

Patient Safety, Risk, and Quality Update

From Allied World and ECRI Institute

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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.

ECRI Institute's Partnership for Health IT Patient Safety Releases New Recommendations to Avoid Testing and Medication Mix-ups

Free report offers important tools and guidance for all healthcare systems

The [Partnership for Health IT Patient Safety](#), a multi-stakeholder collaborative convened and operated by ECRI Institute, released a new report, [Health IT Safe Practices for Closing the Loop](#), today that identifies ways that technology can reduce and eliminate errors from diagnostic testing and medication mix-ups.

The *Partnership* leverages the work of multiple Patient Safety Organizations (PSOs), along with providers, vendors, an expert advisory panel, and collaborating organizations to create a learning environment that mitigates risk and facilitates improvement. This new report is the fourth in a series of safe practices toolkits published by the private-sector *Partnership* since 2014.

Health IT Safe Practices for Closing the Loop is based on reported events in ECRI Institute PSO's database of more than 2 million adverse events, an evidence-based literature review, and methodical analysis by a *Partnership* workgroup. The toolkit is available for use by healthcare systems worldwide. [Read more in the press release](#).

Member Q&A

Drivers with Hearing Loss Who Are Responsible for Resident Transport

A risk manager recently asked for guidance and resources pertaining to drivers with hearing loss, with an emphasis on whether there are safety risks to consider when it comes to a driver with hearing loss transporting residents at a continuing care retirement community. In our response, ECRI Institute notes that facility-employed drivers may raise a host of risk considerations that are separate from hearing loss, including the individual's driving record and automobile insurance coverage.

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

News

"I'm Going to Kill You": Politico Article Details Rise in ED Violence

A number of factors—from higher hospital bills, to inability to obtain painkillers, to untreated mental illness—are causing an increase in violence in American emergency departments (EDs), [according to a July 2, 2018, article](#) (subscription required) from *Politico*.

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

“Like a Ghost Town”: Nursing Home Staffing Levels Fluctuate, Especially on Weekends

New payroll-based data from the Centers for Medicare and Medicaid Services (CMS) show “frequent and significant fluctuations in day-to-day staffing” of nursing homes, according to a July 7, 2018, article in the *New York Times*. This fluctuation is particularly present on weekends.

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

Increasing Physician Supervision Does Not Decrease Physician Trainees’ Medical Errors, But it Does Decrease Autonomy

Increasing direct attending-physician supervision did not reduce medical errors, but it did result in all physician trainees speaking less and reporting lower levels of autonomy, according to an original investigation in the July 2018 issue of *JAMA Internal Medicine*.

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

Should We Reconsider How Often We Intubate Older Patients?

Around one-third of patients over the age of 65 who are placed on mechanical ventilation (intubation) die in the hospital, and only a quarter are discharged home, according to a June 22, 2018, article in the *New York Times*.

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

They Weren’t Being Rude: England’s Soccer Team Banned Handshakes for Infection Prevention

Bringing the World Cup to healthcare, risk managers may be interested in a July 6, 2018, article from iNEws discussing how England's national soccer team banned handshakes during the international games. In training camp and during the tournament, the players were instructed by their medical staff to greet each other with fist bumps instead, as an infection control measure.

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

Stop Blaming the Patient: Systems Thinking Could Address Medication Adherence

Systems thinking may be the key to addressing medication adherence, according to the authors of a commentary in the July 2018 issue of *JAMA Internal Medicine*, addressing findings published in the same issue. Traditionally, some place the blame for medication nonadherence on patients, the

authors of the commentary say, noting that "the classical view assumes that patients are careless, poorly informed, or simply too stubborn to fill their prescriptions." This, the authors say, is "an inadequate explanation."

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

EHR Users May Prefer Speech Recognition Software, But Errors Pose Patient Safety Risk Potential

Speech recognition software used to create clinical documentation is popular among electronic health record (EHR) users, but it comes with the potential for errors that may affect patient safety, according to a study published July 6, 2018, in *JAMA Network Open*.

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

A Little More Conversation, A Little More Interaction: Docs Don't Give Patients Enough Time to Explain Concerns

Only about one-third of doctors give patients adequate opportunity to explain their situation, and when these conversations occur they usually last just 11 seconds, according to a July 2, 2018, study in the *Journal of General Internal Medicine*.

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

Medical Assistant Errors Put Physicians at Risk of Being Sued

Office support staff is an organization's "first line of defense against malpractice risk," according to a July 10, 2018, *Medscape* article. But although support staff can prevent errors, they can also introduce them, the authors said. Furthermore, they can enhance a patient's experience or "anger and frustrate" them.

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