Disclosure, Apology and Early Resolution at Ascension Health

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Unanticipated Outcome (AID)

CORE Team Consult (24-48 hours)
- Provide facts and preliminary investigative findings.
- Meet with involved clinicians to offer coaching/support for open communication discussions with patient/family.

Reasonable Care (ALEE)

- Subsequent open communication discussion(s) with patient/family regarding outcomes of investigation, continued expressions of empathy

Unreasonable Care (ALEE + TEAM)

Resolution
AIDA
- Acknowledge
- Investigate
- Plan to Disclose

Care
Reasonable

Care
Unreasonable

ALEE
- Anticipate/Adjust
- Listen
- Empathize
- Explain

Unanticipated outcome

ALEE + TEAM
- Truth, Transparency & Teamwork
- Empathy
- Apology & Accountability
- Manage until resolved
What Have We Learned to Date from CORE?

1. CORE has resulted in decreases in actual versus expected claims frequency and severity (but, results are immature).

2. Training a core team (the OBERT) and physician leadership support are important factors to a successful communication and resolution program.

3. A common communication model reduces stress and anxiety.
Overcoming the Barriers to Core

1. Third Party Insurers & Physician Concerns Regarding Admitting Liability

2. National Practitioner Data Bank Reporting

3. Matters for Special Consideration (i.e., Medicare recipients, minor children, incapacitated minor and adults)

4. Its “one more thing”…
How Does CORE Fit?

Apparent Cause Analysis (ACA)

Huddles

Root Cause Analysis (RCA)

#1: Identify PCE & Basket
#2: Report
#3: Investigate & Disclose
#4: Resolve

RISK MANAGEMENT QUALITY COUNCIL (RMC)

National Claims Committee (NCC)

Safety Event Review Team (“SERT”)

Institute for Healthcare Communication

ASCENSION HEALTH
Communicate Openly. Resolve Early.

HEALING
without Harm by 2014