Clinical Quality and Patient Safety Considerations

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Paul Cordts, M.D.
Acting Deputy Assistant Director, Medical Affairs
Defense Health Agency
Conflict of Interest

Paul Cordts, MD

Has no real or apparent conflicts of interest to report.
Agenda

- Teamwork
- Swiss Cheese
- Errors and Preventable Harm
- Takeaways
- Q & A
Learning Objectives

• Describe the connection between EHR adoption and quality care & patient safety

• Summarize the steps that the MHS is taking to ensure EHR adoption, both legacy and MHS GENESIS, improves quality care and patient safety

• Discuss the opportunities for enhanced quality and safety as MHS GENESIS rolls out to all MTFs across the enterprise
I found this humerus
DOCTORS

What my friends think I do

What my Mom thinks I do

What society thinks I do

What the government thinks I do

What I think I do

What I really do
If doctors sketched logos...
This Just In: 10 Years after HITECH Act

1. Create a National Database of Usability and Safety Issues
2. Establish Basic Design Standards
3. Unintended Harms Must Be Addressed
4. Simplify Mandated Documentation Requirements That Affect Usability
5. Develop Standard Usability and Safety Measures So Progress Can Be Tracked and the Market Can React

Source: JAMA.com, Feb 4 2019, “A Decade of Health Information Technology Usability Challenges and the Path Forward”
Top 5 Sources of Harm

• Errors of Commission
• Errors of Omission
• Errors of Communication
• Errors of Context
• Diagnostic Errors
Errors of Commission
Risks / Hazards

Errors of **Commission**

Harm
Errors of Omission
Risks / Hazards

Errors of Omission

Harm
Errors of Communication
Risks / Hazards

Errors of Communication

Harm
Errors of Context
Risks / Hazards

Errors of Context

Harm
Diagnostic Errors
Risks / Hazards

Diagnostic Errors

Harm
Key Takeaways

• Patient Safety and Quality are complex processes
• MHS Goal: Eliminate Preventable Harm
• HIT Can Connect the Dots, Close the Gaps, Reduce Risk
• HIT Professionals are Integral Team Members
Q & A
Questions

For additional questions you can contact me at:

Dr. Paul Cordts <paul.r.cordts.civ@mail.mil>
Thank You