



CASE STUDY

—BRIDGING—
THE GAP

CLIENT: *CHART*



CENTRALIZED
EVENT REPORTING
HELPS **CHART**
MEMBER-HOSPITALS
COLLABORATE
— AND —
IMPROVE



CLIENT: CHART

ORGANIZATIONAL SNAPSHOT: CHART is a medical professional-liability insurer and Patient Safety Organization (PSO) owned by 50 member-hospitals in Pennsylvania, West Virginia and New York. By partnering with only qualified community hospitals, CHART is able to offer savings, shared rewards and lower premiums. Its mission is to provide medical professional-liability insurance for its member hospitals and physicians, as well as to help them improve patient safety, reduce medical errors and maximize the quality of the healthcare they deliver. CHART is the fourth largest Risk Retention Group (RRG) in the United States.

CLIENT WEBSITE:

www.chartrrg.com

HEALTHCARE ORGANIZATION TYPE:

Risk Retention Group and Patient Safety Organization

PRODUCTS: RL6:Risk

CLIENT SINCE: 2005

QUICK FACTS:

- Member-hospitals using combination of paper and electronic reporting
- Switch to a shared taxonomy and database with RL6:Risk led to shared reporting across member-hospitals
- Hospitals can quickly create reports and benchmark results against other CHART community hospitals

THE CHALLENGE

Different methods of event tracking across hospitals

Although the CHART member-hospitals jointly share risk, risk management is not centrally managed and each hospital's risk manager used a different method of reporting risk and patient safety events. Without a shared taxonomy and database, CHART could not compare events or share trend reports across its membership, or identify benchmarking opportunities. Additionally, the majority of CHART hospitals used a paper-based system for event reporting. This presented several problems such as completed paper forms being misplaced, difficulty reading handwriting on the forms and delays in departments submitting forms to risk managers (and often in large batches).

CHART recognized that it needed a more efficient, standardized system for reporting events across all of its member-hospitals. The risk managers across the CHART member-hospitals formed a taskforce to identify key requirements for a system-wide risk management process. One of the recommended solutions was incident management software that would help hospitals deliver more efficient and robust tracking, monitoring and analysis of events.

CHART decided to implement a shared electronic reporting system across all of its hospitals. After evaluating different systems, CHART selected RL Solutions' risk management software due to its customization capabilities and ease-of-use.

THE SOLUTION

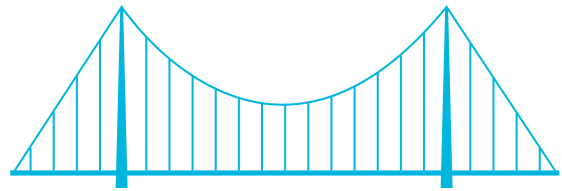
RL6:Risk provides standardized, electronic event reporting

CHART implemented RL Solutions' risk management system at 33 member-hospitals in 2005, with an upgrade to RL6:Risk and additional hospitals implementing the system in 2010. The hospitals' average amount of time spent creating trending and analysis reports dropped to just minutes with RL6. Also, the data reported in RL6 is now more reliable and robust, including valuable information such as good catches and near misses that previously weren't tabulated.

Other features of RL6:Risk that benefitted CHART's hospitals:

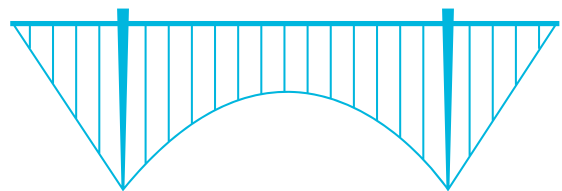
- Users can quickly create reports in RL6:Risk, eliminating CHART's need for Crystal Reports.
- CHART tailored user access to allow only specific hospitals and staff to see different levels of data.
- The user-friendly system made it easy to train front-line staff on how to report events.

Since implementing RL6:Risk, CHART has created and monitored dynamic action plans to better manage risk and address essential safety issues. This has allowed the hospitals to streamline patient safety processes, and increase awareness of improvement opportunities.



“ RL6:RISK HAS BEEN VERY EASY FOR CHART'S COMMUNITY HOSPITALS TO IMPLEMENT AND USE WITH LIMITED RESOURCES. ”

- Laura Mahood
Executive Director, CHART Institute



THE RESULTS

CHART offers shared benchmarking and reporting across its member-hospitals

With the implementation of RL6:Risk across the majority of CHART hospitals, a standardized reporting taxonomy now exists that enables benchmarking among a set of community hospitals. Additionally, it helps CHART quickly identify problem areas, within individual hospitals and across the membership as a whole, and deploy the right resources to mitigate the identified risks.

For example, CHART's Pennsylvania-area hospitals need to submit events to PA-PSRS, the state's mandatory reporting program. Luckily, hospitals can directly submit a subset of those events through RL Solutions' file interchange module, saving them valuable time.

Additionally, as a member of the Patient Safety Organization (PSO), CHART hospitals are able to select events and all accompanying follow-up information for submission to the PSO. This information is recognized as Patient Safety Work Product and is afforded a federal level of privilege and confidentiality.

When new facilities join CHART, they are able to switch to using RL6:Risk quickly and benchmark their patient safety reporting against the other member-hospitals. This allows them to bridge the gap between their facility and other community hospitals, and benefit from CHART's customized report templates and the shared experiences of the 50 other risk managers at CHART's member-hospitals.

RL Solutions designs innovative healthcare software for patient and resident feedback, incident reporting and risk management, infection surveillance and claims management. At RL Solutions, nurturing long-lasting relationships with our clients is what we do best. We have over 1100 clients, including healthcare networks, hospitals, long-term care facilities and more. RL Solutions is a global company with offices in Canada, the United States, Australia and the United Kingdom.

Want to know more?



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