in various projects which had one goal in common: increasing patients' safety and reducing medical errors.

The plan is simple. Lynn Cohn, clinical associate professor of law and director of Northwestern's Program on Negotiation and Mediation, along with her team of professional mediators will provide pro bono mediation services which can save hundreds of thousands of dollars to the participating hospital. Avraham's goal will be to make sure that the money saved will be reinvested in new patient safety and disclosure projects. And Lemkin will work with the hospital on what protocols of safety and disclosure should be adopted based on the idiosyncrasies of the hospital needs and capabilities.

Recent research suggests that outside counsel fees alone cost defendants $40,000 per case. If Northwestern Law mediates 25 cases for free in the first year, a $1 million cost savings to the hospital will result. Add to this lower damages paid in mediation compared to litigation, and the annual savings to the hospitals is significant.

"The medical malpractice victims will not be worse off under our project than under the current system," says Avraham, whose research focuses on the medical malpractice and damages. "Malpractice victims will be advised to get a lawyer, and they will always have the option to reject the mediation outcome and go to court," says Cohn, who has mediated several thousand cases during her career.

"Many, if not most, of the victims of medical errors do not even know they were wronged," explains Avraham. "This group of patients would clearly be better off under our program. But even those who could have gotten high jury awards would not be worse off under the new project for two reasons. First, they can always choose to litigate the cases, which means that they give up no rights. Second, while true that these victims are expected to be paid less (and this is one of the saving sources to the hospital), they are also expected to be harmed less."

Avraham projects that damage awards through mediation would be distributed after about 3 weeks — 3 months at the most — which is much quicker than other settlements which victims generally receive after 3 years or jury awards which take an average of 5 years. The harm to patients will be smaller because they would be treated immediately and fairly to prevent further deterioration of their health. As a result, victims are expected to suffer less non-economic harm, which on average amounts to 50% of total damage award.

"The damage award may be less but only because the harm is less," explains Avraham. "The important point is that victims will be fully compensated under our program."

By clearing their desks from legal liabilities, hospitals will be able to investigate errors and improve their protocols.

"This is a promising project in which everybody can win. And our own student mediators are better off because they get real life experience in mediation in an area that no other law school currently provides," says David Van Zandt, dean of Northwestern Law. "Once the program is successfully launched, I am sure other hospitals and other law schools will begin setting up similar programs across the country."

We would like to place your patient safety initiatives and meeting announcements in this newsletter? Please send your notes for the newsletter to CPSF, at cpsf@iomc.org by mid-March for publication in the Spring 2008 newsletter.

Supplements are sent out at the end of each month. Please send your announcements to us by the 15th of each month for inclusion in that month's supllement.

Part of the Bluhm Legal Clinic, the Program on Negotiation and Mediation at Northwestern Law is designed to teach students effective negotiation and mediation theory and skills through a series of courses and workshops. Northwestern Law's clinical programs train law students to be skilled, ethical, and reform-minded professionals. In addition to learning lawyering skills such as interviewing, counseling, negotiating, writing, and appellate and trial advocacy, clinic students are urged to scrutinize the quality of justice.

The Chicago Patient Safety Forum is a community-based network whose purpose is to facilitate innovative system approaches to understanding and improving patient safety in the Chicago metropolitan area.

If you are interested in participating in this project, contact Professor Ronen Avraham at mailto:r-avraham@law.northwestern.edu or 312-503-4469

Patient Safety Updates

LUCIAN LEAPE INSTITUTE at the National Patient Safety Foundation

Presents their Inaugural Gala featuring Discussions on Transforming Patient Safety
Friday, February 8, 2008
Westin Copley Place, Boston , MA
www.npsf.org/LLI

Leapfrog Group Update

In 2008, MBGH, as the Leapfrog Group's Illinois Regional Roll-Out Leader, will be providing information about the Leapfrog Group Survey, its town hall calls and meetings for hospitals, its Rewards Program and other related activities. They will also send these to the Illinois hospitals on its list. Feel free to forward the information to your members. Click here for the most recent update on the planned 2008-09 survey, which summarizes the expected changes.

Rapid Response Teams Save Children's Lives at Pediatric Hospital, Stanford/Packard Study Finds

Adding Rapid Response Medical Team in a Children's Hospital Helps Reduce Risk of Death, Rates of Cardiac and Respiratory Arrest
Click here and here for more info.

Sorry Works! Book Now Available!

"Sorry Works! Disclosure, Apology, and Relationships Prevent Medical Malpractice Claims." Disclosure is a hot topic today. This book is the "how-to" manual for providers, hospitals, medical practices, and insurers wanting to implement disclosure programs. Furthermore, we worked hard to limit the size of the book to 103 pages, so even the busiest healthcare professional can read it on an airplane or over a long weekend. The quickest way to order your book is to call 618-559-8168 or e-mail doug@sorryworks.net and a copy will be mailed to you today.

Arizona Patient Protection Act Introduced

HB 2041 Sets Safe Nurse-to-Patient Staffing Ratios, Ability for Nurses to Advocate for Urgent Patient Safety Measures
Click here for more info.

Hospital safety reports past due: Officials debate reasons for three studies' delays

(Judith Graham - Chicago Tribune)
Four years after Illinois passed two groundbreaking laws designed to shed light on hospital safety and performance, patients are still in the dark.
Click here for the article.

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 CPSF at 312-431-9110 or cpsf@iomc.org

Measuring the Health of Nations: Updating an Earlier Analysis

In a Commonwealth Fund-supported study comparing preventable deaths in 19 industrialized countries, researchers found that the United States placed last. While the other nations improved dramatically between the two study periods—1997–98 and 2002–03—the U.S. improved only slightly on the measure.
Click here for more info.

Researchers Terms Wristwatch Ban for Doctors as "Potentially Dangerous"

Hospitals are about to implement a "bare below the elbows" dress code policy for doctors, which includes a ban on wristwatches. But researchers in this week's BMJ warn that this could be potentially dangerous in a clinical setting.
Click here for more info.

Announcing AHRQ's (The Agency for Healthcare Research and Quality) podcast series, Healthcare 411, and Healthcare 360, an issues-oriented television program

News series created by the Agency for Healthcare Research and Quality (AHRQ), part of the U.S. Department of Health and Human Services, that are designed to help inform people about the latest research findings, news and consumer information in health care. Please visit www.healthcare411.ahrq.gov (or www.healthcare411.org) and www.healthcare360.org for more info.

Call for Speakers for the Seventh Quality Colloquium, Harvard University

An Executive Education Course on Patient Safety, Healthcare Quality Enhancement and Medical Errors Reduction for Healthcare Executives, Clinicians and Patient Care Staff. Classes Held in Harvard University's Annenberg Hall and Saunders Theatre, Cambridge, MA Colloquium Hotels: The Inn at Harvard and Harvard Square Hotel
August 18 - 21, 2008
Please visit www.QualityColloquium.com for more info.

2008 IHA Patient Safety Learning Collaborative "Targeting Hospital Acquired Conditions: Keeping Patients Safe."

Registration is now in progress. The areas of focus will include pressure ulcers, injuries due to falls, and catheter-associated urinary tract infections. Participation is limited to 26 hospitals. Informational calls are scheduled January 2 - January 11, or visit our website www.ihatoday.org to download an informational packet. Contact Becky Steward for additional information at 630-276-5585 or bsteward@ihastaff.org.
Click here for the informational packet.

Leapfrog Group board of directors announces that Leah Binder will be the next Leapfrog CEO beginning March 10, 2008

Leah is currently the vice president of Franklin Memorial Hospital in Farmington Maine, where she oversees a non-profit network of rural health care providers. Prior to her current position, she led the Healthy Community Coalition (HCC), one of the largest and oldest healthy communities organizations in the country. She was later promoted to Vice President of HCC's parent company, Franklin Community Health Network (FCHN). Now, she oversees marketing, education and planning for FCHN while continuing to administer both HCC and a second affiliate, Franklin Health Access. Leah is an expert in health policy making; among her past experiences, she has served as senior policy advisor for health services for former Mayor Giuliani from 1995 through 1999.
Click here for more info.

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

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.

Please visit the site regularly at: ChicagoPatientSafety.org

Get Involved with CPSF

CPSF Website Content Committee

We are developing a website content committee to help in placing relevant and timely information on our website. We are looking for volunteers to help with this effort. CPSF is also 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 ePrescrbing 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, or to volunteer for our website content committee please email cpsf@iomc.org.

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.

You can help CPSF in many small ways

Identifying potential funding opportunities (individuals or organizations)
Identifying key personnel at your organization to invite to join CPSF
Making your facility available for regional meetings and roundtables
Identifying or submitting possible patient safety or disclosure case studies for CPSF website, newsletter and Journal Club
Your expertise and willingness to be an expert speaker for CPSF on patient safety related issues
Submitting patient safety resources and events for professionals and consumers for CPSF website and newsletter
Identifying consumer organization partners
Identifying media organization partners

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 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.
The events and the resources the CPSF offers to the community via these and other initiatives were supported in 2007 by:

Otho S. A. Sprague Memorial Institute
Michael Reese Health Trust
Grant Healthcare Foundation
M. R. Bauer Foundation

Thank you to our other supporters for 2007:

Corporations / Associations
Blue Cross and Blue Shield of Illinois
MEDecision
Illinois Foundation for Quality Healthcare
Metropolitan Chicago Healthcare Council
American College of Physicians, Northern Illinois Chapter
Illinois Hospital Association
Rush-Copley Medical Center
Aetna
Alexian Brothers Medical Center
Allscripts
Chicago Medical Society
Walgreen's
Jewel/Osco
Illinois Academy of Family Physicians
PatientMD
Evanston Northwestern Healthcare
Corboy and Demetrio, PC
Health Medical Imaging, LLC

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Blue Cross and Blue Shield of Illinois

Tech Alliance
Macneal Hospital
Advocate Illinois Masonic Medical Center
Chicago Medical Society
Illinois Pharmacists Association, Northern Illinois Chapter
Illinois Nurses Association

Individuals

Kathleen Andreoli	John Hickner	Gordy Schiff
Robert Anselmo	Christine Johns	John Schneider
Cynthia Barnard	Stasia Kahn	Dennis Skigen
Anne Bobb	Carol Krohm	Stephen D. Small
John Brill	Leonard Lamkin	Gina Swehla
James Cohick	Michael Millenson	Jeanine Thomas
Alan Doeksen	Joyce Muni	Robert Vanecko
Barbara Gaffke	Carrie Nelson	Jim Webster
Kristine Gleason	Gary Noskin	Kevin Weiss
Regina Greer-Smith	Carlotta Rinke	Arnie Widen
Wanda (Beth) Hackman	Joan and Lee Sacks Fund	Donna Woods
Larry Haspel	Angelo 'Skip' Saviano	

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 intitatives around the nation. If you'd like to be removed from this list, please let us know at cpsf@iomc.org.