

NEW YORK STATE MEDICAL LIABILITY REFORM AND PATIENT SAFETY MODEL

“THE NYS MODEL”



October 17, 2011

PROJECT TEAM

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

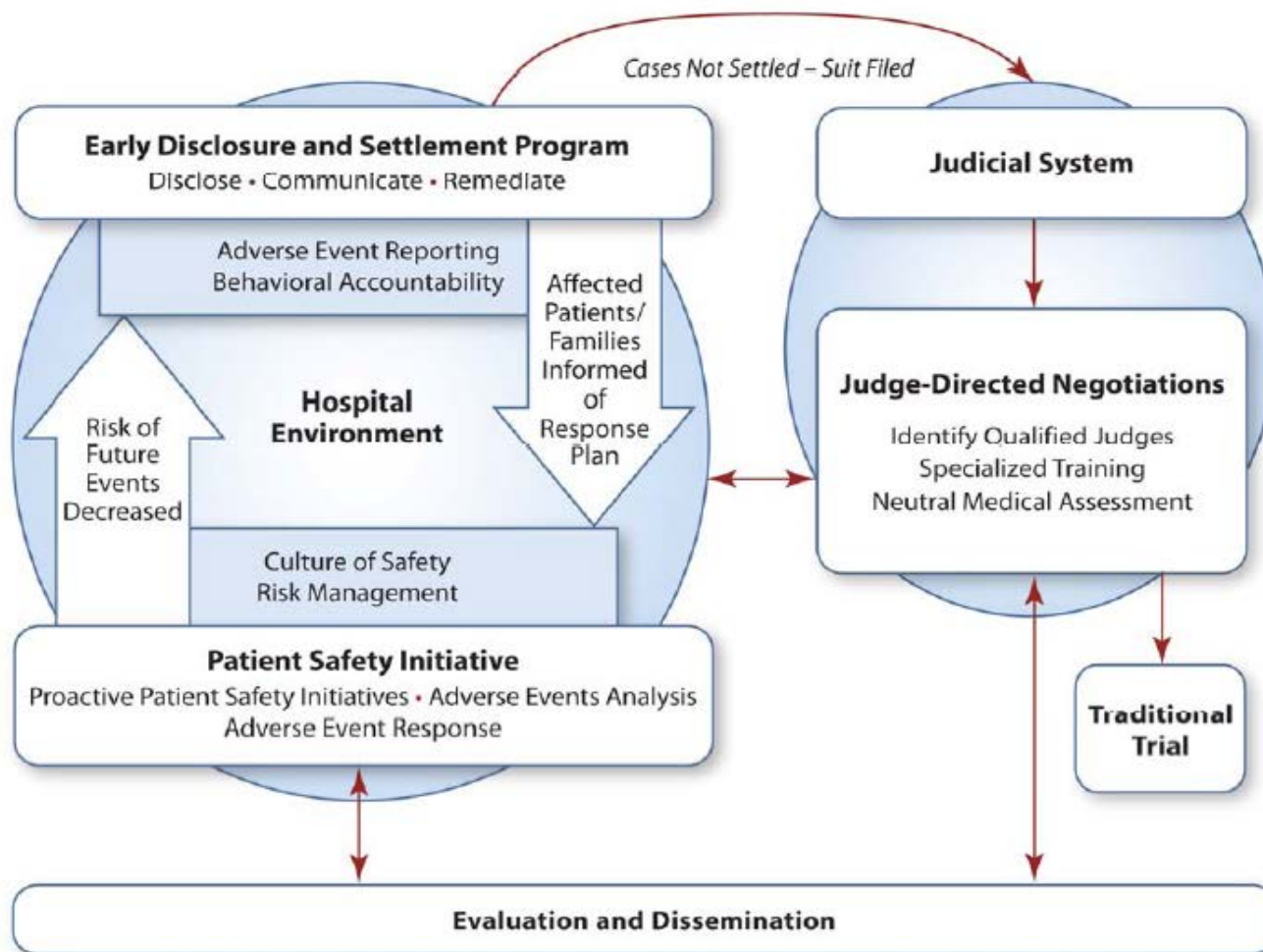
Judge Douglas E. McKeon, NYS Supreme Court
Richard C. Boothman, UMHC
Michelle Mello, HSPH

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

NYS MODEL

Medical Liability Reform and Patient Safety – NYS Office of Court Administration



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.

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

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?