

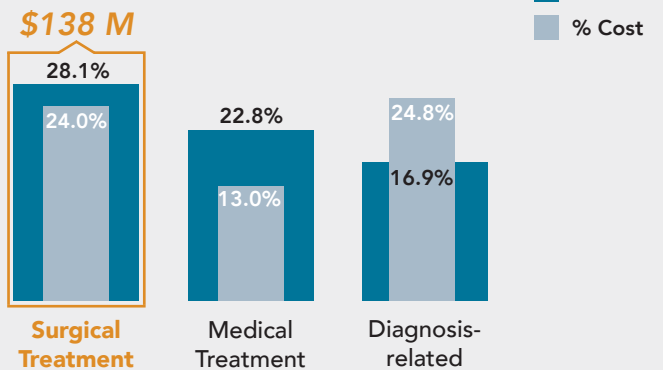
Risk Report



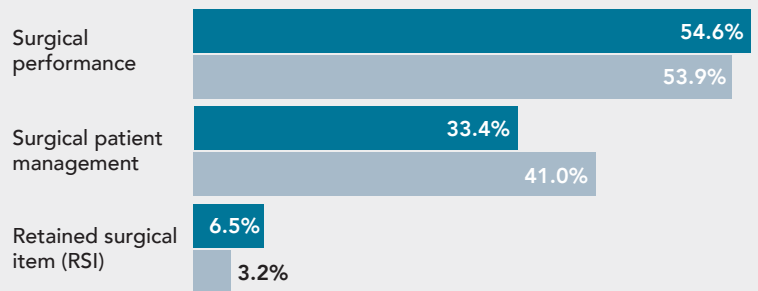
Reducing Surgical Patient Harm Events

In our analysis of Constellation medical professional liability (MPL) claims*, surgical allegations are **#1 in occurrence and #2 in cost.**

Allegations Triggering All Claims



Allegations Triggering Surgical Claims



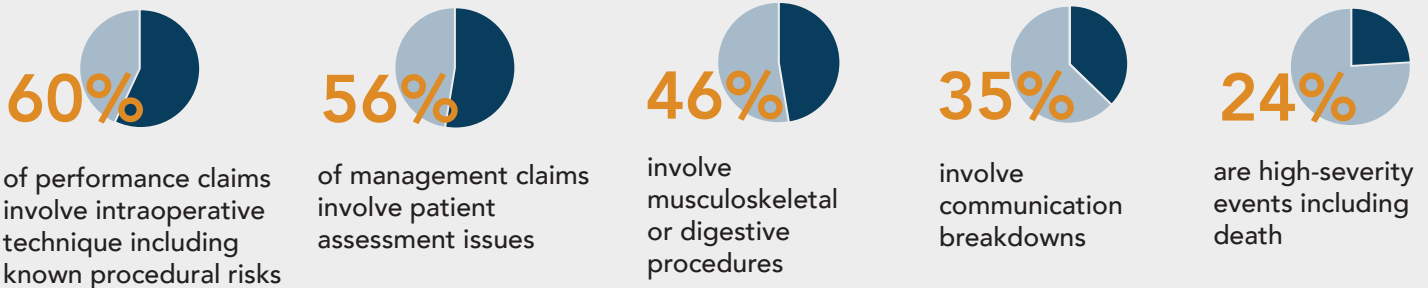
Surgical performance - Occurs in the operating room

Surgical patient management - Steps taken pre-, intra-, and postoperative

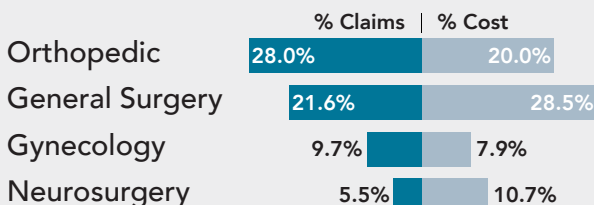
Retained surgical item (RSI) - Unintended retention of an item

Snapshot of Surgical Claims

% Claims



Specialties, Teams, & Locations Involved



44% of surgical patient harm events originate from care provided in the operating room

26% from care provided in ambulatory or day surgery centers

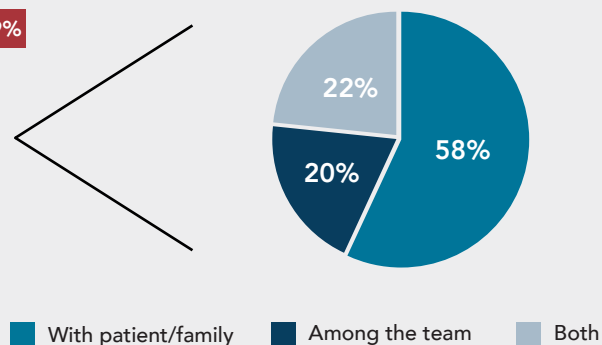
12% from care provided in a clinic

Contributing Factors**



**One claim can have several contributing factors identified

Communication Breakdowns



Clinical Analysis Reveals Factors Driving Claims

Preoperative decision-making and communication challenges

- Failure to use clinical decision support tools to assess surgical appropriateness/readiness/risk
- Ineffective informed consent process including expectation and goal setting

Intraoperative technical skill and complications

- Failure to have situational awareness and recognize a known procedural risk during surgery
- Experience issues – outdated technique, inexperience with new procedures or equipment
- Equipment issues – operator error, equipment malfunction
- Failure to have or follow procedural checklists

Postoperative judgment and communication failures

- Patient assessment and monitoring failures
- Hierarchical and handoff communication challenges
- Lack of strong patient safety culture
- Poor critical thinking skills
- Postoperative discharge instruction and communication failures

What You Can Do To Reduce Surgical Harm Events

Learn about the causes and contributing factors to surgical harm and claims

Ensure surgeon technical skill with a robust credentialing and privileging process

Enhance communication with patients and among the surgical care team

Analyze surgical harm events and implement strategies to reduce risk

Good for care teams. Good for business.

