

The Peminic-Greeley PSO

Protection, aggregation, and solutions: The keys to rapid improvement

WHITE PAPER



● The Peminic-Greeley PSO: Providing key PSO services to clients, PSO managers, and PSO partners

It's so frustrating: another mistake, another analysis, and, hopefully, another small improvement in our processes. It can seem like we're barely keeping up, let alone getting ahead.

By the nature of healthcare, there is a large amount of learning from error. When there are breakdowns in our processes or behaviors, we react by writing an incident report, performing the appropriate analysis, and, if all goes well, making an improvement. Often, this becomes like picking dandelions—we fix a problem, and another springs right back up to take its place.

This reactive learning by error has a high cost to all involved, especially to patients who experience the errors. The costs include:

- Liability
- Inefficiency
- Time spent problem-solving, including:
 - Identification
 - Analysis
 - Correction
- Effect on your overall organizational strategy

For example, if an operating room fire occurs, there is the moral cost of the injury to the patient, the cost of the team to investigate, the potential liability and legal costs, the cost to design and implement a solution, and the costs of "Film at 11:00" and the effect on your organization's reputation and strategy.

We cannot afford to keep paying the cost of learning over and over at all the hospitals in the United States. We need to spread the cost of learning just like we spread the cost of insurance against liability. How do we do this? We share our problems and solutions and use this shared knowledge to speed our improvement.

Why haven't we shared thoroughly in the past?

In the past, concerns about liability, discovery, peer review protections, and privacy concerns have resulted in high walls around our event and cause analysis data, effectively isolating these data within the facility or system.

To overcome these concerns and open the channels for more effective sharing, the Patient Safety Act has established Patient Safety Organizations (PSO) to be “new organizations that can work with clinicians and healthcare organizations to identify, analyze, and reduce the risks and hazards associated with patient care.” The new PSO protections allow the ability to aggregate de-identified data and provide increased protection.

The healthcare industry is rapidly determining how these new entities fit into the already complex environment of reporting, protection, liability, peer review, disclosure, and just culture, to name a few. Healthcare facilities are challenged with determining how the PSOs will best benefit their operations, data and software providers are incorporating PSO features into their existing products, and state and professional organizations are evaluating how best to use PSOs to serve their members.

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● The experience of Peminic and The Greeley Company combines a unique expertise in event and incident data management with substantial experience working with clinicians and healthcare organizations to assist you in addressing PSO opportunities. This combination results in a “smart PSO”: a PSO that provides more than just bulk data or mail-in protection. It provides real people and expertise to assist you in getting to solutions that can improve patient care and your business, no matter how you plan to proceed. Here are some of the ways we can assist:

- If you are an individual healthcare facility, we can help you decide how to integrate a PSO into your existing processes for maximum benefit and minimum risk
- If you are a system with multiple facilities, we can assist you with the analysis and communication of the aggregated data and the effective integration of cause analysis and peer review data
- If you are a state or professional organization, we can help you decide whether becoming a PSO will benefit your members and, if you decide to become a PSO, work with you to achieve success

Although PSOs provide some additional complexity, if they are handled appropriately, they can provide valuable benefits.

Benefits of better, easier data management

Healthcare organizations are becoming more and more data-driven. Unfortunately, the large volume of data often results in data that are under-analyzed and underused. For example, numerous voluntarily reported occurrence and exception data often get collected but, because of time constraints, are rarely effectively analyzed or aggregated. Even worse, the data that are analyzed often don't convey a clear conclusion.

One of the key benefits of a smart PSO is the ability to depend on regular, easy-to-use analysis of your occurrence data with a connection to useful, implementable solutions. Through the use of data triggers and our PSO

consultants, we help make the data useful in guiding the most important changes in your organization.

In addition, organizations rarely have the available staff members or time to effectively aggregate and analyze their cause analysis data (root-cause/apparent-cause analyses) or the results of the peer review program. The PSO can help you in both areas. Finally, a method that helps you get to solutions, not just more data!

Benefits of faster improvement using aggregated data

The goal of collecting data on occurrences, causes, and peer review issues is to help your organization improve. If the data do not drive change or verify your present course, they are not very useful.

Think of the benefits if you could learn about important risk areas and emerging issues more rapidly and without having to pay the price in your faculty.

● By the nature of our occurrence and exception data collection systems, we see only our own problems. That means we have to pay the price in our own organization to get the learning that drives change. Think of the benefits if you could learn about important risk areas and emerging issues more rapidly and without having to pay the price in your faculty. By having access to analyzed, de-identified data from several facilities, you can get better early warnings of important issues, often in time to eliminate the problem in your facility before you have a significant event or loss.

Sharing and aggregation of data also provides a new set of benchmarks that help you determine where your facility stands within a bigger population. In addition, you can take advantage of the data-sharing agreements with the Peminic PSO, a PSO powered by Peminic clients, and independent PSOs to expand your effectiveness. The PSO provides you with analyzed, aggregated data to help your organization improve faster.

Benefits of a solutions-based approach rather than more data

Good solutions to relevant problems in your organization are tremendously valuable. But more raw data are not what an organization wants. None of us need more work to plow through reams of data. For this reason, the Peminic-Greeley approach to PSOs has focused on providing our value to you in the identification of solutions, not just data. With the experience of our PSO consultants, we can help you understand the meaning of the aggregated data and assist in the development of effective interventions. In addition, we know how busy your organizations are, so we have set up a process to provide the recommendations and data analysis to you in a variety of ways. For example:

- If you are a Peminic Solutions user, you can get data reports directly through your data systems
- If you use another incident reporting system, you can use the easy e-submit and Web-based reporting capabilities
- You can go to the PSO Web site and get up-to-the-minute recommendations and blog discussions of the data

- We will present the data to your facility through scheduled Webinars throughout the year so that if you only have an hour, you can get the key findings from the PSO data every quarter

Remember, our goal is better solutions—not just more data!

Benefits of additional options for data protection

In addition to the benefits of rapid improvement in your organizations, the PSO rules provide additional options for protecting and maintaining control of your data. But the implementation of this protection will affect other processes in your facility such as peer review, disclosure, HR, and performance improvement. If your state has weak peer review or protection statutes, these options may be attractive.

The PSO provides the ability to submit and protect a wide range of data within your facility. In addition, the data submitted to the PSO cannot be released in an identifiable fashion. This allows all members of the Peminic-Greeley PSO to take advantage of the shared data without weakening their existing protections and, if desired, increase the levels of protection.

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- The Peminic-Greeley PSO protects your patient safety work product by exceeding the industry standards for information security and availability, including these features:
 - SAS 70–certified physical environment with industry-leading security and failover infrastructure
 - Your identifiable data are physically separate from other clients' data, and identifying information is excluded from the aggregate data
 - Our application security team is required to complete quarterly security training on Peminic policies and procedures and annually obtain external continuing education hours on the latest information technology security protocols

Benefits of proven data submittal, access, and reporting

Although the purpose of the PSO is to standardize the collection and reporting of data, no two organizations will want to do it the same way. Flexibility in using the PSO data to achieve your goals is essential.

With the Peminic-Greeley PSO, you have choices:

- Use hosting services dedicated to your PSO and deployed in our state-of-the-art data center or in your environment.
- Use the common formats taxonomy options that reflect your PSO initiatives and align with national standards or have the Peminic-Greeley PSO map your taxonomy to the standard ones. You keep the option to modify the taxonomy at your pace.
- Use the standard PSO reports or take advantage of access to data sets for your team to conduct independent research and analysis using your preferred tools.

- Use the Peminic Web-based data entry, proven user-friendly by more than 100,000 nurses, physicians, and healthcare professionals, or use the Web-based e-submit option if you want to employ a different incident reporting system.
- Enjoy automatic submission to the network of patient safety databases managed by the Agency for Healthcare Research and Quality for nonidentifiable patient safety work product.

A key part of a PSO's success is easy and flexible submission of events and incident reporting. The Peminic-Greeley PSO provides:

- Streamlined Web reporting of safety events for all staff members
- Follow-up documentation for patient safety work product
- Analysis identifying trends in volume and causal patterns
- Ad hoc reporting to customize and save reports without cumbersome export formats and manual requests
- A batch submission option with confirmation receipts
- Control of where in the reporting process to apply the protection and submit to the PSO

Increase surveillance and capture more near misses

We balance the increase in event reporting by measuring the actionable change yielded by each alert. You control whether an alert requires additional investigation or can be automatically pushed to a trend-only category.

You can't protect against events you don't know about. A primary objective of the federal protection is to remove the fear of reporting safety events. Peminic complements this goal by offering optional listening through e-surveillance across your other data streams to automatically identify and collect important potential events or near misses through subscription to our exclusive library of electronic surveillance rules. We balance the increase in event reporting by measuring the actionable change yielded by each alert. You control whether an alert requires additional investigation or can be automatically pushed to a trend-only category.

Benefits of a smart PSO

Deciding to participate in a PSO is an important decision. Your goal is to use the PSO to more effectively deal with problems that occur in your organization's processes. If you want fast improvement, you want a smart PSO. So what makes the Peminic-Greeley smart PSO different?

- **We focus on solutions, not just data.** Our staff of expert analysts are looking at your data to help find the solutions you need.
- **We know cause analysis and peer review.** We read through your root-cause and apparent-cause analyses and make sure that we are making recommendations based on real causality, not just a click box. Likewise, we have some of the leading experts on peer review on the PSO support team.
- **We know the intricacies of the medical world.** Your PSO has to fit with your medical staff, peer review, disclosure, credentialing, and quality and performance improvement processes. Our expertise in these areas can help you make sure the PSO is a good fit and avoid major problems later.

- **We know software.** We talk HL7, security, and Web and can make sure they work for you.

How a Peminic-Greeley smart PSO can help your organization

Peminic and The Greeley Company are committed to providing value-added PSO services to your organization, whether you are a healthcare system, a state or professional organization planning on becoming a PSO, or an independent healthcare facility looking to take advantage of the benefits of a PSO. The following are some of the services we provide:

- PSO integration and strategy support
 - Assisting with the decision to join and select a PSO
 - Strategy for integration of medical staff data into a PSO
 - Integration of the PSO data into credentialing, accreditation, and governance
 - Integration of the PSO into your peer review and disclosure processes
 - Integration with just culture
- Systems consulting to ensure that the data submitted to the PSO is meaningful
 - Consulting to develop more effective occurrence reporting processes
 - Coding structure analysis and redesign
 - Decision support related to using the common formats
 - Improving reporting volume
 - Consulting to develop more effective root-cause analysis processes
 - Consulting to develop more effective peer review processes
- Data coding and cleanup services
 - Review of occurrence reporting data for appropriate coding quality
 - Cleanup and translation of data
 - External review, analysis, and coding of root-cause and other cause analyses
 - External review of peer review analyses to ensure methodological quality and translation into appropriate PSO coding
- Data and analysis protection
- PSO data analysis
 - Identification, application, and modeling of appropriate PSO data analysis methods
 - Trending, crossing averages, weighted significance, normalization, statistical interpretation, and correlations analysis
 - Histogram (binning graphs), time series analysis graphs, and data tables
 - Special request analysis
- PSO data reporting
 - Paper reporting on a scheduled subscription basis
 - PSO-wide data reports on the Peminic-Greeley PSO Web site
 - Facilitated Web-based data analysis meetings
 - Online live facilitated meetings to lead your organization through the data

- Export and packaging of data sets for local detailed analysis
- Standard format root-cause/apparent-cause analysis reports
- Dashboard design and presentation for PSO data
- PSO solutions development
 - Consulting services for best practices to address PSO indications
 - Recommended solutions
 - Implementation services

Resources

For additional information on these services, please contact:

Jeri Judkins

Vice President, Marketing and Inside Sales

jjudkins@peminic.com

801/944-9196

For more information on The Greeley Company's services, please contact:

Maureen Tarpinian

Client Relations Manager

mtarpinian@greeley.com

888/749-3054, Ext. 3107