



Lumetra
Patient Safety Organization

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AIMS – Incident Management Software



Lumetra Patient Safety Organization

- **Lumetra PSO is a federally designated Patient Safety Organization (PSO Number: P0033)**
- **It is an independent division of Lumetra Healthcare Solutions operating a component PSO**
- **Lumetra PSO provides comprehensive, confidential, and privileged services plus additional value-added consulting for healthcare providers seeking to understand and minimize their safety risks delivering patient care**

Medical Errors – Key Facts

- 10% hospital admissions associated with an adverse event
- Up to 50% of adverse events are preventable
 - ▶ 50,000 preventable deaths annually in the US (IOM, 2004)
- An adverse event increases hospital length of stay by 7.1 bed days
 - ▶ For a 250 bed hospital - cost in bed days alone is \$20M



Need actionable information about the underlying causes of problems in the delivery of care for healthcare providers who need to reduce associated cost, harm and risk.

Current State of US Healthcare System

- One out of every 10 Medicare patients who experienced a patient-safety incident between 2006 and 2008 died as a result, costing taxpayers \$8.9 billion
- Patients who were treated at hospitals considered to be among the safest in the nation were 43 percent less likely to suffer a patient-safety incident. If all hospitals in the country provided the same safe care as these "safe" hospitals, nearly 23,000 deaths could have been prevented, at a savings of \$2 billion.

(2010 HealthGrades Seventh Annual Patient Safety in American Hospitals Study)



More important than ever to learn benchmarking and best-practices so all hospitals can benefit from all initiatives

Error Reporting

Sparse, secretive error reporting

Only five states require health officials to report adverse events publicly and attribute them to specific health facilities. Four states are preparing to do so only in future years. Meanwhile, 20 states require no reporting at all. The remaining states conceal the identity of the facility involved or withhold adverse event reports from the public entirely. For detailed information about adverse event reporting in all 50 states, go to www.deadbymistake.com.

MANDATORY

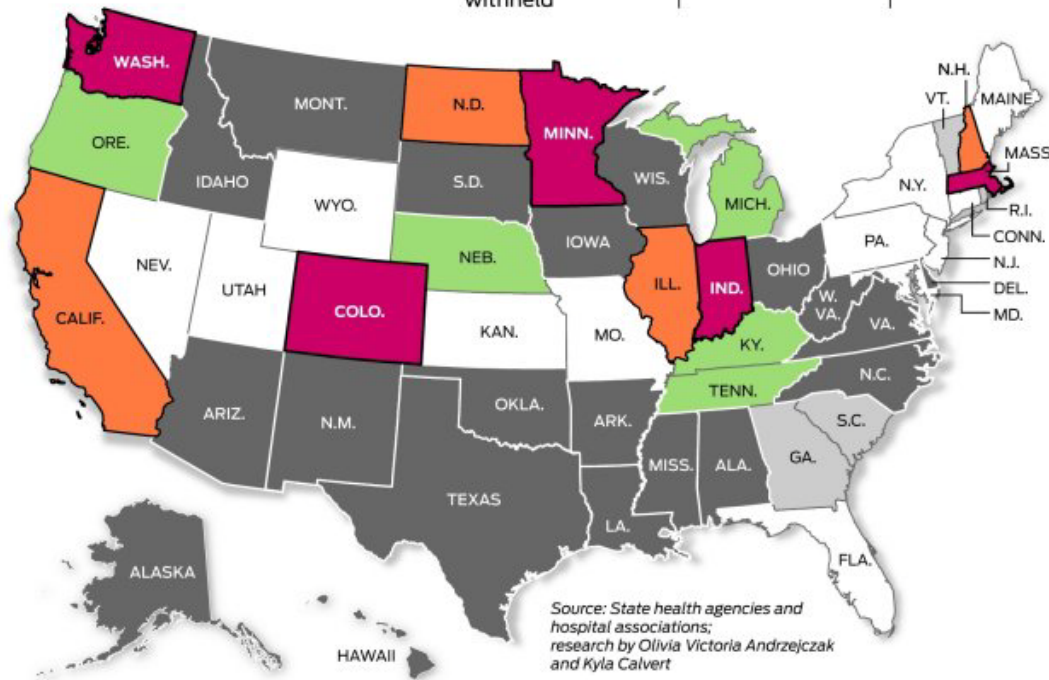
- Hospital-specific and public
- Hospital-specific and public (pending)

- Hospital identities withheld
- All information withheld

VOLUNTARY

- Hospital identities withheld

NO REPORTING

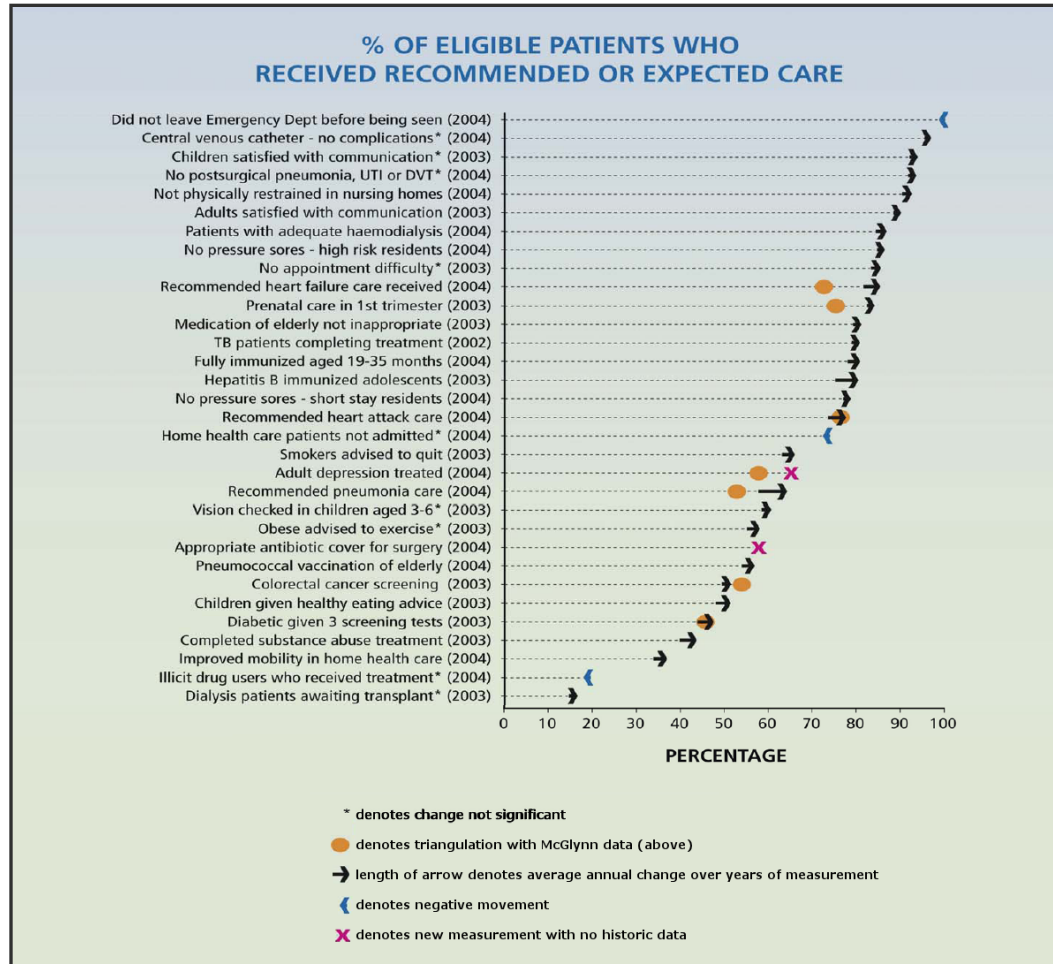


Inadequate Care Leads to Patient Errors



Beth McGlynn, RAND Corporation

Patients Care Statistics - AHRQ



‘NEVER EVENTS’ – as of October, 2009, Medicare/Medicaid will not reimburse:

- **Air embolism**
- **Blood incompatibility**
- **Catheter-associated urinary tract infection**
- **Certain manifestations of poor control of blood sugar levels**
- **Deep-vein thrombosis or pulmonary embolism after total knee and hip replacements**
- **Falls/trauma**
- **Objects left in during surgery**
- **Pressure ulcers**
- **Surgical-site infections after certain orthopedic and bariatric surgeries**
- **Surgical-site infections after coronary artery bypass graft**
- **Vascular catheter-associated infection**

Business Case for Patient Safety

- **Correlation between patient safety and liability loss costs:**
 - ▶ **Hospitals performing well on patient safety had average loss costs 18% lower than under-performing hospitals**
(Aon Hospital Professional Liability & Physician Liability 2007 Benchmark Analysis)
- **Patients in highly ranked Medicare hospitals had 43% lower risk of developing one or more Patient Safety Incidents:**
 - ▶ **If all hospitals performed at this level 37,214 Medicare deaths would have been avoided**
 - ▶ **Potential US healthcare savings of \$2B during 2004-2006**
(2008 HealthGrades Patient Safety in American Hospitals Study)

Benefits to the Organization

- **Improve Quality of Healthcare and Patient Safety**
- **Improve Operational Efficiency and Lower Costs**
- **Reduce lawsuit numbers and cost**
- **Prevention of incidents before they happen**
- **Data is actionable**
- **Helps healthcare professionals look at cases real-time**
- **Reduce potential for State fines**

Patient Safety Objectives

Patient safety is the process by which an organization makes patient care safer. This should involve: risk assessment, the identification and management of patient-related risks, the reporting and analysis of incidents, the capacity to learn from and follow-up on incidents, and implementing solutions to minimize the risk of them occurring.

(source: Seven Steps to Patient Safety)



AIMS provides state-of-the-art methodologies to easily walk your organization through this process!

In Summary

A Patient Safety Software solution MUST

- **meet or exceed AHRQ Guidelines**
- **be easy to implement and use**
- **be non-intrusive to existing IT systems and other areas of the organization**
- **be scalable and able to grow as the needs of the organization increase and as other areas assimilate**
- **have a solid financial business case for implementation**

Lumetra Introduces AIMS

To meet the clinical, analytic, and technologic patient safety needs of healthcare organizations, Lumetra PSO is pleased to offer the AIMS integrated electronic solution for collecting, tracking, reporting, analyzing and managing all patient safety activity



AIMS – Incident Management Software

- **iSOFT Systems:**
 - ✓ **13,000+ Care Centers**
 - ✓ **37 countries around the globe**
- **AIMS:**
 - ✓ **Based on 20 years of research**
 - ✓ **Currently used in over 1000 Care Centers**



Lumetra PSO offers healthcare organizations the power of a global software solution in AIMS delivered by a personal and reputable partner in patient safety.

AIMS - Feature/Functionality (highlights)

- **Seamless adoption of updated versions of the Common Format as they are released by AHRQ**
- **Web-based, secure, easy-to-use, and highly efficient, providing specific and detailed reporting information needed to devise interventions and solutions to patient safety problems**
- **Customizable Incident Status field (New, Investigate, Action, Complete, etc.) facilitates timely management practices**
- **Administrative controls enable reliable and effective system management**
- **Event reporting goes beyond common formats – AHRQ reports on 8 incident types, AIMS captures data on 18 incident types plus supplementary datasets for Ambulance, Dental, Obstetrics, etc.**

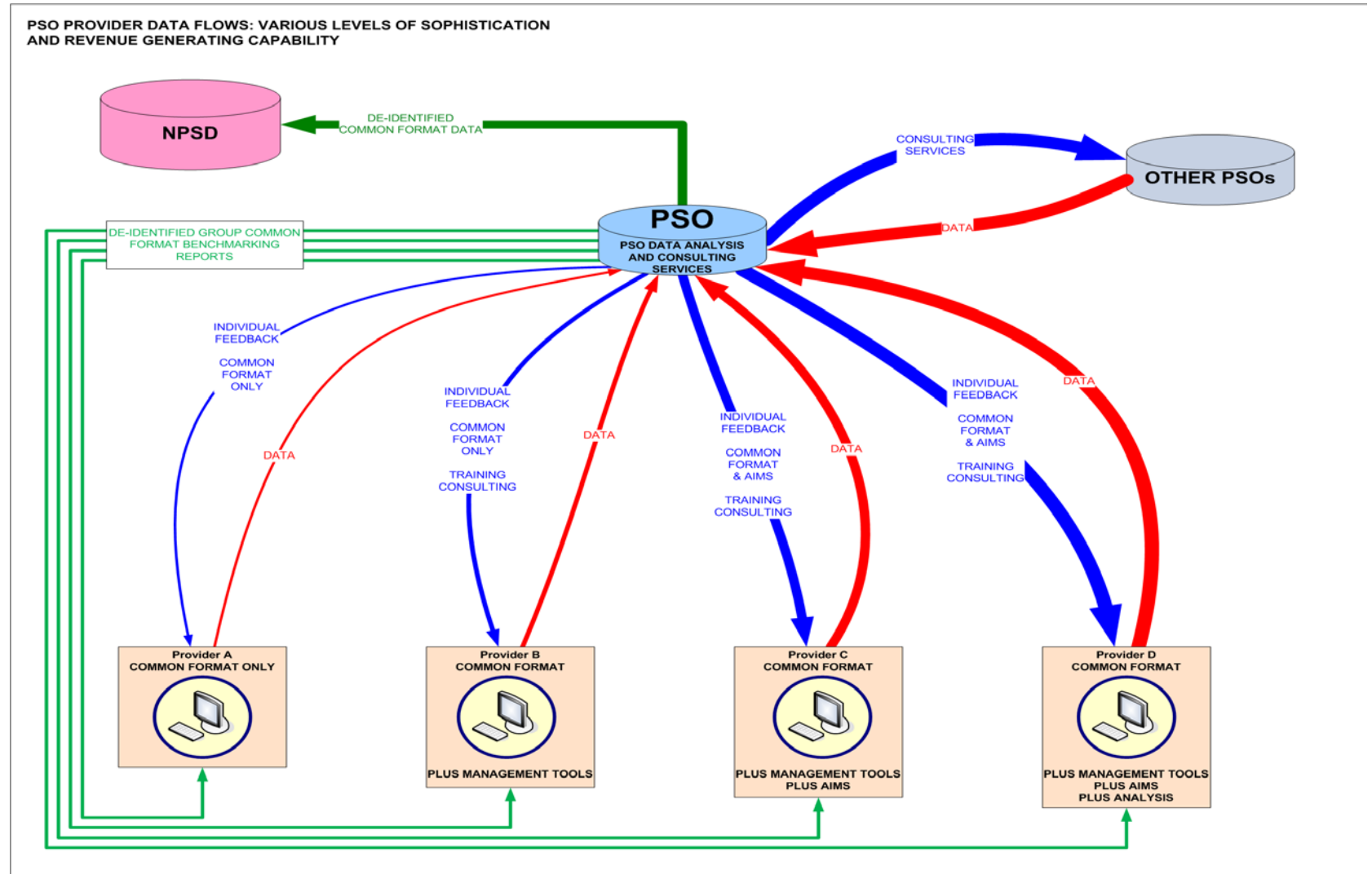
AIMS – Feature/Functionality (cont)

- **Customized fields for efficient facility and system-wide monitoring**
- **Corrective action and investigation documentation and reporting promotes efficiency and eliminates duplication of effort**
- **Multi-level dynamic charting across continuum for comprehensive enterprise-wide management across all entities in the organization**
- **Automated “Alert” and workflow functionality assures that managers are informed serious events that appropriate staff are notified of tasks they are required to complete following an event.**
- **The database architecture ensures all existing data is preserved even as standards evolve.**

Why AIMS?

- Innovative design for Incident Capture
- High functionality Data Analysis
- Fully customizable to meet the specific and dynamic needs of the organization
- Integrates easily and effectively with other IT systems
- Will put the organization ahead of AHRQ requirements
- The more it's used, the more effective and efficient the organization becomes

PSO Business Model with AIMS



PSO Service Levels - Standard

- **PSO Protections**
- **AIMS via Lumetra PSO Data Center**
- **One-time mapping of current system data to AIMS**
- **Standard Reporting Package – common formats + additional AIMS incident types**
- **Data Reporting to PSOSC and NPSD**
- **Lumetra PSO Community Membership – peer-to-peer support network, support tools, best practices, basic WebEx trainings**
- **Telephone Support for AIMS database**

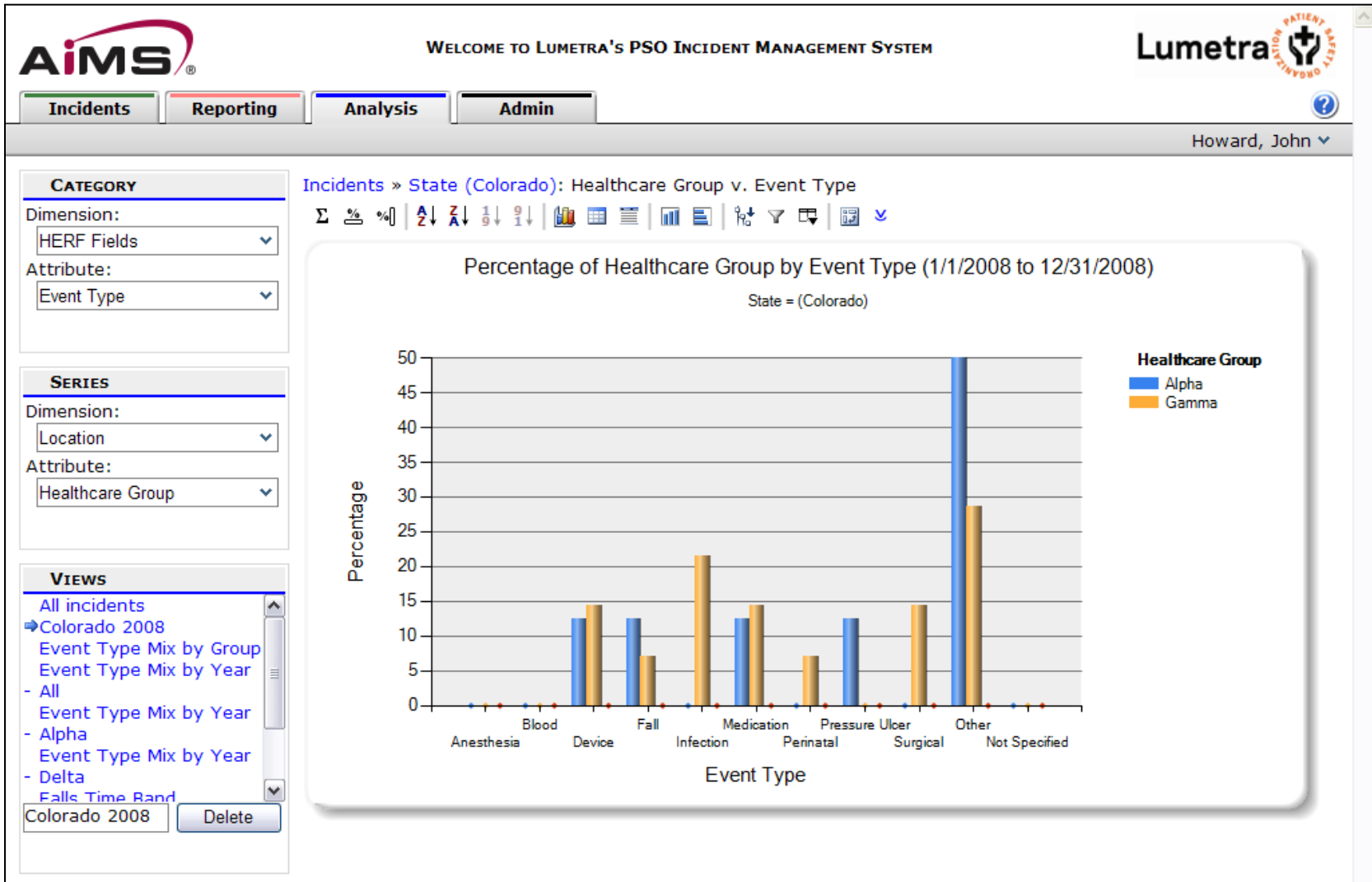
PSO Service Levels – Premium (Standard +)

- **Analysis Module**
- **Advance reports – benchmarking, multi-site comparisons**
- **Patient Safety Culture Survey and Analysis**
- **Root Cause Analysis support – telephone or web**
- **Quarterly analysis based, targeted educational programs and plans of action based on incident reporting**
- **Plan of Action support, 1-2 times per year**

PSO Service Level – Add-on

- **Root Cause Analysis – on site**
- **Enterprise Level AIMS**
- **Workflow Module – customized flags, alerts, and workflows**
- **Import and Transition of Legacy Data**
- **Custom Analysis**
- **Change Management**
- **On-site Patient Safety education, training and consulting – TeamSTEPPS, Just Culture, other.**

AIMS Screen Example



AIMS Screen Example

WELCOME TO LUMETRA'S PSO INCIDENT MANAGEMENT SYSTEM

Incidents | Reporting | **Analysis** | Admin

Add New Incident | Summary | List | Alerts | Search

Howard, John ▾

VIEWS

My Views

- Assigned Tasks
- Current Calendar Year
- Inv Name
- Locations
- Trailing 30 Days

Public Views

- Fall Prevention
- List All
- Summary All

ALERTS

none

Universe » [Incident List](#)


Σ

Principal Incident Type ▾
 Specific date range ▾
1/1/2008
12/31/2010


<input type="checkbox"/> Medication/IV Fluid	17.6 %	<div style="width: 17.6%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Fall	16.3 %	<div style="width: 16.3%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Clinical Management	14.1 %	<div style="width: 14.1%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Medical Device/Equipment/Pro	7.7 %	<div style="width: 7.7%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Pressure Ulcer	6.4 %	<div style="width: 6.4%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Health Care Associated Infect	5.4 %	<div style="width: 5.4%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Behavior/Human Performance	5.1 %	<div style="width: 5.1%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Aggression - Aggressor	4.5 %	<div style="width: 4.5%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Blood/Blood Product	4.2 %	<div style="width: 4.2%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Documentation	3.2 %	<div style="width: 3.2%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Accident/Occupational Health	2.9 %	<div style="width: 2.9%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Organization Management/Ser	2.6 %	<div style="width: 2.6%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Security	2.6 %	<div style="width: 2.6%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Building/Fitting/Fixture/Surrou	2.2 %	<div style="width: 2.2%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Aggression - Victim	1.6 %	<div style="width: 1.6%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Nutrition	1.3 %	<div style="width: 1.3%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Oxygen/Gas/Vapor	0.3 %	<div style="width: 0.3%; height: 15px; background-color: #00FF00;"></div>
<input type="checkbox"/> Pathology/Laboratory	0.3 %	<div style="width: 0.3%; height: 15px; background-color: #00FF00;"></div>
Not Specified	1.6 %	

Total: 100.0 %

AIMS Screen Examples



WELCOME TO LUMETRA'S PSO INCIDENT MANAGEMENT SYSTEM



Incidents
Reporting
Analysis
Admin

Howard, John ▾


CONTENTS

Generic Forms

- ➔ Healthcare Event Reporting Form (HERF)
- Patient Info Forms
- PIF - Patient 1
- PIF - Patient 2
- Final Assessment Form (FAF)

Event Specific Forms

- Fall
- Medication & Other Substances



Patient Safety Event Report:

HEALTHCARE EVENT REPORTING FORM (HERF)

Event ID 107

Initial Report Date (HERF Q12) 7/4/2008

Use this form to report a patient safety event or unsafe condition. The term "event" includes both an "incident" that reaches the patient and a "near miss" (an event that did not). Forward the completed form to the appropriate individual in your facility.

1. What is being reported? PID13

a. **Incident:** A patient safety event that reached the patient, whether or not the patient was harmed.

b. **Near Miss:** A patient safety event that did not or could not have reached the patient.

c. **Unsafe Condition:** Any circumstance that increases the probability of a patient safety event.

2. Event Date: 7/4/2008 PC311

Unknown

3. Event Time: 6 :00 am / pm PC312

Unknown

4. Where did the event or unsafe condition occur?: DESCRIBE LOCATION: PL12

Trauma Services Dining Room

5. Briefly describe the event or unsafe condition: PG51

Patient slipped & fell whilst walking into the dining room, as she fell she pushed over an elderly male patient who was using a walking frame. There was some water spilt on the floor - possible cause of slip. Patient mobilizes independently, but reported that she had been given her evening sedative before her meal instead of after and was feeling a little unsteady on

6. What type of event is being reported? CHECK ALL THAT APPLY: PID97

a. Anesthesia

b. Blood, Tissue, Organ Transplantation, or Gene Therapy

c. Device and Medical or Surgical Supply

d. Fall

e. Healthcare-Associated Infection

f. Medication & Other Substance

g. Perinatal

h. Pressure Ulcer

i. Surgical and Other Invasive Procedure (except Perinatal)

j. Other: PLEASE SPECIFY

PATIENT INFORMATION (COMPLETE ONLY IF "INCIDENT")

7. How many patients did the incident reach? 2 PH11

8. Patient's Name: Simone Twitchill PP030

9. Patient's Date of Birth: 7/19/1942 PPP33 **10. Medical Record #:** 548912122 PPP22

11. Patient's Gender: a. Male b. Female c. Unknown PPP31

If the incident involved more than one patient, PLEASE COMPLETE A PATIENT INFORMATION FORM (PIF) FOR EACH PATIENT.

REPORT AND EVENT REPORTER INFORMATION:

12. Report Date: 7/4/2008 PID11 **13. Anonymous Reporter** PR471

14. Reporter's Name: PR472

15. Telephone Number: PR473 **16. Email Address:** PR474


17. Reporter's Job or Position Title: PR475

Cancel
Delete
Save

AIMS Screen Examples



WELCOME TO LUMETRA'S PSO INCIDENT MANAGEMENT SYSTEM



Incidents | Reporting | Analysis | Admin

Add New Incident | Summary | List | Alerts | Search

Howard, John

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Event Specific Forms

- Fall
- Medication & Other Substances

MANAGEMENT

- Investigation
- Recommendations
- Notes
- Classification
- Specialty Data Sets

INCIDENT

- Copy
- History
- Links

PSO Services Patient Safety Event Report: **Event ID** 107
Initial Report Date (HERF Q12) 7/4/2008

INVESTIGATION (ADDENDUM)

Use this page to manage the ongoing investigation of the event within the facility. All of this data is for facility use only.

1. What are the Incident Types?
Fall
Medication/IV Fluid

2. What are the Specialty Data Sets?

3. What is the Principal Incident Type?
Fall

4. What was the severity assessment of this event?
 SAC 4 (Possible, Minimum)

5. Was a Root Cause Analysis (RCA) required?
No

6. If not, what was the reason it was not required?
Aggregate review undertaken

7. What is the Status of this event?
Complete

INVESTIGATION AND INVESTIGATOR INFORMATION:

8. Investigator's Name: John J. Howard

9. Telephone Number: (313) 123-4567 10. Email Address: johnhoward@myPSO.com

11. Investigator's Job or Position Title: Risk Manager

12. What were the results of the investigation?

13. What, if any, were the factors that minimized the outcome of the event?

Highlighted fields are collected for facility use only.

Thank you for completing these questions.

Cancel Delete Save

AIMS Screen Example

AIMS WELCOME TO LUMETRA'S PSO INCIDENT REPORTING SYSTEM Lumetra PATIENT SAFETY ORGANIZATION

Incidents Reporting Analysis Admin

Reports Schedules Data Dictionary Howard, John

REPORT SUBSCRIPTIONS

Today
Event Types

Yesterday
none

Older
none

SCHEDULED REPORTS

Next 7 Days
Falls by Mechanism
Behavior and Aggression
Events
Fall Assessment and
Prevention
All Events by Severity and
Status

REPORT LAYOUTS
Summary
Details
Summary Chart
Summary Chart with Details

Report Viewer

1 of 5 100% Find | Next Select a format Export

Select a format
Excel
Acrobat (PDF) file

Display Id	Event Type	Principal Incident Type	Incident Types	Locat
1	Fall	Fall	Fall	Gamm.
2	Fall	Fall	Fall	Kingsb
3	Fall	Fall	Fall	Nation Resea
4	Medication	Medication/IV Fluid	Medication/IV Fluid	Little
5	Fall	Fall	Fall	Kingsb
6	Fall	Fall	Fall	Delta I
7	Other	Accident/Occupational Health and Safety	Accident/Occupational Health and Safety	Gamm. Hospit
8	Fall	Fall	Fall	Gamm.
9	Medication	Medication/IV Fluid	Medication/IV Fluid	Long I
10	Surgical	Clinical Management	Clinical Management	Little
11	Medication	Medication/IV Fluid	Medication/IV Fluid	Delta I
12	Anesthesia Device	Medical Device/Equipment/Property	Medical Device/Equipment/Property	Gamm.

Local intranet 100%

