Allscripts

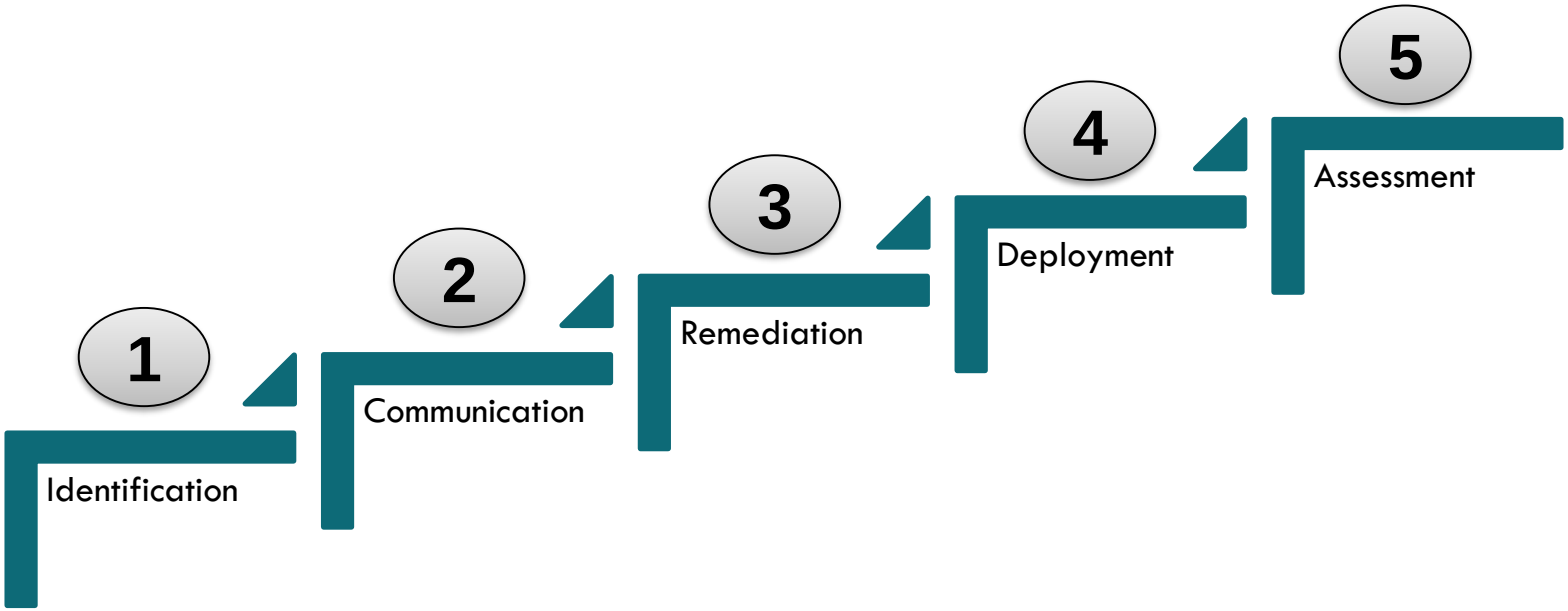
September 7th, 2016

A Vendor's Approach to Patient Safety: Standards and Beyond

Ross Teague, Ph.D., Director User Experience

Copyright © 2016 Allscripts Healthcare, LLC

Patient Safety Program Response



Copyright © 2016 Allscripts Healthcare, LLC

Patient Safety and Risk - Proactive

Patient Safety Program

Allscripts UX Policy Council

Risk Management and HF

Copyright © 2016 Allscripts Healthcare, LLC

Patient Safety Program

- Foster a Safety Culture
- Education and Training
  - Benefits & risks of health information technology (HIT)
  - Sociotechnical Model for HIT
- Patient Safety Council/Workgroup
  - Clinical leadership
  - Trend & research evaluation
  - Proactively mitigate future safety risk

Copyright © 2016 Allscripts Healthcare, LLC

Allscripts UX Policy Council

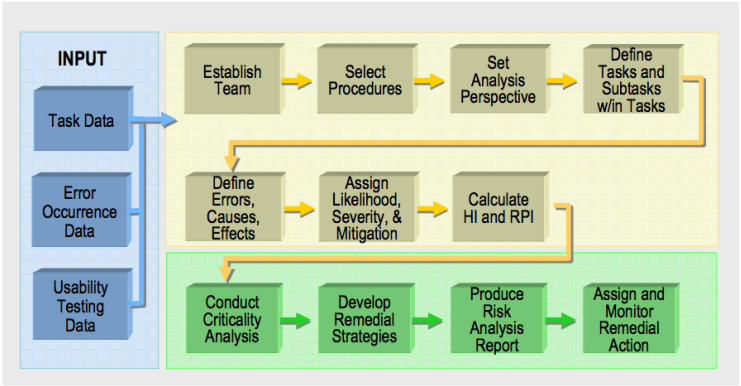
- Cross business unit representation
- Approved policies: Date format, Patient identification, Color vision deficiency
- Use or based on existing standards (NIST, AAMI, SAFER)

Copyright © 2016 Allscripts Healthcare, LLC

Risk Management + HF

- Analytical methods
  - Task analysis, FMEA, HESRA
  - Errors, likelihood, severity

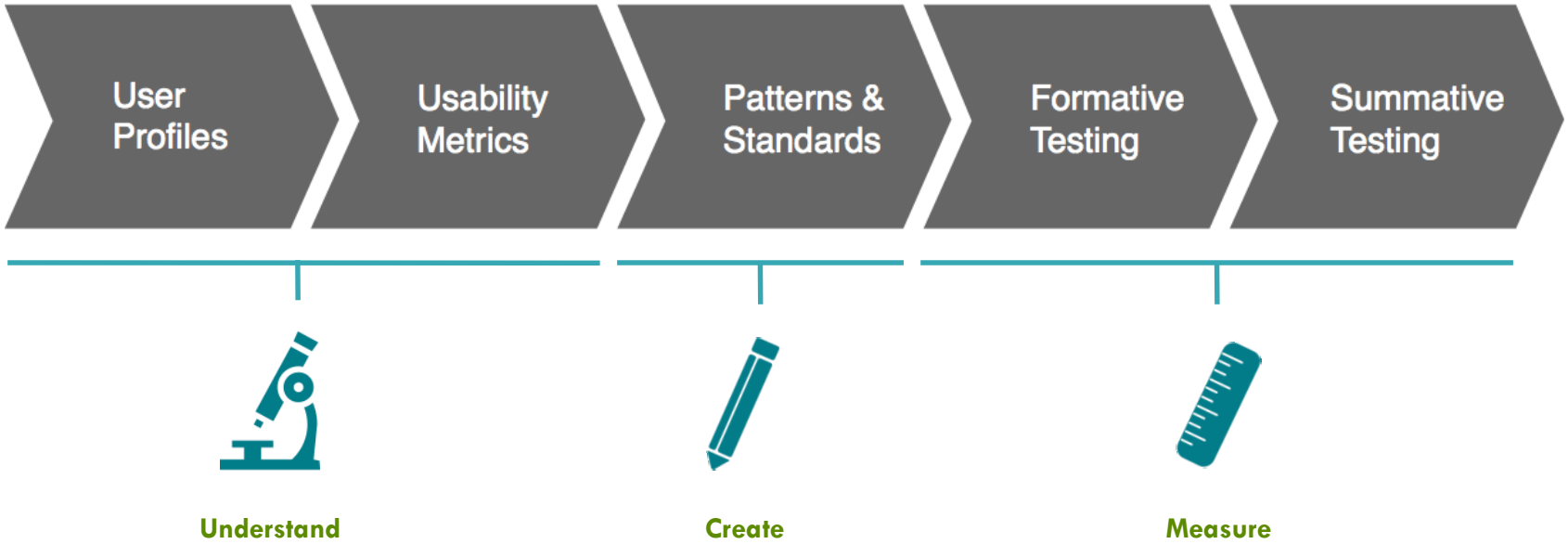
- *"Applying Human Factors and Usability Engineering to Medical Devices"*



Source: HESRA Process – Federal Aviation Administration

Copyright © 2016 Allscripts Healthcare, LLC

Risk Management + HF



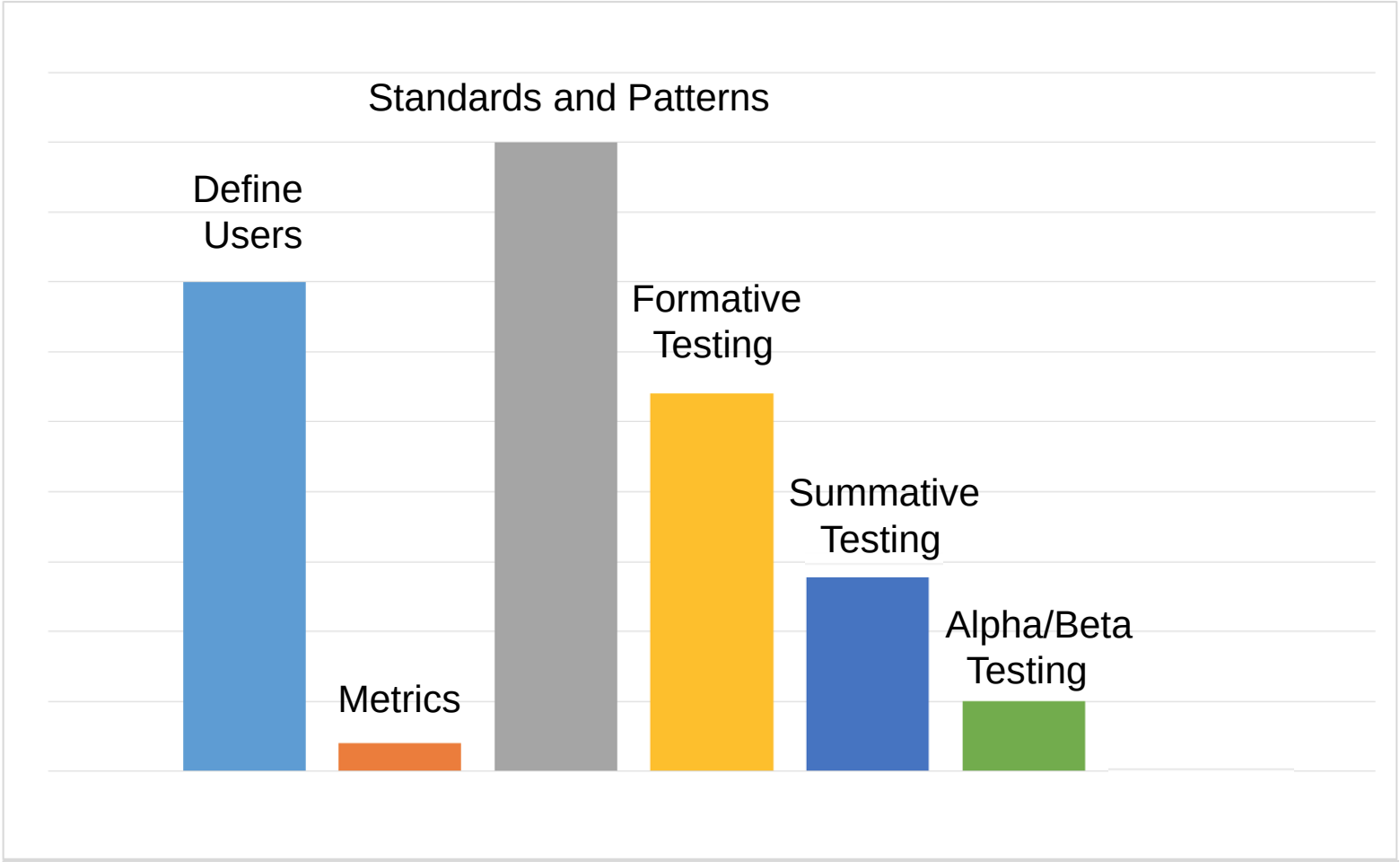
http://landing.allscripts.com/allscriptsUCD.html

Copyright © 2016 Allscripts Healthcare, LLC

- Human-computer interaction
- Workflow and communication
- Clinical content
- Internal policies and procedures
- People
- HW and SW computing infrastructure
- External rules, regulations, and pressures
- System measurement and monitoring

http://www.jointcommission.org/assets/1/6/Safe_Health_IT_infographic_1-26.pdf

Copyright © 2016 Allscripts Healthcare, LLC



Copyright © 2016 Allscripts Healthcare, LLC

Summary

Patient safety and risk management requires

- Culture of safety
- Use of standards
- HF and UCD methods

Copyright © 2016 Allscripts Healthcare, LLC