

# Ambulatory Risk Management Pilot

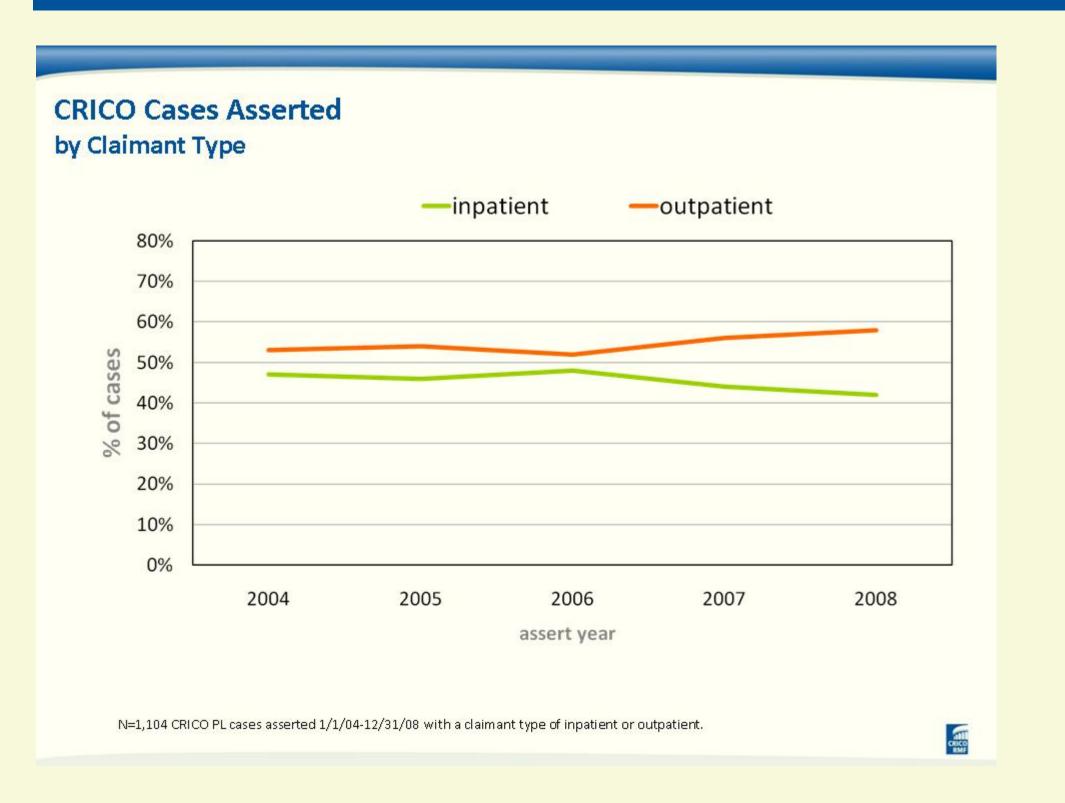


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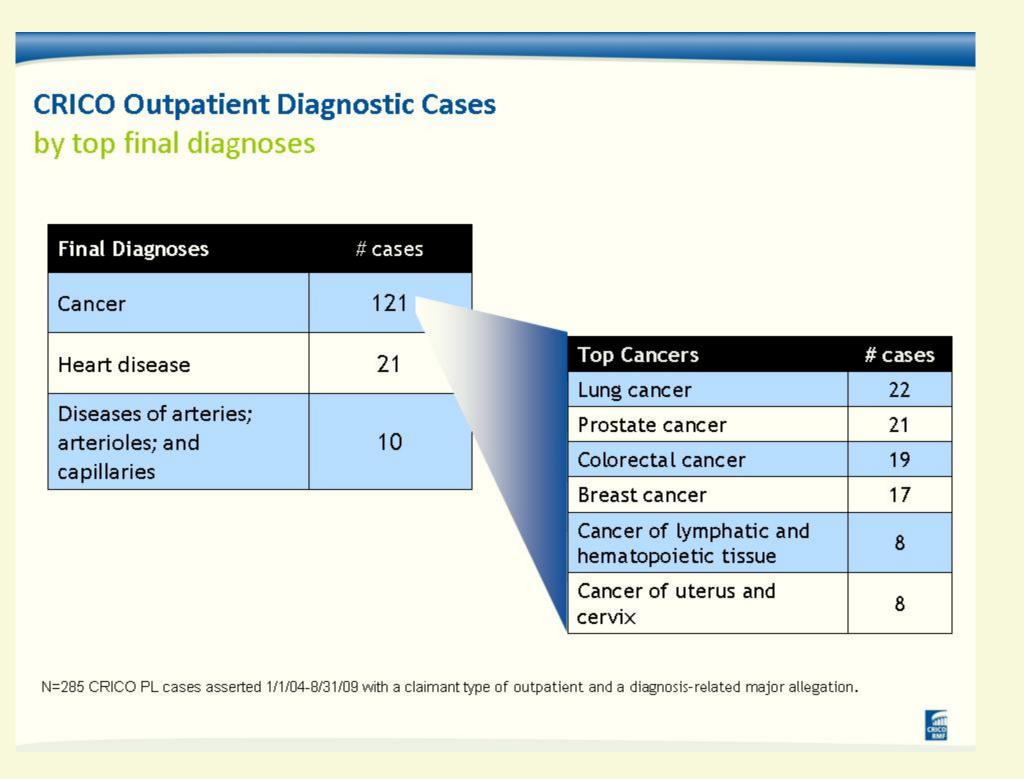
Beth Israel Medical Center is a 621 bed academic medical center in Boston, MA which hosts nearly 750,000 outpatient visits in and around the main campus.

CRICO/RMF is the patient safety and medical malpractice company serving the Harvard medical community.

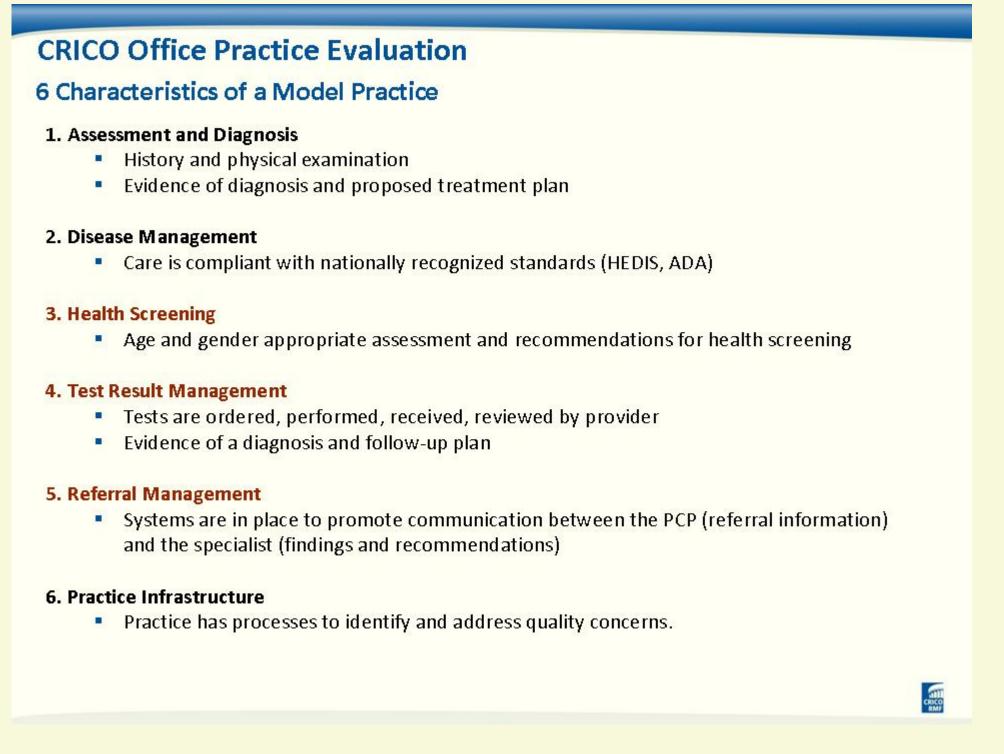
## First Phase: Using Data to Drive Action



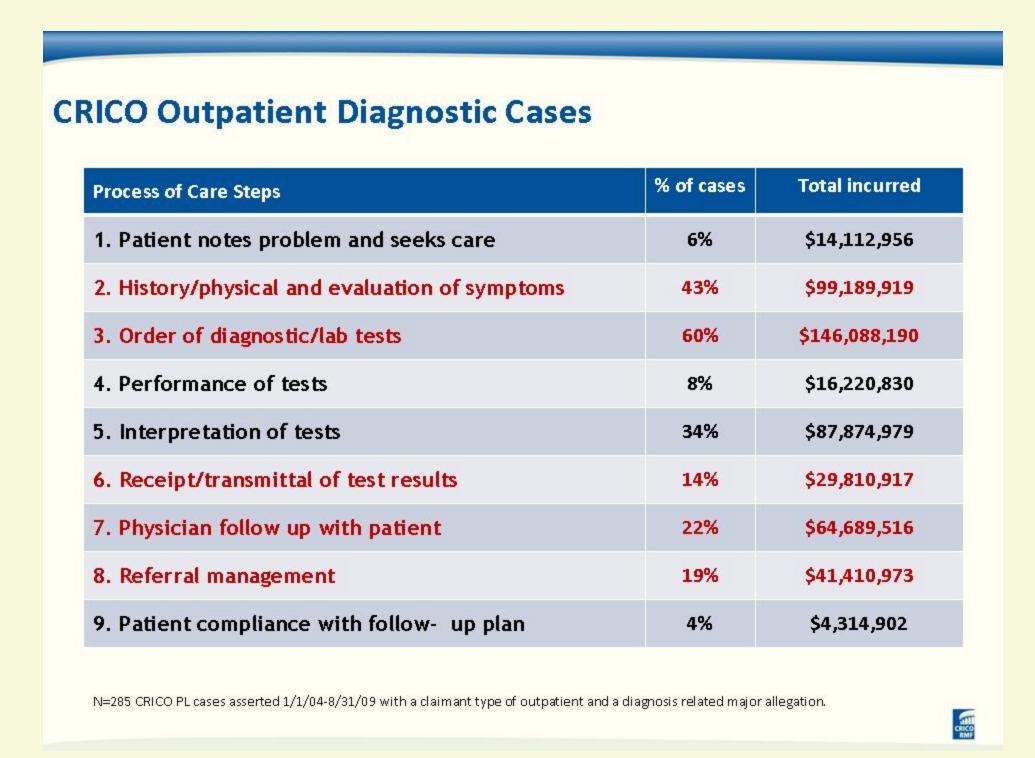
CRICO malpractice data showed a steady increase in the proportion of high-severity cases in the outpatient setting



The majority of the high severity outpatient cases alleged delay in diagnosis of cancer



Vulnerabilities in the Process of Care were closely aligned with risks identified in CRICO's Office PracticeEvaluations



CRICO's Office Practice Evaluation data showed practices were consistently struggling with health screening and management of test results and referrals

# Second Phase: Development of an Ambulatory Risk Management Program

The BIDMC's complex and varied relationships with its ambulatory practices made it an ideal site for the development of a pilot program that could be widely replicated. An ambulatory risk manager was hired and four sites were chosen:

\*A large primary care practice based at BIDMC

A healthcare center in a suburban setting

A healthcare center in an urban setting

\*A neighborhood health center in an urban setting

#### **Education and Outreach**

The ambulatory risk manager is focused on:

- Establishing relationships with medical directors and practice managers to identify their particular needs and vulnerabilities
- Providing ongoing education to reduce risk and improve quality in the ambulatory setting
  - Meeting in small groups to increase awareness of what to report and how
  - Working directly with managers and providers to complete event investigations and follow-up
- ❖ Developing criteria and mechanisms for reporting relevant events to the medical center
  - Increasing access to and use of the computer based event reporting systems
  - \*Adapting features of the reporting systems to better meet the needs of ambulatory settings
  - Heightening awareness of the significance of "near miss" and "good catch" events
  - Identifying themes and sharing information across the ambulatory sites
- Interfacing with the hospital's Risk Manager to strengthen the relationship between off site practices and the medical center

### Performance Improvement

The ambulatory risk manager is identifying specific loss prevention initiatives. Preliminary targets include critical referral management and test result management.