

Risk Report

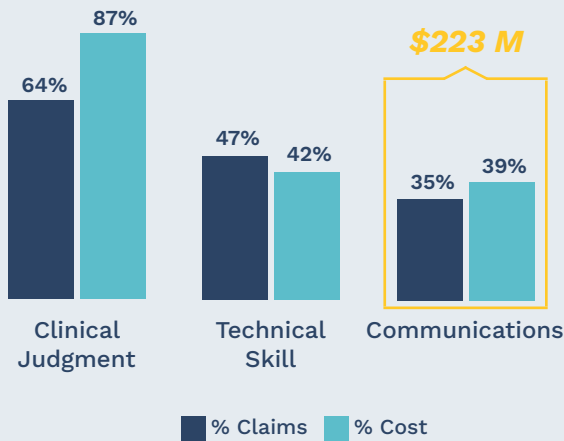
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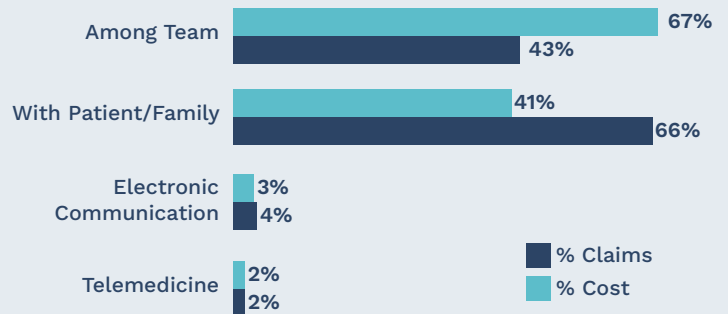
Reducing Harm with Improved Team Communication

In an analysis of our medical professional liability claims*, communication breakdowns are a contributing factor in **35%** of harm events accounting for **39%** of costs with total cost of **\$223M** over 7 years.

The Cost of Communication Breakdowns

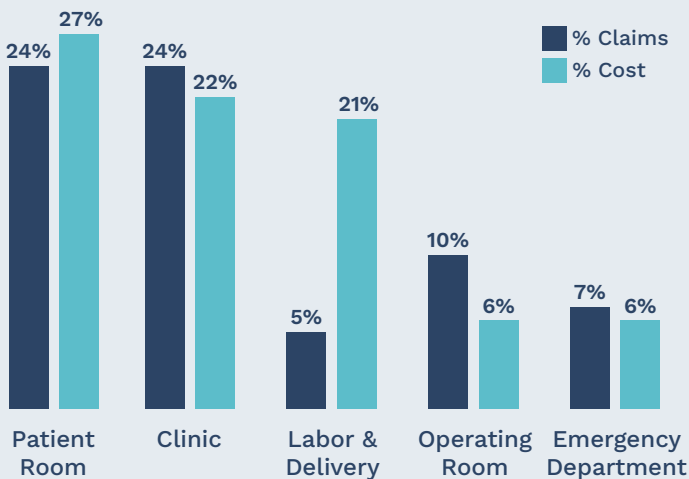


Communication Breakdowns

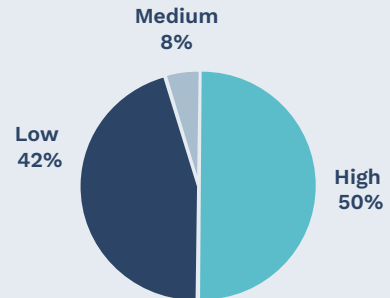


Communication breakdowns can occur among the care team (physician, NP/PA, nurse, tech, CNA, lab) and/or with the patient, senior living resident and family. A single harm event may involve multiple communication factors.

Top Locations Involved in Team Communication Breakdowns



Severity of Harm % Claims

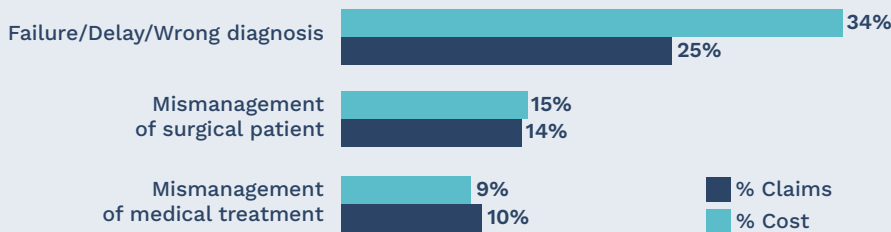


NAIC Severity Scale

- High severity includes death, quadriplegia, brain damage
- Medium severity includes loss/damage to organ, infection, delayed recovery
- Low severity includes minor scars, mental distress, no delay in recovery

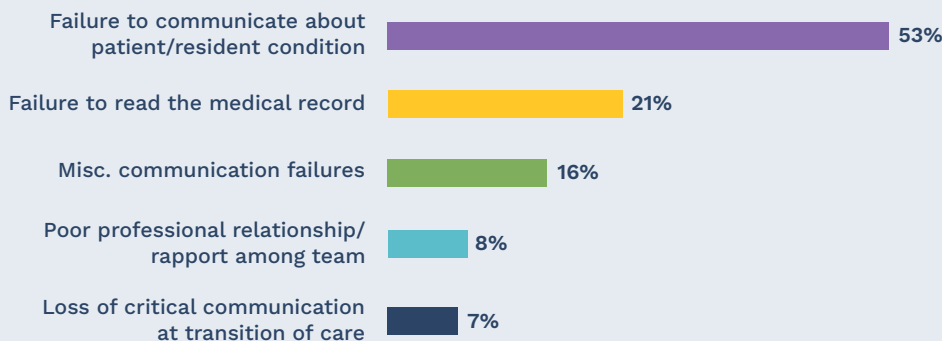
Impact of Team Communication Breakdowns

Top Allegations



A 16-month delay in diagnosing colon cancer occurred when an office team member and physician failed to recognize an abnormal pathology report following a colonoscopy on a 62-year-old woman **because the information about the cancerous polyp was buried in the report.** A letter sent to the patient erroneously identified the polyps as benign. The cancer advanced to Stage IV during the delay.

Top Contributing Factors** % Claims



During a handoff of care, a delivering obstetrician **failed to mention that the woman he had just performed a cesarean delivery on had a platelet disorder.** The lack of this vital information led to a failure to appreciate hemodynamic changes causing a surgical delay which contributed to the death of a 36-year-old woman.

**These factors contribute to harm/malpractice claims and are amenable to risk mitigation strategies. A single harm event may involve multiple contributing factors.

What You Can Do To Reduce Communication Harm

LEARN about the causes and contributing factors to communication breakdown harm

ASSESS your risk for communication breakdown harm events

ENHANCE communication among the care team with teamwork training and tools

ANALYZE communication harm events and implement strategies to reduce risk