



Panel Presentation

Focus will be on current trends in patient safety, from the consumer of healthcare

- Better understand and support the role of the patient and family when dealing with serious preventable medical errors
- Better understand the value of disclosure
- To understand how best to drive a stronger partnership between patients and providers/clinicians

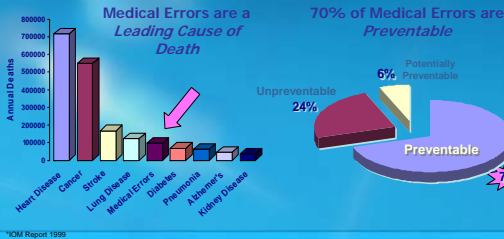
PANELISTS

- **Dan Ford, MBA,**
 - Vice President with Furst Group, a health care executive search firm
 - Deep passion for patient safety because of medical errors experienced by his first wife
- **Liz Augusta, RN, MSN, LNCC, CPHQ**
 - Patient Safety and Quality Consultant for the Los Angeles County Department of Health Services (LACDHS)
 - Passion for patient safety stems from both professional and personal experiences- suffering multiple medical errors during pregnancy with first child



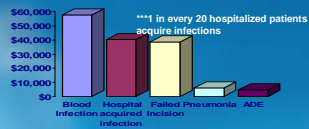
The Patient Safety Crisis in the US

- 44,000 to 98,000 deaths per year
- \$37.6B in costs per year*
- Preventable mistakes cost \$17 to \$29 billion per year*
- Medical errors consume 10-15% of a hospital's annual operating budget



The Patient Safety Crisis in US

Event Cost of Common Preventable Errors

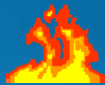


- **Preventable Medication Errors**
 - Occur in 2% of admissions*
 - Increase hospital cost by \$4,700 per admission
 - Cost providers \$2 billion annually
- **Preventable Hospital Acquired Infections ****
 - 7.5 per 1000 admissions
 - 15.4% or 1,793 of these patients die
 - Additional 205,000 days of care
 - \$2 billion in additional charges to payers

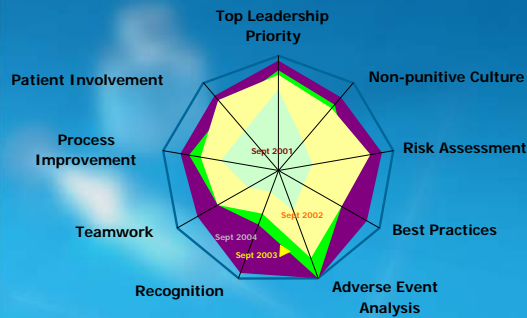
*Bigham and Woman's Hospital
**The Pennsylvania Health Care Cost Containment Council, 2005
***1.6 Million Admission Analysis, MedMoral, Inc. September 2006

Challenges to Address

- For the healthcare consumer
 - First Do No Harm – The Platform is Burning Now !!
 - PSO Legislation going into effect in US
 - WHO focus on patient safety
 - "Fatal Care – Survive in the US Healthcare System" – Sanjaya Kumar, MD
- Care and Cost Focus for US:
 - Escalating healthcare coverage costs for employers (8-15% YoY)
 - Decreasing reimbursements from Payors and increasing cost of care
 - Quality and safety gaps becoming part of P4P and Value-Based Purchasing programs
- Integrated performance measurement and improvement infrastructure lacking



Transforming an Organization to Address Patient Safety



Steps to Moving Forward with a Culture of Safety

- Take the pulse of your organization and baseline the results
 - AHRQ Safety Culture Survey Available for Use
- Enlist experts to help with the culture shift
- Enact efforts designed to shift the culture
- Monitor progress over time
- Expect results but also be patient
- Never throw in the towel!

This Didn't Happen Overnight!



Involving the Patient in their Care: Example of Patient Health Records

In Summary

- Consumer awareness and perceptions continue to evolve rapidly
- Those in the industry realize the complexity of improving safety and quality
- Pressure continues to mount from all around us
- Having the right people, processes and technology is vital to improvement
