Managing Risk with Ambulatory Providers

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Stephen Pavkovic, RN, MPH, JD, CPHRM
Senior Risk Manager
OMS National Insurance Company

Presentation Summary

- The expansion of ambulatory healthcare services has also expanded the need for risk services beyond the hospital's walls.
- This presentation will discuss the unique features and challenges of providing risk management services in the ambulatory arena.

Today's Topics

- Ambulatory care - overview
- Identifying ambulatory risks
- Controlling ambulatory risks

Disclaimers

- The opinions expressed in this presentation are those of the presenter.
- This information is offered as general information to support healthcare and risk management operations and is not to be construed as providing legal, medical or professional advice of any form whatsoever.
- Legal advice, if desired, should be sought from competent counsel.

What is ambulatory care?

Definitions

- Ambulatory care refers to medical services performed on an outpatient basis, without admission to a hospital or other facility.
- Ambulatory care is provided in settings such as dialysis clinics, ambulatory surgical centers, hospital outpatient departments, and the offices of physicians and other health professionals.

Ambulatory Care – examples

- Same-day medical procedures preformed in an outpatient setting:
  - Wellness
    - *Annual Physical*
  - Diagnosis
    - *X-rays, lab, blood draws*
  - Treatment
    - *Laparoscopic cholecystectomy*
  - Rehabilitation
    - *OT, PT, mental health, and addiction therapies*

7

Ambulatory Care – Benefits Convenience

8

Ambulatory Care – Benefits Cost Saving

Cost Comparison of Outpatient Versus Inpatient Unicompartmental Knee Arthroplasty

Ambulatory Care – Benefits
Improved outcomes

Original Investigation

Surgical Site Infections Following Ambulatory Surgery Procedures

JAMA. 2014;311(7):709-716. doi:10.1001/jama.2014.4

Ambulatory Care – Benefits
Technology and patient safety

The Use of Health Information Technology in Ambulatory Surgery Centers

Ambulatory Care –
IL ASC details

- 125 Medicare-Certified Ambulatory Surgery Centers (ASC) in IL as compared to 143 hospitals
- Top procedures: colonoscopies, cataracts, endoscopies, orthopedics
- Estimated 2015 Medicare cost savings of $35M as compared to hospital outpatient departments

Ambulatory Care – ASC specific regulatory sources

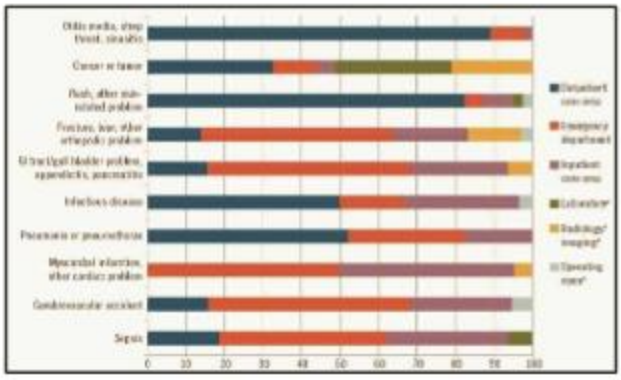
- Medicare / CMS - Section 1832 of Social Security Act, 42 USC § 1395k
- ASCQR
- IL Regulation, Ambulatory Surgical Treatment Center Act, 210 ILCS 5/
- Other state agencies
- Local health departments
- The Joint Commission on Accreditation
- Professional associations

Identifying Ambulatory Risks

Wrong Site Surgery – Contributing factors

% of Events	Contributing Factor	Near Miss	No Harm	Harm
54%	Communication error during scheduling/posting incorrect	92%	7%	< 1%
23%	Documentation issue on consent, orders, H&P, radiology/pathology reports	77%	18%	5%
17%	Failure to follow Universal Protocol (no time out, patient confirmation, document/report review, and/or check of marking)	1%	58%	41%
7%	Marking/prep issue (marked/prepped wrong side/site, not marked, or drape covering marking)	47%	29%	24%
6%	Anesthesia blocked wrong side	0	70%	30%
3%	Patient misidentified side/site, language barrier	20%	33%	47%
2%	Positioning error	0	25%	75%
1%	Multiple procedures, like issues both sides, multiple lesions, obesity	14%	29%	57%

Missed Diagnosis – By location and condition



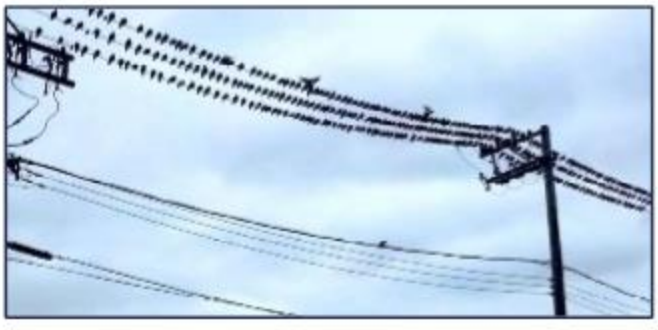
Distribution of locations and conditions involved with missed or delayed diagnosis events from 502 events submitted to the UHC Safety Intelligence PSO (n/k/a Vizient PSO) from 2011 – 2012.

16

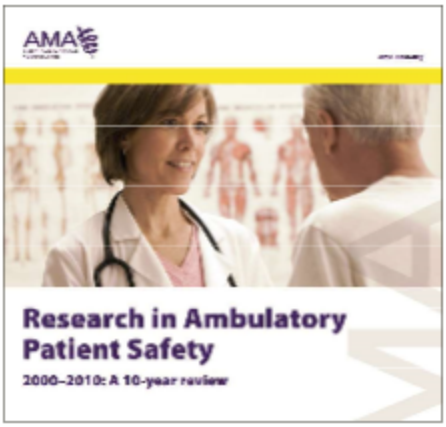
Ambulatory Care – Voluntary event reporting

17

Ambulatory Care – Claims

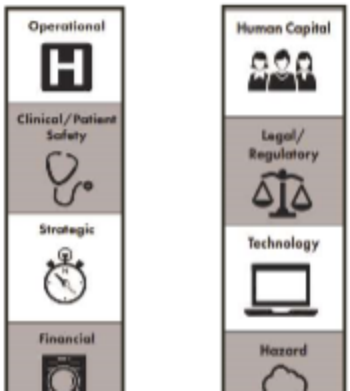


Ambulatory Care –
Risk identification challenges



Controlling Ambulatory Risks

Ambulatory Risk Control –
Enterprise risk management



Ambulatory Risk Control – Communication strategies

- New patients
- Referrals
- Utilizing technology
- Pre-procedure Timeouts
- Responding to complaints
- Email
- Text messages

Ambulatory Risk Control – Culture of safety

- Patient-focused care
- Team building
  - *Team STEPPS*
- Learning culture
  - *Lunch and learns.*
- Empowering staff
  - *Stop the line*

Ambulatory Risk Control – Emergency responses

- Assessment tools
- Emergency drills
- Debriefs
  - *The hotwash.*

Ambulatory Risk Control – Mitigation Steps

- Smartphone policies
- Discovery protections
- Securing potential evidence
- Engaging your MPL carrier

Questions?

- Thank you.

Stephen Pavkovic, RN, MPH, JD, CPHRM
Senior Risk Manager
OMS National Insurance Company
847-384-1682
stephen.pavkovic@OMSNIC.com