

Client Case Study: Lucile Packard Children's Hospital

Finding a Faster Way to Identify and Address Patient Care Problems

Near-miss Data Mining with Quantros Solution Hits the Mark for
Improving Safety

The Challenge

According to
U.S. News & World

Lucile Packard
Children's Hospital
AT STANFORD



Report's publication of America's Best Children's Hospitals 2010, Lucile Packard Children's Hospital (LPCH) at Stanford University Medical Center is among the nation's best pediatric hospitals. The hospital's Patient Safety Program has won national recognition for its patient safety efforts, including being a two time winner of the Race for Results Award from the Child Health Corporation of America. Not content with their achievements, patient safety leaders at the Stanford, CA hospital knew they could leverage their incident report data more strategically, but were frustrated by the difficulty of compiling and analyzing the data quickly enough to identify trends. In particular, LPCH leaders wanted to use near-miss information more fully, according to Packard Children's Patient Safety Program Director Sandra Trotter, MBA, MPHA, CPHQ.

The Solution

Quantros SRM™ is a comprehensive electronic event self-reporting, event tracking, monitoring and workflow management solution. SRM gathers data so healthcare organizations can identify safety issues and track intervention performance in real time. Quantros SRM provided LPCH quicker access to data that helped the hospital reduce risks of medical harm.

"Regarding the Quantros reporting system," Trotter said, "the gold mine to us is the near-miss information. The Quantros solution gives us the near-miss information directly from the front-line staff in real-time. We don't get this data from anywhere else and it gives us really quick access to trends."

Trotter added, "We do trigger chart reviews for medical harm, but that's actual harm that has already happened, so the near-miss information is so valuable. For example, you almost grabbed a vial of epinephrine that looked exactly like another vial of a different concentration of epinephrine. That's the kind of near-miss information that can lead to changing my code cart, before there is an actual medication error."

LPCH now sorts SRM reports by severity level and looks for trends and analyzes them to ensure that the hospital addresses potentially serious areas for medical harm. Safety leaders review that data every other week with the CEO, COO, head of risk management and chief medical officer, among others. "We look at two or three high

“We've had nothing beyond a stage 2 ulcer since we installed the Quantros solution. Fines related to pressure ulcers can cost up to \$100,000 in California, so this is a big savings. **”**

Sandra Trotter, MBA, MPHA, CPHQ Patient Safety Program Director LPCH



1-877-Quantros
www.quantros.com

Client Case Study: Lucile Packard Children's Hospital

severity incidents, both actual and near miss, that were reported into the Quantros system and we follow up to ensure that we addressed the incident properly," Trotter explained.

The Results

LPCH has seen several specific instances in which SRM has helped identify potential issues in patient care earlier than if the hospital had not had the Quantros solution. With a paper system managing the data was a long and difficult process. Staff couldn't easily get a report, conduct the evaluation and manage it. And it was not easy to see trends in the information as it was presented - it would take days or weeks to spot a trend that was occurring sporadically throughout the hospital.

LPCH had a situation in which several patients suffered sores related to a new pulse oximeter. These events occurred in different patient populations and in different settings. Using the Quantros solution, LPCH was able to quickly identify the trend and immediately pulled that pulse oximeter product from further use. The incident report data supported their request for the vendor to redesign their product. SRM has also enabled LPCH to increase the speed at which Packard Children's decubitus ulcer rapid response team operates. When data on a new pressure sore is entered into SRM, the system automatically notifies a wound care nurse who then notifies team members to investigate. This means that the consult can occur more rapidly than before - the consult is now sent out within 24 hours.

"We've had nothing beyond a stage 2 ulcer since we installed the Quantros solution," Trotter said. Fines related to pressure ulcers can cost up to \$100,000 in California, so this is a big savings." Another example involves the accidental placement of medication patches on patients who already have patches on them. Again, the near-miss data provided the roadmap for process improvement.

Trotter explained, "We had several cases where we almost inadvertently put on another clonidine patch on patients, which could have resulted in an overdose in the case of a child. After analyzing the near-miss data, we changed the way we log certain information into the electronic medical record system so we'll see more readily which patients already have a patch, so you're not going to put a duplicate patch on patients."



Client Case Study: Lucile Packard Children's Hospital

About Quantros

Quantros is a leading provider of patient safety and quality software to the U.S. healthcare industry. Currently, its Software-as-a-Service-based applications help over 2,000 healthcare facilities improve clinical performance and safety. The platform supports the highest quality healthcare standards, aiding clients to save lives, promote patient well-being, and conserve financial, medical and information technology resources.

Summary

LPCH at Stanford has built a patient safety program that is known and respected throughout the institution. With strong leadership, a team approach to problem solving and cross functional reviews, performance improvement initiatives can be identified, prioritized and acted upon. From the executives to the staff, Quantros SRM is used to help deliver improved patient safety.

About LPCH

LPCH at Stanford in Stanford, CA is a 312-bed hospital devoted to the care of children and expectant mothers. Providing pediatric and obstetric medical and surgical services and associated with Stanford School of Medicine, LPCH offers patients locally, regionally and nationally the full range of health-care programs and services – from preventive and routine care to the diagnosis and treatment of serious illness and injury. For more information about LPCH, please visit www.lpch.org.be identified, prioritized and acted upon. From the executives to the staff, Quantros SRM is used to help deliver improved patient safety.

Key Results

Using Quantros SRM, Lucile Packard Children's Hospital has:

- Rapid response to events
- Access to near miss data, enabling prevention of future events
- Reports that help to create action plans



1-877-Quantros
www.quantros.com