

Crossing the Patient Safety –Medical Liability Chasm: The Seven Pillars

Timothy B McDonald, MD JD

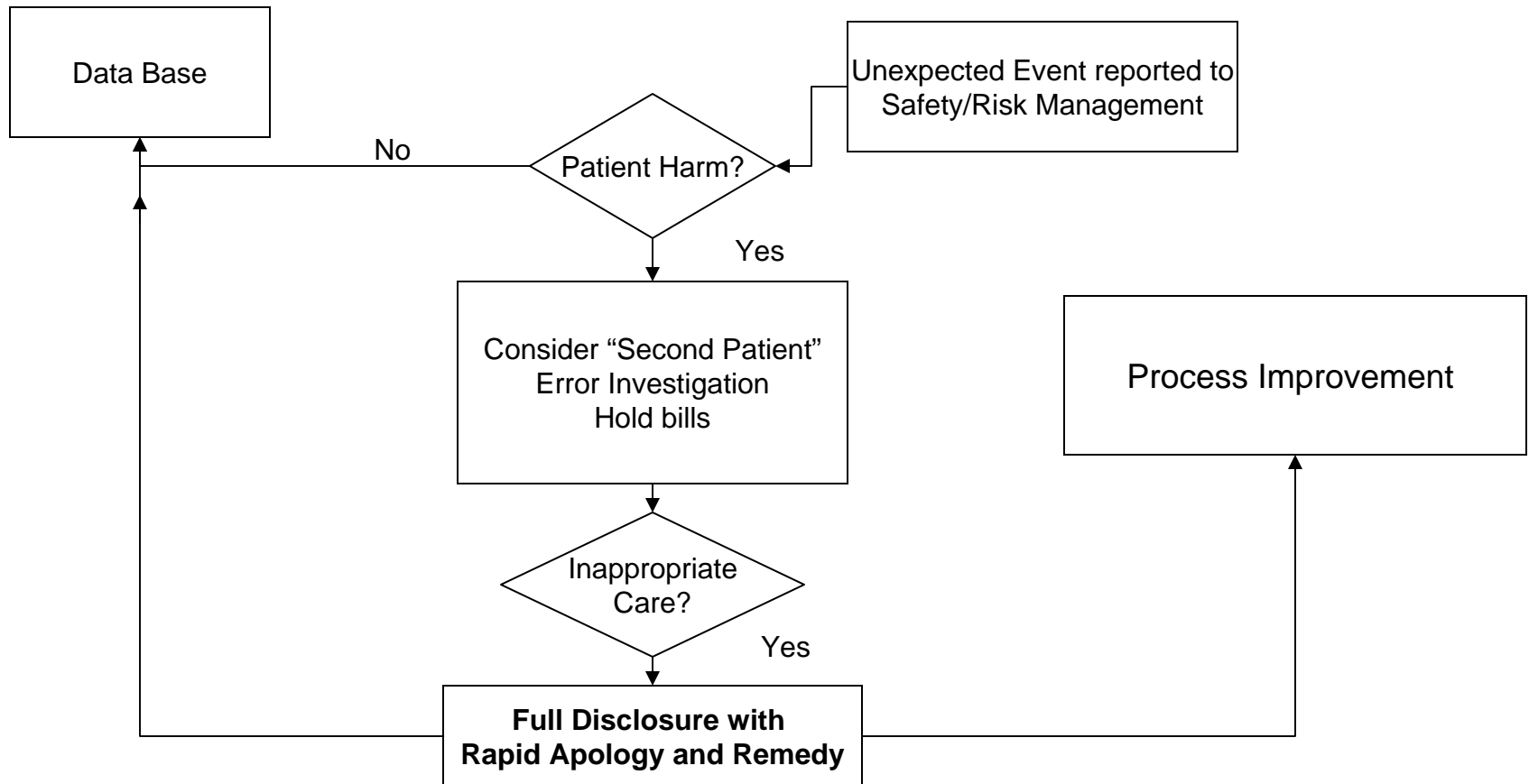
University of Illinois
Northwestern
George Mason University
MedStar Health

A Comprehensive Response to Patient Incidents: The Seven Pillars.

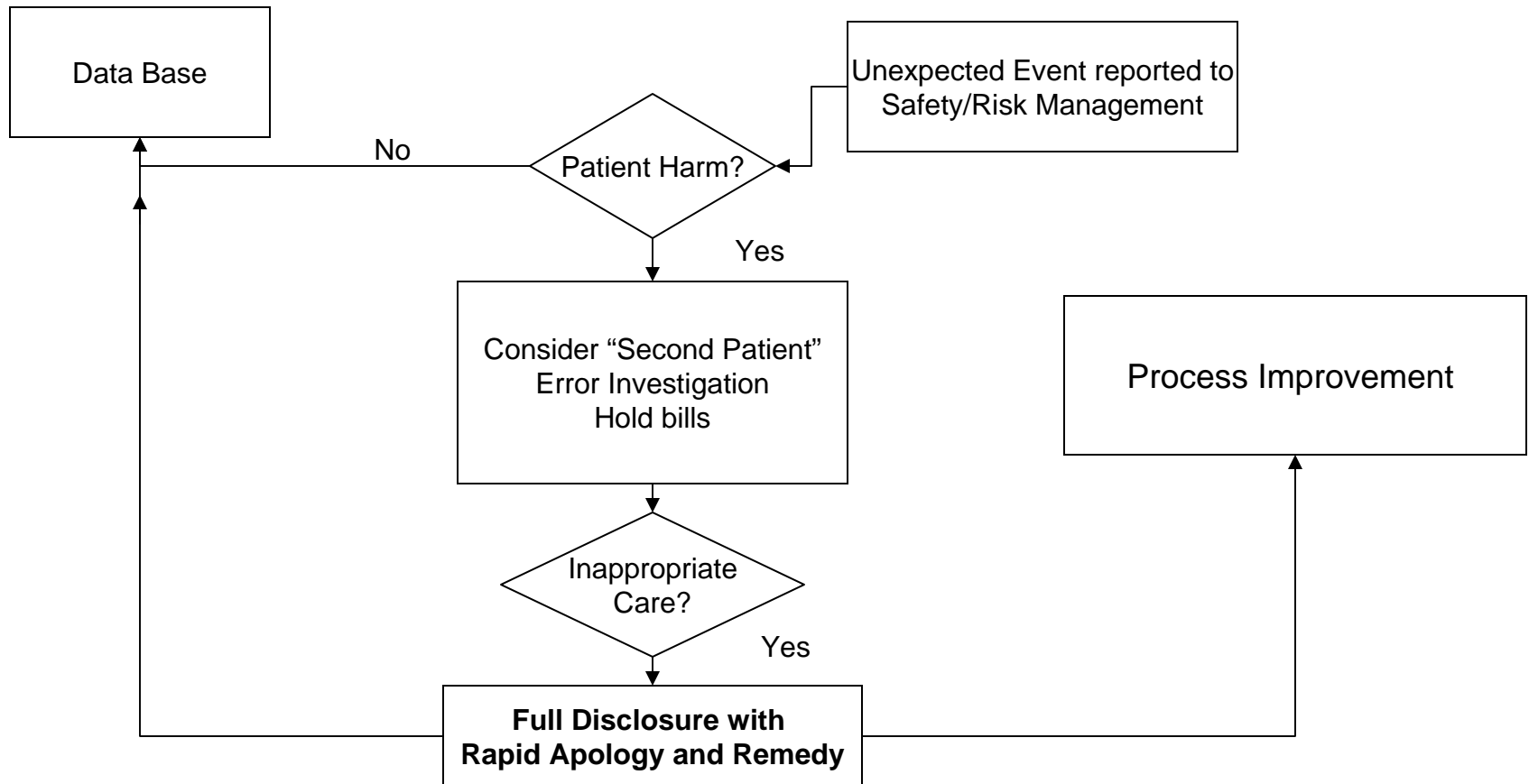
McDonald et al *Quality and Safety in Health Care*, Jan 2010

- Reporting
- Investigation
- Communication
- Apology with remediation – including waiver of hospital and professional fees
- Process and performance improvement
- Data tracking and analysis
- Education – of the entire process

The Original Seven Pillars: A Comprehensive Approach to the Prevention and Response to Patient Events

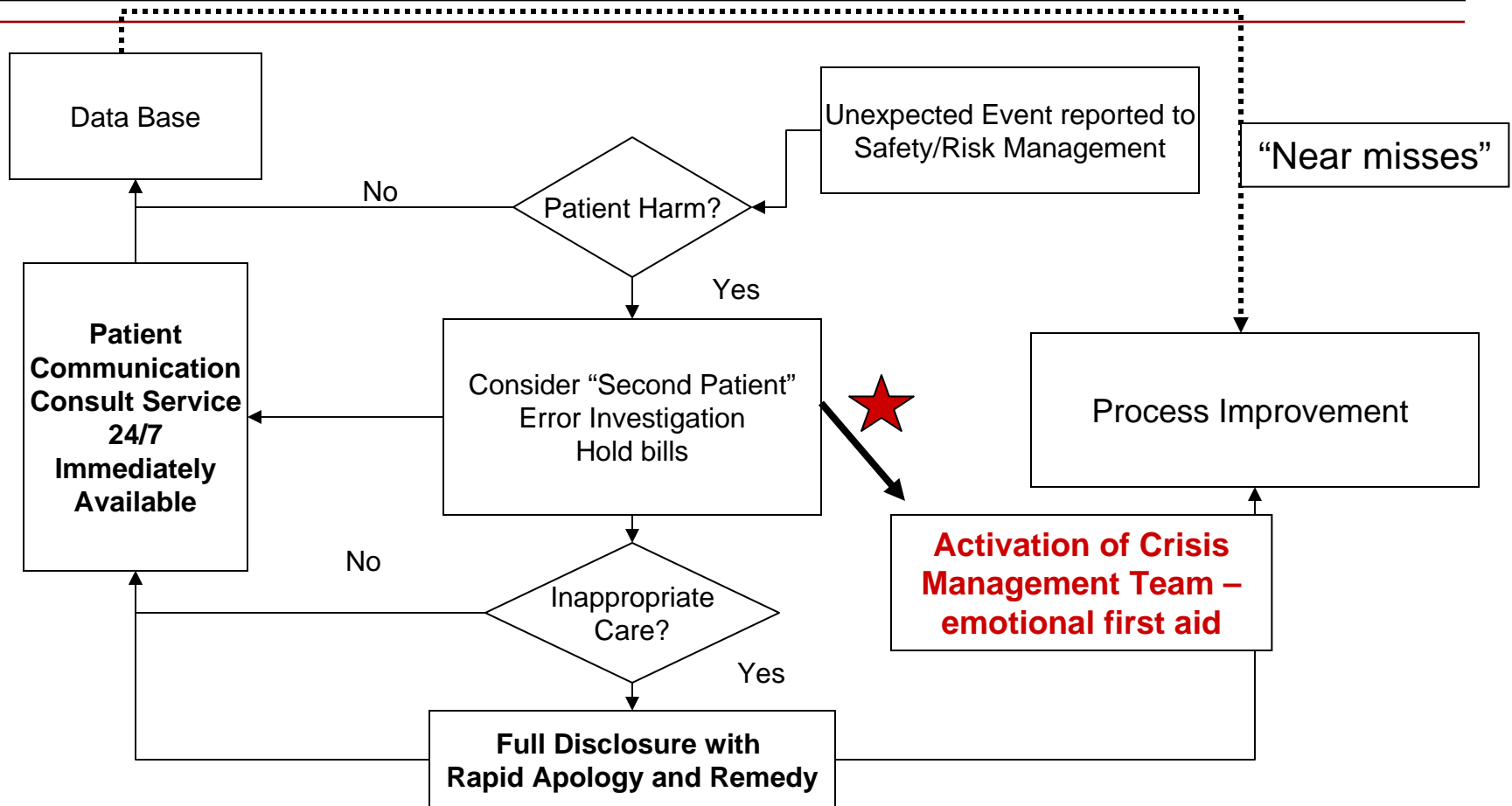


What's wrong with this picture?????



After Patient Family Input 2006

The Seven Pillars: A Comprehensive Approach to the Prevention and Response to Patient Events



Goals of the Seven Pillars

- Reduce harm thru transparency and learning
- Reduce lawsuits through early, effective communication with all parties
- Resolve inappropriate care cases early, efficiently
- Defend appropriate care vigorously
- Support patient and family engagement
- Support care professionals following harm events

AHRQ Grant

- 10 private hospitals, self insured
- Open medical staffs, private professional liability coverage
- 7 from faith-based system
- 2 from a “for profit”
- 1 underserved inner city
- Most with resident physicians

Interventions

- Leadership engagement
- Gap Analysis
- Reporting
- Root Cause Analysis – Process Improvement
- Communication – Resolution
- Hospital and Professional Fee Waiving/Tracking
- Care for the Care Giver
- Crisis Event Management

Questions?

Role of Federal and State Policy Makers

- Funding support
- Collateral Source Rule

Collateral Source Rule

- What is it?
- What is the impact?
- What about Wyoming: “a plaintiff is entitled to recover the reasonable value of the medical services necessary to treat the the injury, even if the expenses were paid by the plaintiff’s insurer and, even if the medical services are rendered gratuitously” *Grayson*, 256 F2 at 65-66 [applying Wyoming law].