

Patient Safety in the Ambulatory Domain

Challenges & Opportunities



Challenges

- Time
 - Practices struggle with time constraints in this mixed world of continued payment for volume with new quality reporting demands
- Money
 - Insufficient money to hire additional staff for safety projects
- Recognizing incidents
 - Lack of experience in patient safety issue identification
- Recognizing patterns
 - Lack of expertise in recognizing patterns which could result in unsafe situations

Challenges

- Finding a PSO home
 - Fewer PSOs focus on small ambulatory practices
 - PSOs may charge practices to participate
- Reporting data to a PSO
 - Reporting requires staffing to collect and submit reports
- Participating in root cause analysis
 - Practices often lack the time or skills to successfully perform an RCA
- Knowledge deficits
 - Patient safety in general, tools to reduce unsafe situations, resources available

Opportunities

- **Smaller scope of care**
 - Ambulatory practices do not have the full range of departments and services of a hospital
- **Lower risk activities**
 - No high risk surgeries, fewer drug infusions, less radiation exposure
- **Fewer employees**
 - Smaller numbers can be more easily educated and trained on new processes
- **More control over processes and software use**
 - Small practices are more nimble and can make configuration and workflow changes quickly in response to an unsafe situation

The Path Forward?

- SAFER Guides
- ECRI Pilot
- IOM reports
- AHRQ activities
- ONC patient safety collaborator?
- Usability collaborations between specialty societies and vendors

Questions



Thank You

