

Patient Safety, Risk, and Quality Update

From Allied World and ECRI Institute

November 2018

The following news and guidance were recently made available without login from ECRI Institute's *Healthcare Risk Control* and related services. If you have any questions, please email Ajay Aggarwal at Ajay.Aggarwal@awac.com.

Member Q&A

Family, Staff Disagreements over Transfer to Hospital

A risk manager recently sought guidance on handling situations in which an aging services resident falls and an organization's clinical staff recommend that the individual be taken to the hospital, but the individual's family and physician disagree with that assessment. In our response, we note that provider organizations face this type of scenario often with regard to transfers to higher acuity settings for evaluation, diagnosis, or treatment. Because of the legal aspects to this question, ECRI Institute recommends that the organization involve its legal counsel, preferably someone with regulatory experience, for an additional objective review.

[Read more in the full response.](#)

News

Drug Diversion: Employee Replaced Opioid Syringes with Water, Patients Suffered

A Buffalo, New York, hospital confirmed that a former hospital removed narcotics from syringes and replaced them with water earlier this year, according to a September 27, 2018, article from WIVB. Several patients developed infections as a result of these actions, the hospital's chief medical officer said in the article.

[Read the full summary and HRC Recommendations.](#)

How to Design a Safer Room for Behavioral Health Patients

Ways to mitigate behavioral health–related risk in a building environment include removing ligature points, providing tamper-resistant products, requiring high-quality, impact-resistant materials, and ensuring the proper amount of visual access and security, according to an October 4, 2018, article in *Health Facilities Management*.

[Read the full summary and HRC Recommendations.](#)

Flu Season Is Here: Vaccination Rates Vary by Setting; FDA Confident This Year's Vaccine Will Work

More than 9 of 10 hospital workers (92%) reported receiving the flu vaccine during the 2017-2018 season, according to a September 28, 2018, survey from the Centers for Disease Control and Prevention (CDC). The rate was lower in ambulatory and long-term care settings (where 75% and 67% of workers received vaccinations, respectively).

[Read the full summary and HRC Recommendations.](#)

Will "Artificial" or "Augmented" Intelligence Redefine Care?

At the 2018 annual conference of the American Society for Health Care Risk Management (October 7-10 in Nashville), the keynote panel "Artificial Intelligence: Challenges and Opportunities for Risk Management" was presented by Anu Banerjee, PhD, MS, MHM, of Arnot Health in New York state; Erin Grace, MHA, and Rear Admiral Jeffrey Brady, MD, MPH, both of the Agency for Healthcare Research and Quality's (AHRQ) Center for Quality Improvement and Patient Safety; and Elliot Fishman, MD, of Johns Hopkins Hospital in Baltimore, Maryland. The panel explored the risks, opportunities, challenges, and benefits of artificial (or augmented) intelligence (AI) for healthcare organizations.

[Read the full summary and HRC Recommendations.](#)

Multimodal Approach to Pain Management Can Improve Outcomes

An article published in the October issue of the *Journal of PeriAnesthesia Nursing* concludes that using multidimensional pain assessment tools can help improve pain care outcomes in the perianesthesia setting.

[Read the full summary and HRC Recommendations.](#)

Are These Safety Culture Landmines Concealed in Your Organization?

Achieving a patient safety focus is a never-ending process, said healthcare risk management consultant Kathryn Wire, JD, MBA, CPPS, CPHRM, FASHRM, at a session on safety culture landmines held October 8, 2018, at the annual conference of the American Society for Health Care Risk Management (ASHRM) in Nashville, Tennessee. Leaders who think that having a quality department is sufficient for their patient safety goals can derail a healthcare organization's efforts to improve its safety culture.

[Read the full summary and HRC Recommendations.](#)

Telemedicine: Doctors Can't Get No Patient Satisfaction If They Aren't Prescribing Antibiotics, and That Could Be a Problem

Receiving prescriptions for antibiotics was significantly associated with increased patient satisfaction among patients accessing care for respiratory-tract infections through telemedicine, according to an October 1, 2018, research letter in *JAMA Internal Medicine*.

[Read the full summary and HRC Recommendations.](#)

Study: Covering OR Instrument Tables Reduces Bioburden

Covering the instrument table in the operating room (OR) at all times (not only during surgeries) can significantly decrease the bacterial bioburden on the instrument table compared with using no cover at all, according to a study published in the October 2018 issue of the *American Journal of Infection Control*.

[Read the full summary and HRC Recommendations.](#)