UCLA HEALTH SYSTEM
PERFORMANCE IMPROVEMENT & PATIENT SAFETY PLAN
FY 2017

PURPOSE

The Performance Improvement and Patient Safety Plan is a description of the organizational, multidisciplinary, and systematic performance improvement function designed to support the Mission, Values, and Philosophy of the UCLA Health System. The intent of the Performance Improvement and Patient Safety Plan is to identify the health system’s approach to improving and sustaining its performance through the prioritization, design, implementation, monitoring, and analysis of performance improvement initiatives. Moreover, the Performance Improvement and Safety Plan is an ongoing program that demonstrates measurable improvement in indicators for which there is evidence that they will improve patient outcomes, and identify and reduce medical errors. The Performance Improvement and Patient Safety Plan, with total support of Leadership, will utilize internal and external reference databases in an ongoing effort to design, assess, measure, and improve the delivery of care process and outcomes. In accordance with the Joint Commission (TJC) Standards, Centers for Medicare and Medicaid Services (CMS) Conditions of Participation (COPs), California Department of Health Title XXII and the vision of the facility, the following expectations regarding healthcare delivery at the UCLA Health System have been established:

1) Safe – Avoiding injuries to patients from the care that is intended to help them by:
   a) Recognizing and acknowledging risks and unanticipated adverse events;
   b) Investigating factors that contribute to unanticipated adverse events;
   c) Focusing on processes and systems with minimization of individual blame or retribution for involvement in a medical/healthcare error;

2) Effective – Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit by:
   a) Reviewing reported risks to identify underlying causes and system changes needed to reduce the likelihood of recurrence;
   b) Initiating actions to reduce these risks and unanticipated adverse events;
   c) Reporting internally risk reduction initiatives and their effectiveness;
   d) Analyzing selected healthcare services before an adverse event occurs to identify system redesign that will reduce the likelihood of error;
   e) Integrating Performance Improvement and Patient Safety priorities into the new design and redesign of all relevant organization processes, functions and services;
   f) Researching ways to improve patient safety and quality;
   g) Conducting systematic planning, analysis and monitoring of performance to improve and sustain advances of processes and outcomes of patient care through interdisciplinary teamwork;

3) Patient-centered – Providing care that is respectful of and responsive to individual patient preferences, needs and values and ensuring that patient values guide all clinical decisions by:
   a) Assuring public transparency of information;
   b) Meeting and exceeding customer’s needs and expectations;
   c) Incorporating the patient’s perspective in developing care delivery processes;
4) Timely – Reducing wait times and delays for both those who receive and provide care by:
   a) Monitoring performance improvement priorities continuously.

5) Efficient – Avoiding waste of equipment, supplies, ideas and energy by:
   a) Implementing evidence based care utilizing standardized order sets, protocols and clinical pathways;
   b) Utilizing UCLA LEAN Methodology when developing and evaluating processes;
   c) Assuring the application of PI priorities to medical/healthcare errors and organization learning;
   d) Assuring organizational learning regarding medical/health care errors and the application of performance improvement principles for resolution;

6) Equitable – Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location and socioeconomic status by:
   a) Assuring the highest standard of care is delivered to each patient every time regardless of personal characteristics

**SCOPE AND ACTIVITIES**

This plan applies to all inpatient services and sites of care provided at UCLA Health System. The Performance Improvement and Patient Safety Program include an ongoing assessment, using internal and external knowledge and experience, to prevent error occurrence and maintain and improve healthcare safety and quality. The UCLA Health System recognizes that patients, staff, visitors and other customers have the right to expect the best possible clinical outcomes, a safe environment and an error free care experience. Therefore, the organization commits to continuous designing, monitoring performance, analyzing data, improving and sustaining performance while undertaking a proactive approach to the identification and mitigation of medical errors. The organization responds quickly, effectively, and appropriately when errors occur. We recognize that the patient has the right to be informed of the results of treatments or procedures including whenever those results differ significantly from anticipated results.

Additional program specifics include:

1) All departments within the organization (patient care and non-patient care departments) are responsible for on-going performance improvement and quality assurance activities. These efforts are monitored through the organizational leadership structure and key indicators are reported to the Clinical Excellence/Quality Outcomes Committee.

2) All departments within the organization (patient care and non-patient care departments) are responsible to report healthcare safety occurrence and potential occurrences. The UCLA Health System has implemented an electronic event reporting system, available on all UCLA Health System computers, to report unexpected events and near misses (reference Event Reports Policy). Summary data from the event reporting system will be aggregated and presented periodically to the Clinical Excellence and Medical Executive/Board Committees who will determine further safety (risk reduction) activities as appropriate.

3) Upon identification of a medical/health care actual or potential care adverse Event will The Care delivery team
Perform in accordance to the event management policy.

An effective Patient Safety Program cannot exist without optimal reporting of medical/health care errors and occurrences. Therefore, UCLA Health System adopts a just approach in its management of errors and occurrences. All personnel are required to report suspected and identified medical/health care errors, and should do so without the fear of reprisal in relationship to their employment. This organization supports the concept that errors occur due to a breakdown in systems and processes, and will focus on improving systems and processes. A focus will be placed on remedial actions and individual development to assist rather than punish staff members.

4) Through review of internal and external data sources (including, but not limited to reports from evidence based medicine centers, the National Quality Forum, the Agency for Healthcare Research and Quality and other federal and state organizations, the Joint Commission and current literature), the Clinical Excellence/Quality Outcomes Committees will select at least one high-risk safety process for a Failure Mode and Effects Analysis (FMEA) annually.

5) The Performance Improvement and Patient Safety Program includes an assessment of staff (including medical staff) opinions, as appropriate, regarding perceptions of risks to patients, the culture of the healthcare environment to facilitate safe practices, and suggestions for improving patient safety and clinical outcomes through culture of safety surveys.

6) The Performance Improvement and Patient Safety Program includes an ongoing assessment of patient satisfaction through the use of a comprehensive survey tool that includes all HCAHPS required elements.

7) Patients, and when appropriate, their families are informed about the outcomes of care, including unanticipated outcomes, or when the outcomes differ significantly from the anticipated outcomes, following guidelines outlined in the Disclosure Policy.

8) Staff will educate patients and their families about their role in helping to facilitate the safe delivery of care. Patient and family safety education interventions are documented in the patient’s medical record.

9) Staff will receive education and training during their initial orientation and on an ongoing basis regarding job-related aspects of patient safety, including the need and methods to report and reduce medical/health care errors. In addition, staff will be educated and trained on the provision of an interdisciplinary and collaborative approach to patient care.

10) Medical/health care errors and occurrences, including sentinel events, will be reported in accordance with all state, federal and regulatory body rules, laws and requirements.

11) Leaders will provide feedback to staff when they have identified a safety issue or occurrence.

**PERFORMANCE SAFETY PLAN PRIORITIES & GOALS**

The hospital’s approach to performance improvement is continuously assessed and revised to meet the goal of ensuring that patient outcomes are continually improved and safe patient care is provided. Examples of information utilized to achieve this goal include: variance related data such as medication errors and falls; infection prevention surveillance; sentinel event alerts; and
TJC/CMS Quality Measure data, as well as, patient satisfaction reports. The criteria used to prioritize opportunities for improvement include, but are not limited to:

- Patient Safety
- Strategic plan goals/objectives
- Mission/vision
- Quality outcomes
- Patient care operations
- Efficiency of care
- Customer satisfaction

The hospital recognizes that to be effective in improving patient safety there must be an integrated and coordinated approach to reducing errors. While taking into consideration high risk, high volume, high cost and problem prone processes, the UCLA Health System has established the following Performance Improvement/Patient Safety goals:

1. Achieve of a Patient Safety conscious environment integrated throughout the facility.
2. Improve the reporting of medical errors by establishing a policy focusing on corrective actions through staff education for those reporting their errors, rather than punitive or disciplinary actions.
3. Implement confidential electronic Event Reporting process that includes documentation of follow-up and reporting processes.
4. Expand the implementation of evidence-based practices.
5. Monitor hospital-wide indicators for established areas of focus.
6. Reduce the number of medication errors.
7. Monitor patient safety indicators related to an area’s specific “Scope of Service.”
8. Conduct a proactive risk assessment utilizing the Failure Mode, Effects Analysis Methodology.
9. Monitor and improve areas identified through Patient Satisfaction Surveys.

Performance improvement priorities and activities may be reprioritized based on significant organizational performance findings or changes in regulatory requirements, patient population, environment of care, and expectations and needs of patients, staff, or the community. Priorities may be reset by the multidisciplinary hospital quality committee in consultation with Senior Management and Medical Staff leadership.
The following Quality Mission Vision and Movers strategy have been developed and implemented:

**Performance Improvement Methodology**

The evaluation, monitoring, and improvement methodologies utilized by the UCLA Health System are the FOCUS-PDCA and LEAN process improvement tools. The FOCUS-PDCA steps are as follows:

- Find a process to improve
- Organize a team that knows the process
- Clarify current knowledge of the process
- Understand sources of process variation
- Select the process improvement
- Plan the improvement and continued data collection
- Do Improvement, data collection and analysis
- Check and study the results
- Act to hold the gain and to continue to improve the process
UCLA also employs tools for process improvement and/or redesign and cause-mapping incorporate the concepts of statistical process control, Six Sigma, and lean systems thinking to reduce system variation, delays, and complexity that is detrimental to patient care and safety. The LEAN tools are available on the Mednet home page under “UCLA Operating System”. The Cause-mapping resources under Quality Management Services Quality reports.

**PLAN**

In order to plan and develop effective processes, functions or services, the following key elements are considered when relevant and available:

1. The process design is based on the organization’s mission, vision and MOVERS strategic.
2. Consideration is given to the needs and expectations of patients, staff, and others, as well as, the direct effect or criticality of the design on patient care.
3. Research of current literature and practice guidelines are reviewed for successful or best practice(s).
4. Development is consistent with sound business practices.
5. Baseline performance expectations are utilized to guide measurement and assessment activities.

Performance monitoring and evaluation standards are department, division, service line and/or population focused. Certain processes are measured on an ongoing basis both in response to occurrences and proactively. Selected processes which are high volume, high risk, high cost and problem prone are measured, analyzed and improved on an ongoing basis.

Performance Improvement projects that are designed or redesigned to monitor expected performance within the hospital are developed to measure, assess, improve and maintain process improvements. Performance levels may be established through comparison performance with other “like” facilities to identify variations or “failure modes.” Comparative data is used from the UHC, NHSN, CMS or current/past department performance. Each activity monitored has an established performance level or threshold to measure expected performance. A strategy for maintaining the effectiveness of the redesigned process over time is also implemented.

**DO**

Data collection is the basis of all Performance Improvement activities and provides a means of measuring performance through which informed decisions can be made.

1. Program data is collected for a comprehensive set of performance measures based on the priorities and frequency established by the leaders of the organization in order to:
   a. Establish a baseline when a process is implemented or redesigned.
   b. Describe process performance or stability.
   c. Describe the dimensions of performance or stability.
   d. Describe the dimensions of performance relevant to functions, processes and outcomes.
   e. Identify areas for improvement including the effect on patients.
   f. Determine whether changes in a process have met objectives
   g. Implement a strategy for maintaining the effectiveness of the redesigned process
2. Data is collected as a part of continuing measurement, in addition to data collected for priority issues.

CHECK

Program activities involve the assessment process, which includes the necessary disciplines of departments to draw conclusions about the need for more intensive measurement. A systematic process is used to assess collected data in order to determine whether specifications for newly designed processes were met and the level of performance and stability of important existing processes. Priorities for possible improvements or redesign of existing processes, actions taken to improve the performance improvement processes and whether changes in the processes resulted in improvement are also assessed.

Ongoing data collection and PI activities are regularly reported as follows:
- MOVERS Organization, Goals Oversight Team
- PT care units Departments: Clinical Excellence Committee

The assessment process for the Medical Staff is addressed at the time of initial application and continuously through the Ongoing and Focused Profession Practice Evaluations (refer to Policies MS119, MS120, and MS120A) and department level PI activities. The Medical Staff Committee chairpersons are responsible for assessing the Performance Improvement activities related to their assigned committees and recommending policy and operational changes based on analysis of committee related data. In addition, each department/service-line presents annually to the Quality Council regarding achievements and PI activities. Each of the Medical Staff committees submits a monthly report to the Clinical Board and presents regularly to the Quality Council integrating their support of and progress with the MOVERS strategy. The Medical Staff committees addressing PI include the following:

- Blood Utilization Review Committee
- Cancer Committee
- Clinical Excellence Committee
- Credentials Committee
- Graduate Medical Education Committee
- Infection Control Committee
- Pharmacy and Therapeutics Committee
- Trauma Committee
- Surgical and Other Invasive Procedure Review Committee

When data analysis identifies a problem or trend, a corrective action plan will be developed and implemented. These actions may include:

1. **System Changes** – Changes in communication channels, changes in organizational structure, adjustments in staffing and changes in equipment or chart forms.

2. **Knowledge Enhancement** – In-service education, continuing education and circulating informational material.

3. **Intensive Reviews/Focus Studies** – When a medical/health care system error-related
occurrence is identified; proactive risk assessment activities are implemented including intensive review and/or a focused study. A data collection tool is developed to address processes, functions, and services that can be designed or redesigned to prevent trends that may have contributed to the problem. Once all charts are reviewed, a summary report is compiled to report conclusions.

4. **Root Cause Analysis** – When a medical/health care error is classified as a Sentinel Event, the recommended Root Cause Analysis format by TJC is used to detect the underlying causes of the variation. Upon approval by administration, the outlined action plan is implemented.

5. **Causal Analysis** – When a medical/health care error is established as a near miss, a causal analysis is completed to determine the underlying causes of the potential variation, the outlined action plan is implemented.

6. **Failure Mode Effects Analysis** – In accordance with TJC published information regarding the most frequently occurring types of sentinel events and patient safety risk factors, at least one high-risk process is selected annually for proactive risk assessment.

7. **Behavior Changes** – Informal or formal counseling, consulting, changes in assignments, and disciplinary action.

8. **Policy Revisions** – Policies are developed or revised for significant organizational issues that are interdepartmental or mandated to be hospital-wide by accreditation agencies or state/federal legislation. Any potential policy revisions are presented to the Policy Committee to identify the appropriate entity for development, and ensure that input is obtained and incorporated into a final policy statement. Once completed, the committee will submit the policy to the Hospital Administrator for approval, who will then forward it to the Clinical Board for final approval.

9. **Multidisciplinary Process Teams** – Teams are formed as needed and oversight is provided by the Quality Leadership Team to investigate and make recommendations when organization-wide performance becomes unacceptable or when a process has been identified to be proactively redesigned. The process team presents the recommendations to the Quality Leadership Team for approval.

10. **Operational Changes** – Any activity that may need to be performed differently in order to expedite a process or improve overall patient care will be examined and changed if appropriate.

The assessment process includes the use of statistical process control techniques/tools as appropriate. When assessment of data indicates a variation in performance or potential risk to patient safety, more intensive measurements and analysis will be conducted, and in addition, the department/service or team will reassess its performance measure.

When a performance measurement does not reach the predetermined optimal threshold, or if it is attained but further evaluation indicates that performance is not acceptable, the Performance Improvement process should continue. If the level of performance shows no improvement for the time frame established by the identified department/service or team plan, an intensive evaluation should be conducted with input from the Quality Leadership Team, or Director regarding the need
for continued measurement and additional corrective action.

When any process remains stable or minimal variation is demonstrated in overall performance after two quarters of data collection, the performance measure should be re-evaluated to determine the need to continue measurement, and re-prioritization of performance measurements should occur.

ACT

When opportunities for improving performance are identified, a systematic approach is used to redesign the involved process, or to design a new process. The leadership, through the Clinical Excellence/Quality Outcomes Committees, will establish hospital-wide priorities and provide adequate resources to be effective.

1. When a department or service identifies an opportunity for improvement, the department/service will determine if other disciplines or departments will have an impact on the design/redesign of the process. If other disciplines or departments are involved, the opportunity for improvement will be referred to an appointed team.

2. The assigned team/department will establish priorities for improvement based on the guidelines established in this plan. When necessary, the Quality Leadership Team will assist the team or department/service in establishing priorities.

The Performance Improvement and Patient Safety Plan will be reviewed, evaluated, and revised as necessary to incorporate the most current TJC/CMS/CDPH standards. A summary of evaluation results will be presented to the Clinical Excellence/Quality Outcomes Committees. The annual review will assess, at least, the objectives, scope, organization effectiveness and appropriateness of the program. The plan will be modified as needed based on the results of the annual evaluation. Individual committees and departments will review, evaluate and revise their performance improvement activities and plans annually as part of the organization-wide review.

REPORTING STRUCTURE/ACCOUNTABILITY

The executive responsibility for the Performance Improvement and Patient Safety Program Vice Chancellor, Medical Sciences, acting as the Governing Body for UCLA Ronald Reagan Medical Center. The Ronald Reagan Medical Executive Committee/Santa Monica Executive Medical Board, the Assistant Vice Chancellor, Hospital Systems, and the Clinical Excellence/Quality Outcomes Committees ensure implementation of an integrated program throughout the organization.
MEDICAL EXECUTIVE COMMITTEE (MEC) / Executive Medical Board (EMB)

The Medical Staff, through the Medical Executive Committee/Executive Medical Board, has the responsibility for the safety and quality of the medical care rendered to UCLA Medical Center patients. The Medical Staff shares responsibility for the Performance Improvement and Patient Safety Plan with Medical Center administration, represented by the Assistant Vice Chancellor, Hospital Systems. The Medical Staff, Medical Center Administration and Clinical Excellence Committee share responsibility for reviewing and evaluating aggregate Performance Improvement data and making recommendations, when needed, for further action. The Medical Staff shares responsibility with the UCLA Medical Center Administration for developing and reviewing non-physician professional staff policies and recommending standards for other UCLA Medical Center staff whose conduct directly influences the safety and quality of patient care.

The MEC/EMB also requires each medical staff department/service-line to participate in the Performance Improvement and Patient Safety Program. Each department/service-line identifies opportunities for improvement through individual case review, data analysis or staff reported events. These cases are reviewed with a focus on identifying opportunities for system improvement, clinical education, performance measurement and professional feedback. Process issues are referred to the appropriate department/committee for resolution. Educational opportunities are addressed individually or through group entities such as M&M or Grand Rounds. Professional competency or medical judgment issues are managed through the FPPE or Hospital-Wide Peer Review Committee. Specific responsibilities and processes are delineated in the Medical Staff Bylaws, Rules and Regulations and Department Specific PI Plans.

CLINICAL EXCELLENCE

The Clinical Excellence Committee, which represents leadership across UCLA Medical Center, is responsible and accountable for the success of the Medical Center’s Performance Improvement and Patient Safety activities. The Committee synthesizes and coordinates Performance Improvement and Patient Safety activities of the Medical Staff and Medical Center. As such, the UCLA Medical Center and Medical Staff have assigned primary responsibility for developing, implementing, monitoring, and integrating their Performance Improvement and Patient Safety activities to the Clinical Excellence Committee. The Committee ensures that activities throughout the organization are consistent with the priorities established by leadership. The Committee systematically reviews reports from patient safety and quality related UCLA Medical Center committees and subcommittees to identify key areas of opportunities. The Committee identifies specific high volume, high risk, high cost and problem prone aspects of care, instructing the appropriate committee or committees (as delineated in the Medical Staff Bylaws) to prioritize their efforts accordingly. Intradepartmental performance improvement activities, when appropriate, are shared with the Clinical Excellence Committee to assure coordination of efforts. Each year the UCLA Medical Center leadership proposes specific improvement efforts they believe should be addressed. Priorities will be communicated to each department and service at the beginning of the year so that these suggestions may be incorporated into their Performance Improvement and Patient Safety programs.
The Clinical Excellence Committee provides Performance Improvement and Patient Safety leadership, including but not limited to:

1. Assuring compliance with national recommendations for patient safety, including the National Patient Safety Goals.
2. Overseeing and setting/resetting priorities for the Medical Center’s comprehensive, interdisciplinary Performance Improvement (PI) program;
3. Development of an environment that encourages and empowers staff to identify and address issues through the performance improvement process in a collegial, just manner;
4. Empowering subcommittees to identify opportunities, design performance improvement activities and resolve issues;
5. Monitoring patient safety and quality-related functions;
6. Reviewing reports from subcommittees and making recommendations regarding operational, safety, and quality of care issues;
7. Overseeing of performance measures that are required by accrediting and licensing agencies related to patient safety and quality;
8. Assessing resource utilization and providing oversight to the Utilization Review service;
9. Reviewing medical record documentation compliance trends and recommending operational improvements and actions when appropriate
10. Obtaining input for improvement opportunities from committee’s representatives, department heads or representatives, administrative reports including incident reports, survey findings from professional organizations such as the Joint Commission (JC), departmental quality assessment reports, and continuous hospital-wide trend reports on mortality and readmission;
11. Identifying opportunities for interdisciplinary approaches as needed to efficiently and efficaciously resolve problems;
12. Chartering performance improvement teams addressing organizational priorities and review their activities;
13. Referring issues to appropriate performance improvement teams, clinical services, departments or committees;
14. Facilitating dissemination, discussion and understanding of clinical and management Performance Improvement and Patient Safety data;
15. Educating Medical Staff and Medical Center employees in Performance Improvement and Patient Safety principles and processes;
16. Reporting to the MSEC and Medical Center Director’s Senior Advisory Group on significant issues;
17. Assuring compliance with accreditation standards and regulatory agency requirements (e.g., ORYX core measures).
18. Monitoring Sentinel Events, Root Cause Analyses, and Adverse Event Investigation findings and action plans.
19. Selecting, approving, and reviewing Failure Mode and Effects Analyses performed by the organization.
20. The Governing Body will receive regular reports regarding Performance Improvement and Patient Safety activities, including actions to improve patient safety and quality both in response to actual occurrences and proactively.

INCIDENT REVIEW COMMITTEE (RRMC Only)

The Incident Review Committee, which includes leadership across Ronald Regan UCLA Medical Center, is responsible for overseeing the effective management of significant actual or near miss events. The Grievance Committee reports to IRC to ensure patient complaint are evaluated for system and Processes issues. The Committee reviews these events, assures causal analysis
occurs and solutions are implemented. In addition, the Committee ensures the required reporting to regulatory agencies and the CMS. The Committee adheres to and promotes the principles of high reliability organizations and a just culture.

SPECIFIC STAFF RESPONSIBILITIES

- All staff from every hospital department are responsible to report patient safety occurrences or near misses.
- Patients Relations reports on Patient Satisfaction Surveys and staff questionnaires that solicit information about patient and staff perceptions of risks to patients.
- Hospital Infection Control aggregates and analyzes data related to nosocomial infection, mucocutaneous exposures, and contact tracing and multi-drug resistant organisms.
- The Safety Officer aggregates and analyzes data related to environment of care surveillance and risks, including: safety, security, hazardous materials, and fire prevention.
- Clinical Engineering aggregates, analyzes and reports data related to medical equipment preventive maintenance, incidents, and risks.
- Human Resources with Employee Health aggregates, analyzes and reports data related to staff tuberculosis screening and safety related competencies of staff.
- Pharmacy aggregates, analyzes and reports data related to pharmacist interventions, pharmaceutical inspections, and medication use.
- Risk Management aggregates, analyzes and reports data related to potential risk management issues.
- Medical Records aggregates, analyzes and reports data related to potential medical record documentation issues.
- Nursing aggregates, analyzes and reports data related to nurse sensitive indicators such as hospital acquired pressure ulcers, falls and Unit Practice Council Performance Improvement activities.

APPENDIX A - DEFINITIONS

Adverse Event: as defined by DPH (CA Health and Safety Code 1279.1), events that cause the death or serious disability of patients, personnel or visitors. (See Appendix B for a list of Adverse Events)

Adverse Event Investigation: Investigation that may lead to a causal analysis of a non-Sentinel Event based on framework described in the Root Cause Analysis and Adverse Event Policy.

Causal Analysis: A structured or informal approach for identifying the basic or causal factor(s) that underlie variation in performance, to prevent recurrence of untoward events.

Clinical Service: Clinical service refers to clinical services of the UCLA Medical Center Medical Staff.

Department: Department refers to departments of the Medical Center (e.g., nursing, pharmacy, clinical laboratory, hospital epidemiology).

Disclosure: Providing information to the patient or the patient’s family regarding a sentinel event, or substantive near-miss accident according to the guidelines of the organization’s disclosure policy.
**Error**: An unintended act, either of omission or commission, or an act that does not achieve its intended outcome.

**Hazardous Condition**: Any set of circumstances (exclusive of the disease or condition for which the patient is being treated) that significantly increases the likelihood of a serious adverse outcome.

**Incident**: An untoward, undesirable, and usually unanticipated event in a health care organization. Incidents such as patient falls or improper administration of medications are also considered incidents even if there is no permanent effect on the patient.

**Intentional Unsafe Acts**: Intentional unsafe acts, as they pertain to patients, are any events that result from: a criminal or reckless act, a purposefully unsafe act; an act related to alcohol or substance abuse, impaired provider/staff; or events involving alleged or suspected patient abuse of any kind. Intentional unsafe acts should be addressed in consultation with Human Resource Specialists.

**Just Culture**: Encourages personal accountability, provides a safe place to report errors, and seeks to learn from mistakes to improve the overall safety of the system.

**National Patient Safety Goals**: These are evidence based requirements approved by the Joint Commission’s Board of Commissioners that reflect optimal patient safety practices.

**Near Miss**: A Near Miss is an event or situation that could have resulted in an accident, injury or illness, but did not, either by chance or through timely intervention (e.g., surgical or other procedure almost performed on the wrong patient due to lapses in verification of patient identification but caught at the last minute by chance). Near Misses are learning opportunities and afford the chance to develop preventive strategies and actions. Near Misses are evaluated in the same manner as adverse events that result in actual injury.

**Patient Safety Practice**: A clearly recognizable process or manner of providing care that has an evidence base demonstrating that it reduces the likelihood of harm due to systems, processes or environments of care.

**Performance Improvement Practice**: A clearly recognizable process or manner of providing care that has an evidence base demonstrating that it improves outcomes of care.

**Personal Accountability**: The individual involved in the error (potential or actual) will participate in reporting the error, determining what went wrong, identifying a solution, participating in discussions about the error, and taking an active part in improving the system.

**Prevention**: A future-oriented process that improves performance and productivity; a philosophy of never-ending improvement.

**Punitive or Disciplinary Action**: The recording of a reported medical/health care error in an employee’s permanent file for use during the evaluation process for promotion, salary increases, or references. The requirement of an individual to undergo continuing education, competency training or assessment, or an individual educational plan is not a punitive or disciplinary action.

**Redesign**: Changing a process to create a more effective or safer environment.
**Root Cause Analysis:** performed for an identified or potential sentinel event as defined by the JC, is a highly structured process for assessing the basic or root factor(s) that underlie the incident and identifying opportunities for risk elimination. Analysis focuses on processes and systems, not individuals.

**Sentinel Event:** As defined by the JC, an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase, "or the risk thereof" includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome. See Appendix B for examples of Sentinel Events and Appendix C for example of incidents not considered Sentinel Events.

Specific definitions related to medication events (i.e., medication errors, adverse drug events, adverse drug reactions, and specific medication events) are included in the Medication Events Policy.

**APPENDIX B – ADVERSE EVENT DEFINITIONS**

**CMS HOSPITAL ACQUIRED CONDITIONS (HAC)**
1. Foreign object retained after surgery
2. Air embolism
3. Blood incompatibility
4. Pressure ulcer stage III & IV
5. Falls and trauma
6. Catheter-associated urinary tract infection (UTI)
7. Vascular catheter-associated infection
8. Poor glycemic control
9. Surgical site infection (CABG, Ortho, Bariatric, CIED)
10. Deep vein thrombosis and pulmonary embolism (following total knee and hip)
11. Iatrogenic pneumothorax with venous catheterization

**CALIFORNIA DEPARTMENT OF HEALTH ADVERSE EVENTS**

**Surgical events**
1. Wrong body part
2. Wrong patient
3. Wrong procedure
4. Unintentional retention of foreign object
5. Unexpected death during surgery or within 24 hours after anesthesia begins

**Product or device events**
1. Death/serious disability associated with use of contaminated drug/device/biologic
2. Death/serious disability associated with use/function in ways other than intended
3. Death/serious disability associated with intravascular air embolism, excluding during certain neurosurgical procedures

**Patient protection events**
1. Infant discharged to wrong person
2. Death/serious disability associated with patient disappearance for more than four hours (excluding adults with capacity)
3. Patient suicide or attempted suicide in the facility resulting in death/serious disability
Care management events
1. Death/serious disability associated with a medication error
2. Death/serious disability associated with administration of ABO-incompatible blood or blood products
3. Maternal death/serious disability associated with labor or delivery in a low-risk pregnancy (with some exclusions)
4. Death/serious disability related to hypoglycemia, onset in hospital
5. Death/serious disability associated with failure to identify and treat hyperbilirubinemia in neonates during first 28 days of life
6. Stage 3, 4 or unstageable ulcer acquired after admission (unless progression to Stage 3 was from a Stage 2 identified at admission)
7. Death/serious disability from spinal manipulation at hospital

Environmental events
1. Death/serious disability associated with an electric shock (excluding planned treatments)
2. Any incident where line designated for oxygen or other gas contains wrong gas or is contaminated by toxic substance
3. Death/serious disability associated with burn in facility
4. Death associated with fall in facility
5. Death/serious disability associated with restraints/bedrails

Criminal events
1. Care ordered or provided by someone impersonating licensed health care provider
2. Abduction of patient, any age
3. Sexual assault of patient
4. Death or significant injury of patient or staff resulting from physical assault
5. Any adverse event that causes death or serious disability of a patient, personal or visitor.

MEDICAL PROVIDER PREVENTABLE CONDITIONS
OPPCs are defined as:
- Wrong surgical or other invasive procedure performed on a patient
- Surgical or other invasive procedure performed on the wrong body part
- Surgical or other invasive procedure performed on the wrong patient

HCACs are defined as:
- Air embolism
- Blood incompatibility
- Catheter-associated urinary tract infection (UTI)
- Falls and trauma that result in fractures, dislocations, intracranial injuries, crushing injuries, burns and electric shock
- Foreign object retained after surgery
- Iatrogenic pneumothorax with venous catheterization
- Manifestations of poor glycemic control
  - Diabetic ketoacidosis
  - Nonketotic hyperosmolar coma
  - Hypoglycemic coma
  - Secondary diabetes with ketoacidosis
  - Secondary diabetes with hyperosmolarity
• Stage III and IV pressure ulcers
• Surgical site infection following:
  ▪ Mediastinitis following coronary artery bypass graft (CABG)
  ▪ Bariatric surgery, including laparoscopic gastric bypass, gastroenterostomy, and laparoscopic gastric restrictive surgery
  ▪ Orthopedic procedures for spine, neck, shoulder, and elbow
  ▪ Cardiac implantable electronic device (CIED) procedures
• Vascular catheter-associated infection
• For non-pediatric/obstetric population, deep vein thrombosis (DVT)/pulmonary embolism (PE) resulting from:
  ▪ Total knee replacement
  ▪ Hip replacement

Frequently Asked Questions about PPCs can be found on this website:

http://www.dhcs.ca.gov/individuals/Pages/PPCFAQ.aspx

**JOINT COMMISSION SENTINEL EVENT DEFINITIONS**

• Any patient death, paralysis, coma, or other major permanent loss of function associated with a medication error.
• A patient commits suicide within 72 hours of being discharged from a hospital setting that provides staffed around the clock care.
• Any elopement, that is unauthorized departure, of a patient from an around the clock care setting resulting in a temporally related death (suicide, accidental death, or homicide) or permanent loss of function.
• Surgery on the wrong side of the patient’s body.
• Any intrapartum (related to the birth process) maternal death.
• Any perinatal death unrelated to a congenital condition in an infant having a birth weight greater than 2,500 grams.
• A patient is abducted from the hospital where he or she receives care, treatment, or services.
• Assault, homicide, or other crime resulting in patient death or major permanent loss of function.
• A patient fall that results in death or major permanent loss of function as a direct result of the injuries sustained in the fall.
• Hemolytic transfusion reaction involving major blood group incompatibilities.
• A foreign body, such as a sponge or forceps that was left in a patient after surgery.

**EXAMPLES OF INCIDENTS NOT CONSIDERED TO BE SENTINEL EVENTS AS DEFINED BY THE JOINT COMMISSION**

• Any “near miss.”
• Full or expected return of limb or bodily function to the same level as prior to the incident by discharge or within two weeks of the initial loss of said function.
• Any sentinel event that has not affected a recipient of care.
• Medication errors that do not result in death or major permanent loss of function.
- Suicide other than in an around the clock care setting or following elopement from such a setting.
- A death or loss of function following a discharge “against medical advice (AMA).”
- Unsuccessful suicide attempts unless resulting in major permanent loss of function.
- Minor degrees of hemolysis not caused by a major blood group incompatibility and with no clinical sequelae.
## APPENDIX C: QUALITY INITIATIVES AND REPORTING FREQUENCY

UCLA Ronald Reagan and Santa Monica Medical Center
Quality Initiatives and Reporting Frequency
FY 2017

<table>
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<tr>
<th>Quality Measure</th>
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