



We know children.

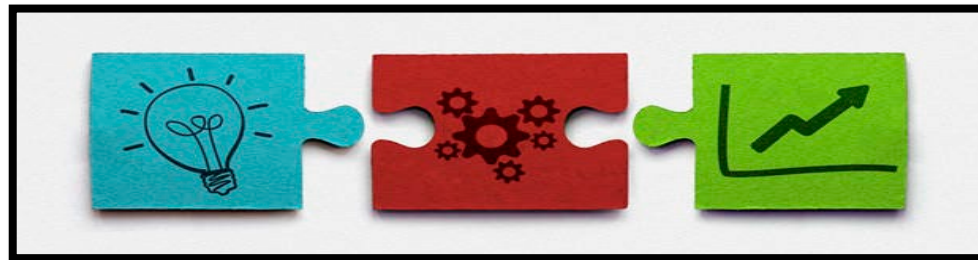
# Development, Implementation & Sustainment of an Enterprise-wide Disclosure Program



*Disclosure of Adverse Events*

# Leadership/Planning

- The mission and vision guide the organization's strategic plan.
- Projects and initiatives align with the strategic plan in order to keep the organization moving forward and produce the highest quality outcomes for patients.
- This project aligned with the Organization's Strategic Plan:  
Provide the Safest and Highest Quality Care



# Identifying Need

After serving as a member of the Solutions for Patient Safety (SPS) Disclosure Pioneer Cohort the organization evaluated its own policies and procedures surrounding the disclosure of adverse events. The organization had an existing disclosure policy; however it did not align with the best practices identified in the SPS Disclosure Training Playbook.

# Goals

1. Support the enterprise in providing safe, high quality care to all patients.
2. Afford providers practicing within the enterprise support resources to assist them with the disclosure of adverse events to patients & families.
3. Provide employees with knowledge of the organizational disclosure policy, their role in the disclosure process, and support materials available to help guide the disclosure of adverse events.



# Process Improvement Methods

The Plan-Do-Study-Act (PDSA) methodology was applied throughout the following project steps:

- Development of a coalition of credible key stakeholders
- Evaluation of the organizational disclosure policy and current practices
- Review of the state apology law
- Alignment of the organizational disclosure policy with SPS recommendations
- Development of an organizational disclosure program with multiple resources to meet different needs
- Education/Training



# Results

The organization developed a robust disclosure program that went live on September 5, 2017. The program contained the following components:

- Organizational Disclosure Policy
- Disclosure Support Documents
- Disclosure Coaches
- Provider Education
- Resident/Fellow Education
- Enterprise-wide Clinical & Non-Clinical Staff Education
- Disclosure Steering Committee

The organization trained 48 physicians, nurses, other allied health professionals and executives as Disclosure Coaches.



# Results

- Trainees (n=47) completed both a pre-test and post-test with scores improving from an average of 82.67% to 90.22%.
- CNE/CME survey feedback was extremely favorable with 100% of respondents (n=16) noting that they strongly agree or agree that attending this educational activity increased or improved their competency, performance, and patient outcomes.
- For documentation to be complete the organization recommends both electronic medical record (EMR) and variance documentation.
  - Rates for EMR documentation that had aligned variance documentation ranged from 18-91%.
  - Rates for variance documentation that had aligned EMR documentation ranged from 17-40%.



# Sustainment

## Disclosure Steering Committee

- Quarterly review of internal adverse event disclosures
- Identification/evaluation of disclosure training, process & support needs

## Outcome Measure:

Utilization of Disclosure Process

