

Commitment to Transparency Two Programs – Same Goal

CHRMIS

April 26, 2019



Ascension
Care Management

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No Longer Practicing Medicine

I am one of the
lucky ones.

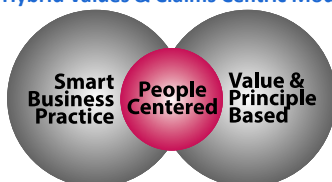
**Disclosure &
Transparency
= Standard of Care**

PEARL:
Process for Early Assessment,
Resolution & Learning

A collaborative approach to
 unanticipated significant
 medical outcomes

What is PEARL?
 Significant, Adverse,
 Unexpected Medical Outcome
 Death
 Disability: Short Term Long
 Term

PEARL
 A Hybrid Values & Claims Centric Model



Early R's

- Early Recognition
- Early Response
- Early Review
- Early Resolution

PEARL Provides:

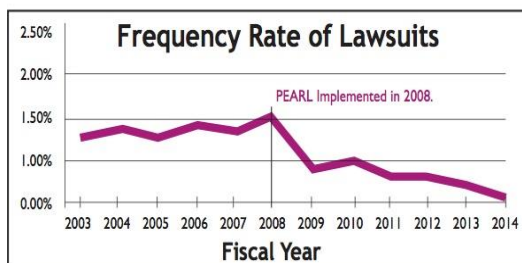
Patients want:

- Explanation
- Full Apology
 - Recognition
 - Responsibility
 - Amends
- Improvements

Hospitals want:

- Patient Safety
- High Quality of Care/Improvements
- Excellent Customer Service

TRA Stanford Results:



Metric	Desired Result	Observed Result	Basis
Lawsuit Frequency	Lower	Lower	Pre vs Post PEARL
Average Claim Severity	Lower	Lower (unconclusive in 2013)	Pre vs Post PEARL
Average Defense Costs (ALAE) Severity	Lower	Lower	Pre vs Post PEARL
Closing Pattern	Faster	Unchanged	Pre vs Post PEARL

Pre PEARL period: FY 2003 to 2008
Post PEARL period: FY 2009 to 2014



Ascension's Culture and Aspirations Model



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Development of CORE® Process for Ascension

It has been the mandate of The Joint Commission since 2002 and is supported by the AMA Code of Ethics statement: "...the physician is ethically required to inform the patient of all the facts necessary to ensure understanding of what has occurred and that liability concerns should not impeded disclosure."



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CORE: Overview & Purpose

Implement and sustain a proven model for talking with patients and families about unanticipated adverse outcomes, when care is reasonable and when it is not

Lessen the emotional distress on patients, families and caregivers associated with adverse events

Reduce the likelihood of contentious and expensive litigation by attempting to reach an equitable resolution when financial compensation is appropriate



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Unanticipated outcomes

When they occur we ask ourselves:

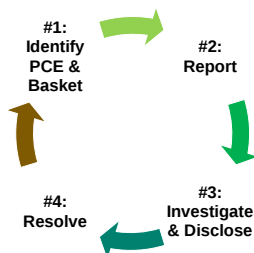
- What Happened?
- Did we cause this?
- What can we do about it?

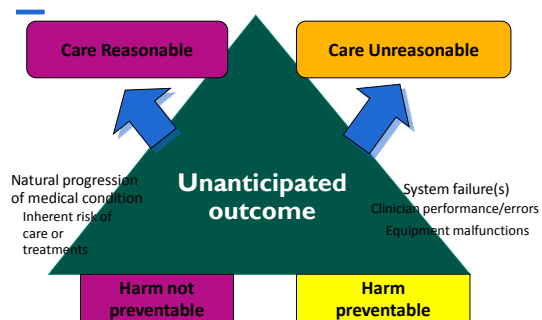


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FAST TRACK





An AID to Disclosure

- A** **Acknowledge** the disappointing event/outcome
- I** **Investigate** to understand how this happened
- D** **Disclose** an accurate explanation and pursue resolution

What is Resolution?

Resolution is a very personal issue - it is not a "one size fits all" situation:

- To the patient/family
- To the staff or provider, the 'second victim'
- To the 'third victim', the Risk Manager

To **resolve** means to deal with successfully, clear up, and/or find an answer



Analysis of Damages

- Know your State Law and Jurisdiction
- Damages recoverable in most cases:
 - ✓ **Economic** – lost wages, medical expenses, loss of benefits, etc.
 - ✓ **Non-Economic** – Pain and suffering (capped in some states), loss of consortium, loss of household services, etc.



Matters for Special Consideration

- Medicare recipients
- Minor children
- Incapacitated minors and adults



Barriers to Resolution

- Culture: Administration/Senior Leadership not on board with concept
- Medical Staff: Non-employed physicians (and their insurers) not comfortable with disclosure of errors and early resolution
- Reporting/Investigation: Case not reported or properly investigated in a timely manner
- Jurisdictions
- Trust



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Challenges to CRP's when commercial carriers involved

Potentially conflicting vision

Differing claims handling philosophy/practices

Difficulty including non-employed physicians in hospital culture that promotes early resolution

Lessened ability to attract/require participation in CRP educational events

Lack of Risk Management programs for non-employed staff physicians and their practices



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Turning CRP challenges into Opportunities

“We cannot
accomplish
all that we
need to do
without working
together.”

Bill Richardson

TWO
QUESTIONS

What would happen at your
hospital if a child died
because of an error?

What would you want to
happen if that child was
yours?

**Unintended Errors
vs.
Deliberate Choices**



QUESTIONS