

Patient Safety

An estimated 15 million incidents of patient harm occur in U.S. hospitals each year, including hospital-acquired infections, adverse drug events, surgical errors, pressure sores, and other complications.¹ Patient safety initiatives designed to save lives and reduce patient injuries have become a high industry priority. Marsh helps health care organizations in their efforts to assess and enhance patient safety to protect patients, reduce malpractice claims, and meet the growing body of patient safety standards.

Service Highlights

All accredited health care organizations are expected to meet the annual National Patient Safety Goals established by the Joint Commission. Many other initiatives, including the Institute for Healthcare Improvement's "Protecting Five Million Lives from Harm" campaign, are establishing important benchmarks for reducing incidents of patient harm. Adherence to these standards is critically important not only for patients, but for accreditation, managed care contracts, Medicare and Medicaid reimbursements, admissions, and more.

Marsh combines in-depth knowledge of patient safety requirements and best practices with wide-ranging assessments to quickly zero in on problem areas and recommend solutions designed to help your organization improve safety and comply with the relevant standards and guidelines.

Focused Reviews

Marsh provides a detailed analysis of where your organization stands and where you need to be in regard to patient safety measures. We review staffing, credentialing, competency, and other administrative issues as well as clinical policies and procedures,

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Who it's for

- Health care organizations interested in improving patient safety culture
- Organizations with negative regulatory or accreditation outcomes, large malpractice cases, or high frequency or severity of losses
- New facilities or those involved in mergers or acquisitions
- Organizations with a new risk or quality manager or with a change in manager
- Organizations offering a new health care service

What you get

- Highly knowledgeable Marsh experts with extensive knowledge of safe, reliable process design and prevailing principles of patient safety from experience in working with health care facilities across the country
- In-depth risk assessment expertise to help you identify strengths and weaknesses and benchmark your organization's safety performance
- Implementation strategies and best practices designed to improve safety and reduce preventable incidents and errors

including those related to patient identification, communication, medication, health care associated infections, surgery, patient monitoring and response, and ventilators. We also review structure and facility design; equipment and supplies; privacy and confidentiality; and risk management, quality, and process improvement. A typical review includes:

- Advance planning and preparation with your facility
- Opening consultation to learn about operational and administrative issues
- Tour of the facility to observe operations and physical premises
- Interviews with key management, supervisors, and other staff to learn about their perceptions of current clinical/operational practices
- Review of supporting documentation to validate/verify current processes
- Closing consultation with senior management to discuss preliminary findings and communicate serious issues
- Detailed report that identifies gaps in performance, assigns a priority to the problems, and offers recommendations for improvement

Critical Risk Analysis

For clients who need to examine specific areas or processes in depth, Marsh provides a critical risk analysis (CRA) process designed to identify and reduce failures before they occur. It systematically “bores down” on a key aspect, system, or component of a client operation to uncover a range of potential system failures. This process helps to develop and prioritize

remedial measures, which can often reduce potential risks and improve the system. It can generally be used as follows:

- When key risks have been identified
- In areas of frequency “upsets”
- In areas where there is a strong culture of continuous improvement
- To evaluate system efficacy (due diligence)
- To help organizations in their efforts to prepare for reviews related to regulatory, accreditation, quality, or industry standards

Action Plans

We can design action plans for implementing strategies designed to address identified gaps in performance. When an opportunity for improvement has been deemed to be “critical,” we can track progress on action plans and provide assistance when required.

Education, Training, and Other Services

Marsh can help educate and train your staff on principles, standards, and recommended best practices related to patient safety. We also have experience in facilitating thorough and credible root cause analysis to improve performance. We offer root cause analysis training to help with identification and analysis of adverse events and with designing, implementing, and following up on corrective action plans based on prevailing principles of safe process design. Marsh also provides business continuity planning designed to reduce the effects of crisis or sentinel events on your organization.

For more information on these and other solutions from Marsh, visit www.marsh.com or contact your local Marsh representative.

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