Achieving the Next Level in Patient Safety

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BHSF established a component PSO named Baptist Health Patient Safety Partnership (PSP). Certified in 2010 by AHRQ, the PSP entered into contracts with BHSF hospitals and outpatient facilities (each individually the "Provider" or collectively the "Providers") to receive and review patient safety information which is defined in the PSQIA as patient safety work product ("PSWP"). The information that is collected or developed for the purpose of reporting to a PSO, and that has actually been reported by a Provider to the PSO, has enjoyed the privilege and confidentiality protections of the Act. The PSP offers its consultative expertise to the Providers (facilities) regarding patient safety events and quality improvement initiatives.

The Baptist Health PSP has been able to identify issues in a proactive manner from the information housed in the PSP data mart. In some cases, accelerated change teams were formed to address the issues, while others resulted in policy change. Best practices have been harmonized across the health system to ensure that BHSF provides the highest quality care to our patients and their families.

Defining Patient Safety Work Product (PSWP): Includes any data, reports, records, memos, analyses (such as root cause analyses), or written or oral statements (or copies of any of this material), which could improve patient safety, health care quality, or health care outcomes, that are assembled or developed by a provider for reporting to a PSO and information developed by a PSO and are reported to a PSO. It also includes information that is documented as within a patient safety evaluation system that will be sent to a PSO and information developed by a PSO for the conduct of patient safety activities.

Patient safety work product does not include a patient’s medical record, billing and discharge information, or any other original patient or provider information; nor does it include information that is collected, maintained, or developed separately, or exists separately, from a patient safety evaluation system.

RESULTS

Establishing Your Patient Safety Evaluation System (PSES)

1. PSES Chair/Committee Membership
2. Confidentiality Agreement with each PSES member
3. Quarterly Meetings
4. Policies Collection and Analysis of Patient Safety Work Product in the PSES
5. Provider Policies– PSO Program Details
6. Communication Flow Charts
7. Uploading to Entity Specific PSP Approved folder. (RCA's, Code 15, Process Analysis and other data)
8. Midas Incident Report Date/Time Stamp (All Incidents except disruptive physicians)
9. Midas Peer Review Module Date/Time Stamp to PSES
10. PSP/PSES Priorities List
11. PSP Completed folder (Includes all PSWP sent from the PSP to entity)