

The Quality Colloquium at Harvard University

Consumers as Partners in Advancing
Patient Safety: We See Things You Don't

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Consumers Advancing Patient Safety: Three Fronts of Engagement

The Challenge is to integrate patient-centered thinking and activity across three interfaced fields...

- ✱ Transforming the health services delivery system
 - ✱ Growing cultures that honor patients & deliver high reliability care
- ✱ Transforming the external regulatory environment
 - ✱ Fostering through public policy a new understanding of systems safety and accountability in healthcare
- ✱ Multiplying alternative pathways for dispute resolution & injury compensation
 - ✱ Fostering patient-centered tort reform and ADR

PATIENT SAFETY

Healthcare
Services Sector

Safety as
Core Value =
PATIENT
CENTERED
FOCUS

Regulation &
Accreditation

Dispute Resolution
& Compensation
Pathways

*Partnering in the Safety of
Healthcare Services
Delivery*

*What Can We Realistically
Expect Patients Do?*

- 1. Condition- or Risk-Specific Initiatives*
- 2. General Consumer Roles, Rights and Responsibilities*

Eradicating Kernicterus: The PICK Model

- ✱ Developing mission and motivation (2000)
- ✱ Advisors, research and registry (2000 and ongoing)
- ✱ Recruiting and educating the press (2000 and Ongoing)
- ✱ Identifying the players and convening the leaders (2001)
- ✱ Timeline and call to action (2001)

- ✱ JCAHO Sentinel Event Alert (2001)
- ✱ CDC Morbidity & Mortality Weekly Report (2001)
- ✱ NQF designation as a "Never Event" (2002)
- ✱ CDC designation as an "emerging priority" (2002 and ongoing)
- ✱ NIH prioritization and strategizing (2003 and ongoing)

- ✱ Challenge: Changing the standard of care
- ✱ Challenge: Evidence-Based Medicine obstacle
- ✱ Challenge: Resources and funding
- ✱ Challenge: Being taken seriously as partners
- ✱ Challenge: Getting the players to communicate among themselves

General Consumer Roles in Advancing Patient Safety

- Consumer education on systems approaches to managing risk
- Patient assistance, e.g. "24/7" coverage
- Patient & family participation in failure reporting systems
- Consumer participation in program design
- Pursuing systems accountability, recognizing that consumers are part of the system

Regulatory, Accreditation and Public Policy Initiatives

What Should be Done?

Patient-Centered Regulatory & Public Policy Initiatives

Some initial ideas...

- Establishing a patient safety authority
- Eliminating confidentiality agreements as a matter of law
- National Practitioner Data Bank vs. systems-based approaches to safety reporting
- Malpractice claim filings reported as an early warning system?

Patient- and Client-Centered Tort Reform

What Should Be Done?

Patient- and Client-Centered Tort Reform

Some Initial Ideas...

- Disclosure mandated, but not to be used as evidence
- Disclosure of contingency fee arrangements
- Pain & Suffering Caps vs. Damages Schedules
- Effective Review of Expert Witness Abuses

*How Do We Align Healthcare
System Safety,
Accountability and Tort
Reform?*

*Educating Consumers to be
Systems Thinkers is
Crucial*

A Lesson from Aviation

“One reason that an incident reporting system worked in aviation...was that the entire aviation community -- essentially all of the stakeholders, including air passengers -- were involved in the process from the beginning and became advocates for the reporting system (as well as severe, but constructive, critics).”

...Charles E. Billings, MD, Editorial
Arch Pathol Lab Med 1998,121:214-215