

Engaging Physicians in CRP

Your CRP learning doesn't need to end after this session. We are now recruiting organizations to join the **PACT Collaborative**:
A Breakthrough Series Collaborative dedicated to creating highly reliable CRPs

Email thecai@uw.edu or visit ariadnelabs.org/pact to learn more



The PACT Collaborative:
Pathway to Accountability, Compassion,
and Transparency



Please keep yourself muted
You can submit questions into the chat box at any time

Panelists

Laurie C. Drill-
Mellum, MD, MPH,
*Chief Medical Officer,
Constellation*



Alan Lembitz, MD,
MMM, *Chief Medical
Officer, COPIC*



Eric Wei, MD, MBA,
*Senior Vice President
and Chief Quality
Officer, NYC Health +
Hospitals*



Our solution ...

HEAL[®] A better way forward after harm events

Honor • Empower • Act • Learn

Honor ... everyone involved

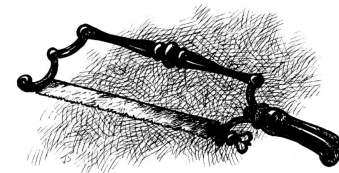
Empower ... each person to be part of the solution

Act ... early and decisively to limit harm

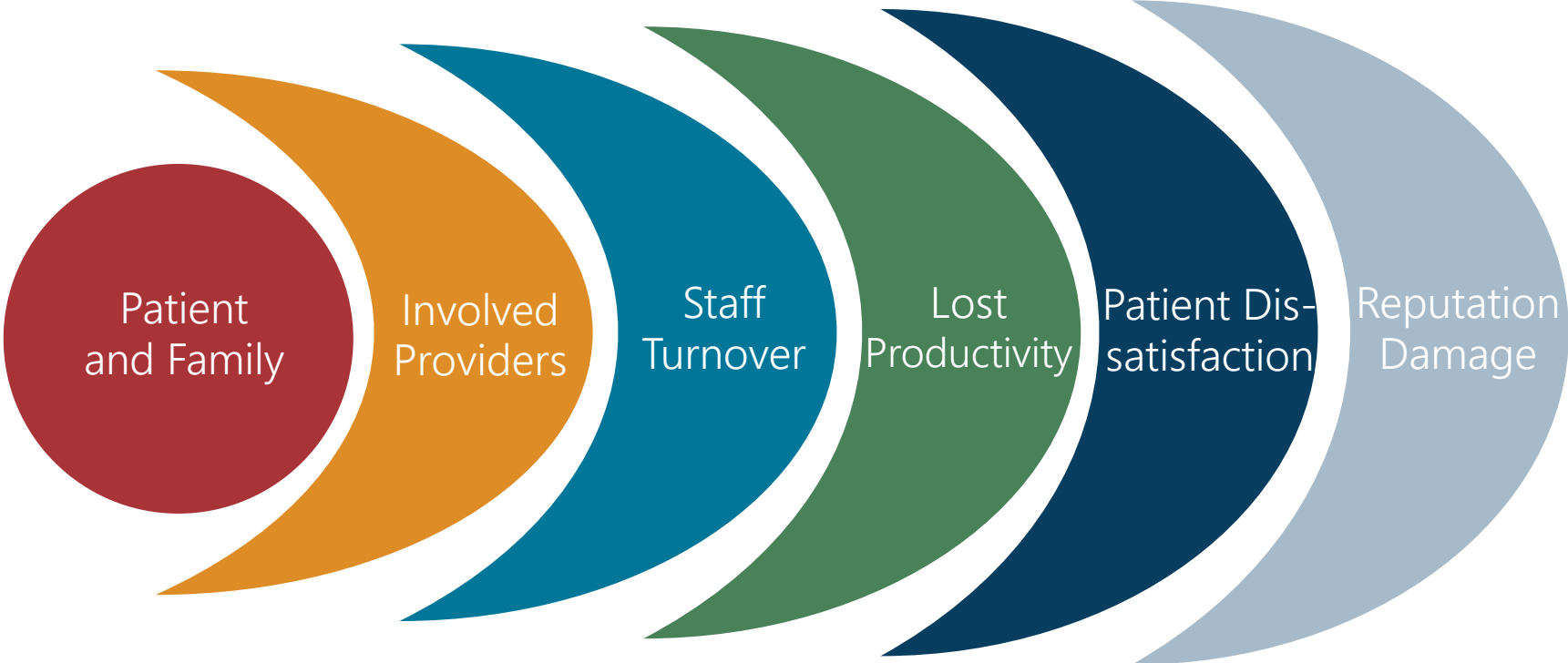
Learn ... to better protect patients and care teams

When something goes wrong in health care, we use the tools we have. Even when they're no longer the best tools.

“
**DENY
AND
DEFEND.**
”



Harm events have ripple effects





Every hour that goes by after patient harm occurs, during which we are not effectively communicating, equates to another harm."

We started asking our own hard questions



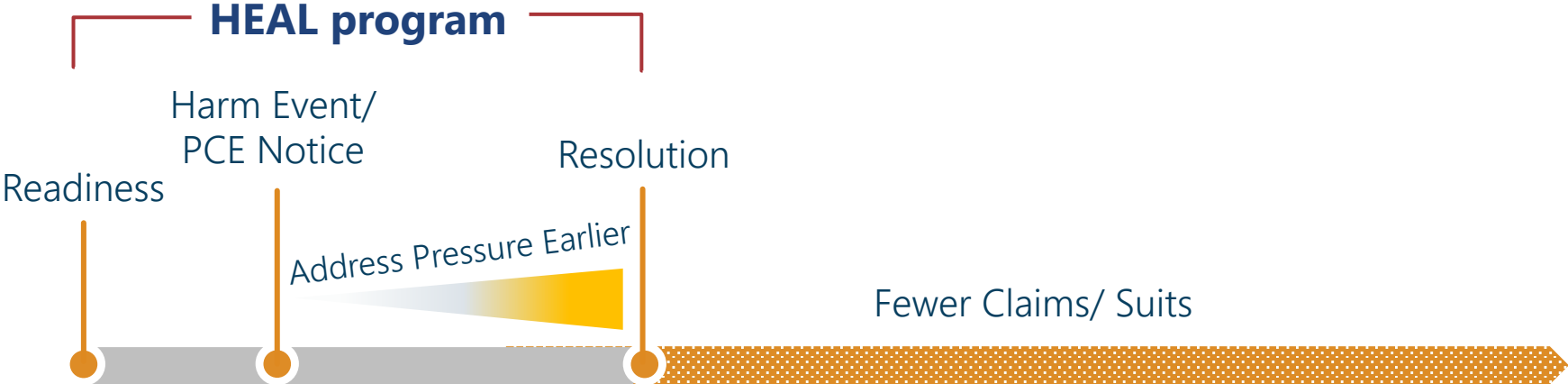
*In our role as an MPL organization,
are we doing enough? Could it be
that we are part of the problem?"*

*"Is there a way we could come
together – **for the common
good of everyone** involved –
and help to make things better?"*



***Can we lead the way**
in changing how MPLs
do business?"*

HEAL[®]: Responding sooner when harm events occur



HEAL[®]: Responding smarter when harm events occur



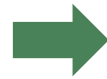
Clinician Peer Support



Provider wellbeing



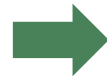
Risk Consultation



Improved processes



Communication Assistance



Strengthened relationships



Expert Case Review



Accelerated insights

One physician's **experience** with early expert review

Allegation:

Failure to timely diagnose a congenital diaphragmatic hernia, causing the death of the baby.



Relief: Even though five of his peers had reviewed the ultrasound imaging and agreed with his interpretation that the ultrasound was unremarkable, our external expert's concurring opinion provided deeper relief and enabled him to move forward knowing where he stood.



Clarity for all: Because the results of the expert review were also shared with the family, our insured felt that they were able to get a better sense of how a suit would likely proceed and factor that into their decision-making.

COPIC Partnership for Early Intervention in Adverse Medical Outcomes

Alan Lembitz, MD
Chief Medical Officer COPIC



Observations and Experience

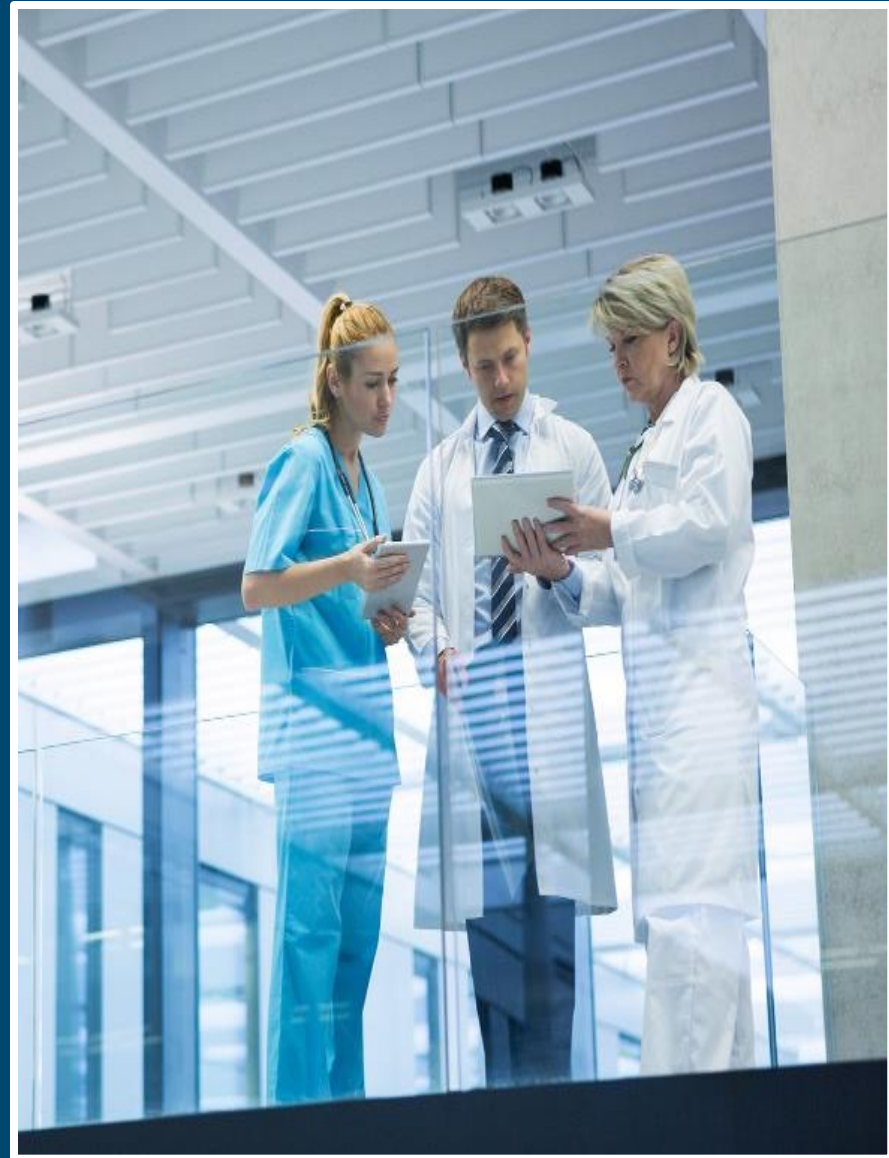


- **Early Adopter**
 - Disclosure and Reimbursement Program—3Rs Program since 2001
 - Disclosure and Resolution Programs—7 Pillars, Candor
 - CRPs
- **24/7 Real Time Assistance**
- **Institutional and Legislative Advocacy**

Engaging Providers in CRPs

1. Selling points:
 - a) The business case (potential for reducing liability costs)
 - b) “Doing the right thing” for patients
 - c) Improving quality and safety
2. Communicate support for providers
3. Financial incentive (premium reduction)
4. Highlight success stories
5. Make outreach personal
6. Share info/data about outcomes

Source: www.healthaffairs.org/doi/10.1377/hlthaff.2013.0828



Physician Engagement CRP Benefits

Relationships

Control

Shorter Claim Life Cycle

Professionalism

Learning

Care for the Caregiver

Physician Engagement CRP Impediments



Institutional Culture



Delayed Reporting/Notification



Inertia



Diversity of Insurers

It's Not Just About the Money



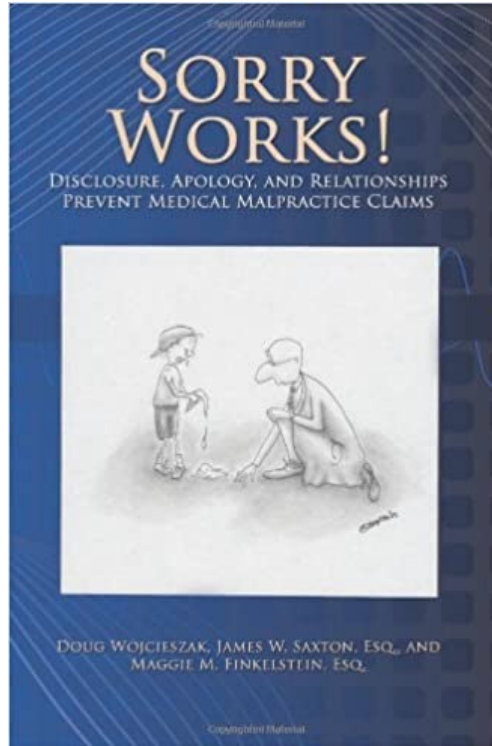
The 7 Pillars—AHRQ/Candor/CRPs

- Reporting/notification
- Investigation
- Disclosure/communication coaching
- Care for the Caregiver
- Data and Tracking
- Institutional Learning and Education
- Financial Resolution for this case



University of Michigan
Health System



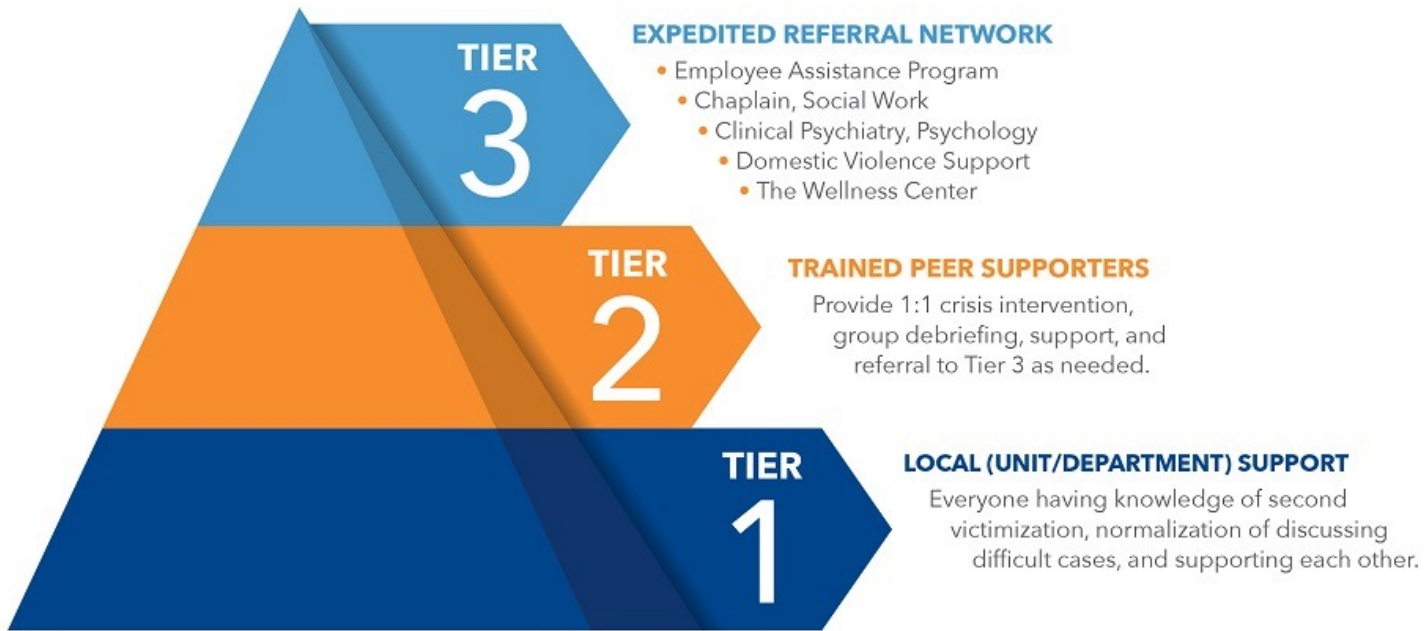


forYOU
team





Helping Healers Heal



Lessons learned for engaging clinicians

- ▣ Psychological safety is key – build a Culture of Safety
- ▣ Leading with H3 - provide emotional and psychological support first
- ▣ Making a diagnosis - help involved clinicians recognize signs and symptoms of second victimization and moral injury
- ▣ Admitting there is a problem is the first step to fixing it
- ▣ Appeal to the why clinicians go into healthcare – empathy, helping others, making a difference, improving health
- ▣ Putting patients first – what if it was you or your family member

Thank you

- ▣ Visit www.communicationandresolution.org for more information
 - ▣ Webinar recording will be made available by next week
- ▣ You will automatically be added to our mailing list
 - ▣ Email thecai@uw.edu or unsubscribe if you do NOT want to receive email updates
- ▣ Send any additional questions or topics you would like to see in an upcoming webinar to thecai@uw.edu