NEW YORK STATE MEDICAL LIABILITY REFORM AND PATIENT SAFETY MODEL

“THE NYS MODEL”

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PROJECT TEAM

New York State Unified Court System
New York State Department of Health
5 Academic Medical Centers in New York City

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PROJECT GOALS

- Develop a culture of patient safety
- Enable & promote complete adverse events reporting
- Create a Disclosure and Early Settlement Program
- Expand a Judge-Directed Negotiation Program
- Demonstrate the effectiveness of the model
- Disseminate reports and lessons learned
- Expand the NYS Model
NEW YORK STATE MEDICAL LIABILITY REFORM AND PATIENT SAFETY MODEL

GOAL: DEVELOP A CULTURE OF PATIENT SAFETY

OBJECTIVES

- Develop an action plan based on the results of the HSOPS Culture
- Enhance an environment that promotes comprehensive reporting
- Create patient safety initiatives as identified through an adverse event
  - TeamSTEPPS training
  - WHO Surgical Checklist
  - Sign outs and handoffs

ASSUMPTION

Organizations with a positive patient safety culture are characterized by communications founded on mutual trust, shared perceptions of the importance of safety, and confidence in the efficacy of preventive measures.
**ASSUMPTION**

Complete adverse event reporting will contribute to early identification of areas in need of clinical improvement to prevent future recurrence

**GOAL:** DEVELOP A HOSPITAL WIDE ENVIRONMENT THAT ENABLES AND PROMOTES COMPLETE ADVERSE EVENT REPORTING

**OBJECTIVES**

- Assess existing reporting system to determine need for
  - Increased reporting
  - Better analysis of data
  - Actionable data
  - Easier reporting process
  - Feedback to reporters

- Identify clinical improvements using adverse event data
ASSUMPTION
A communication and resolution program will promote fairer, quicker compensation for medical injuries and improve provider–patient communication and reduce litigation costs

GOAL: CREATE A COMMUNICATION AND RESOLUTION PROGRAM FOR THE SURGERY DEPARTMENT

OBJECTIVES
- Develop policies and procedures for adverse event response and settlement
- Provide training for disclosure and communication
- Implement the program and gather and analyze data
ASSUMPTION

Expanding and Enhancing a Judge–Directed Negotiation Program will save money and time

- Identify judges to participate in judge-directed negotiations
- Train judges in targeted medical knowledge
- Train judges in enhanced negotiation and mediation techniques
- Provide neutral RN/JD for medical expertise
ACCOMPLISHED TO DATE

PROJECT LEVEL

✓ Baseline administration of the HSOPS culture

✓ Results of survey given to each site with reference to resources for interventions for improvement

✓ Adopted a joint Communication and Resolution Policy

✓ Communication training sessions with hospital administrators, surgeons and perioperative staff

✓ Consensus reached for evaluation elements related to adverse event tracking and

✓ Created a database and began collection of study metrics
ACCOMPLISHED TO DATE

AT PARTICIPATING HOSPITALS

✓ TeamSTEPPS training
✓ Development and adoption of a surgical safety checklist
✓ Feedback and discussion of culture survey results
✓ Review of internal processes to document and standardize, examine inconsistencies if present
✓ Aligning project goals with the Surgery and Anesthesiology Clinical Leadership
**Next Steps**

- Continue to implement specific project goals across all hospital sites while recognizing the unique circumstances (culture) of each one.

- Started at the top and need to continue to drive this down into the organization.

- Find and integrate practices to support a common theme or finding.

- Are we demonstrating success?