



HARVARD

SCHOOL OF PUBLIC HEALTH



CARe Interim Data Snapshot

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CARe Study Event Criteria

<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>The event involves harm that has the potential to be “Level E-Significant” or higher.</p>	<p>Qualifying Harm Scores:</p> <ul style="list-style-type: none"> ▪ <u>Level E-Significant</u>: Temporary harm requiring an intervention consisting of an invasive medical procedure (as an outpatient or inpatient) and/or 3 or more additional visits to a health care provider or center ▪ <u>Level F</u>: Temporary harm requiring initial or prolonged hospitalization (e.g., return to OR) ▪ <u>Level G</u>: Temporary harm requiring life-sustaining intervention (e.g., ICU care) ▪ <u>Level H</u>: Permanent harm (including severe permanent harm) ▪ <u>Level I</u>: Death
<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>The patient reported the event as involving harm that is “Level E-Significant” or higher.</p> <p>Elicit information from the patient about what happened to confirm that the harm they’re describing meets the definition for Level E-Significant harm or higher.</p>	
<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>The event seems to be one that must be reported to BORM or DPH. Include all DPH or BORM reportable events, except for unstageable pressure ulcers that did not represent new harm to the patient.</p>	
<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>A provider requested the CARe program for this event. If the specific “CARe” terminology is not used, confirm whether the provider feels the CARe process would be useful for the event.</p>	
<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>The event was brought to the attention of DPS/RM by a pre-litigation notice. Exclude an event if the hospital first learns about it through a lawsuit, with no pre-litigation notice.</p>	

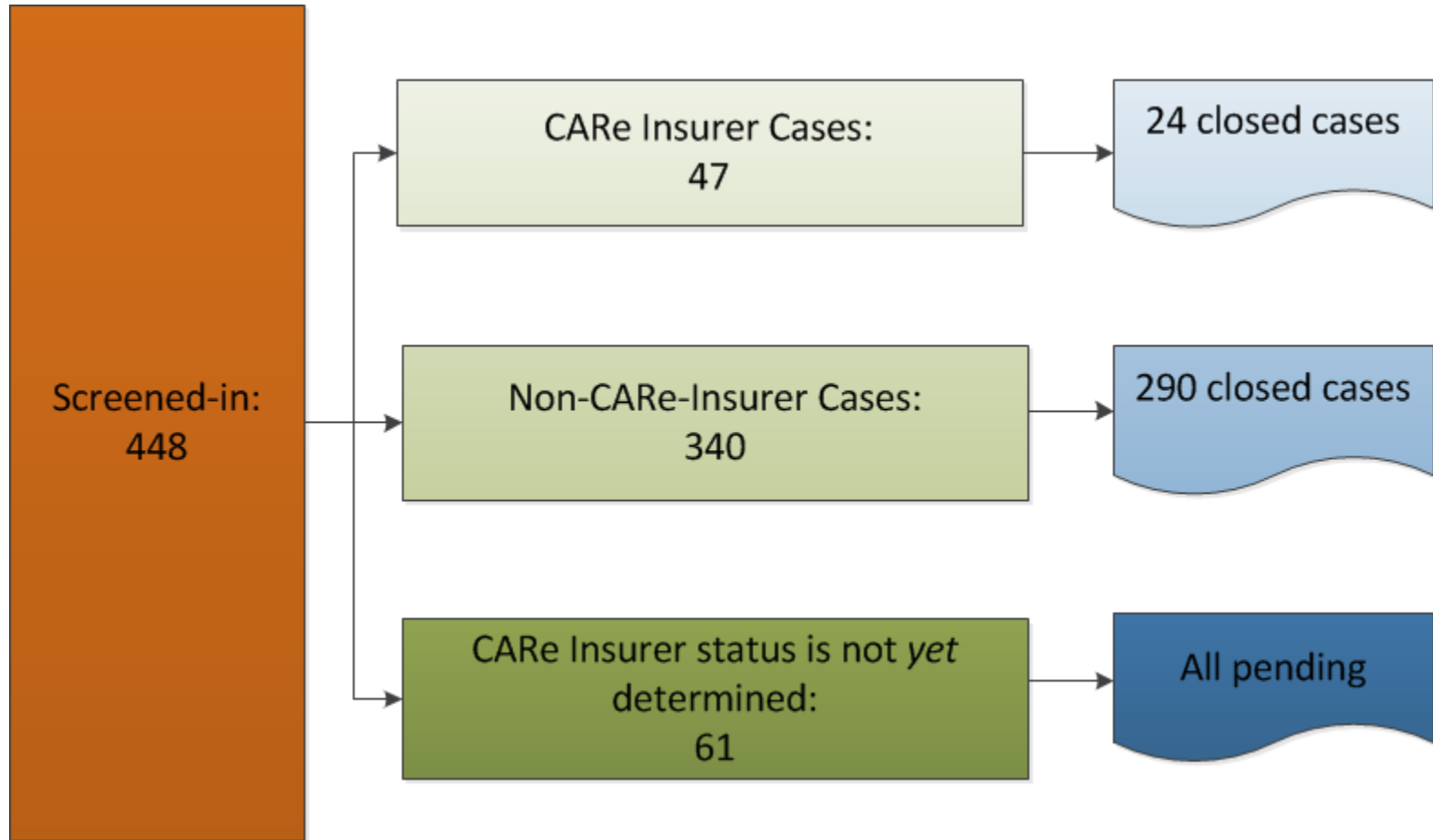


Case Volume

Hospital	Entering Cases Since	n	%
BIDMC	February 2013	199	44.4
BMC	March 2013	223	49.8
BML	May 2013	19	4.2
BF	August 2013	7	1.6

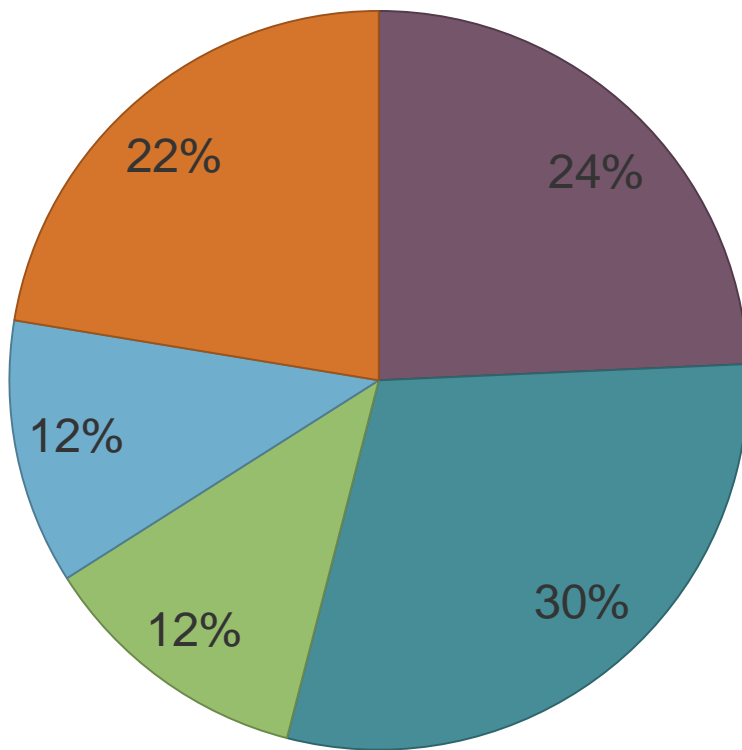


Progress of Cases



Injury Characteristics: Severity

N=259 cases with Level E+ harm or higher



- Level E - Significant – Temporary harm requiring invasive medical procedure and/or 3 additional visits
- Level F - Temporary harm requiring initial or prolonged hospitalization
- Level G - Temporary harm requiring life-sustaining intervention
- Level H - Permanent harm (including severe permanent harm)
- Level I - Death



Involved Providers

	Primary		Secondary	
	n	%	n	%
Physician	305	70.8	80	41.2
Nursing	80	18.6	59	30.4
Trainee	15	3.5	32	16.5
Other	31	7.2	23	11.9

Primary n=431 completed responses
Secondary n=194 completed responses



Who First Reported the Event

n=431 completed responses

	n	%
Internally reported	296	68.7
Patient reported	112	26.0
Attorney or insurer	23	5.3



Initial Disclosure Conversation

n=314 closed cases

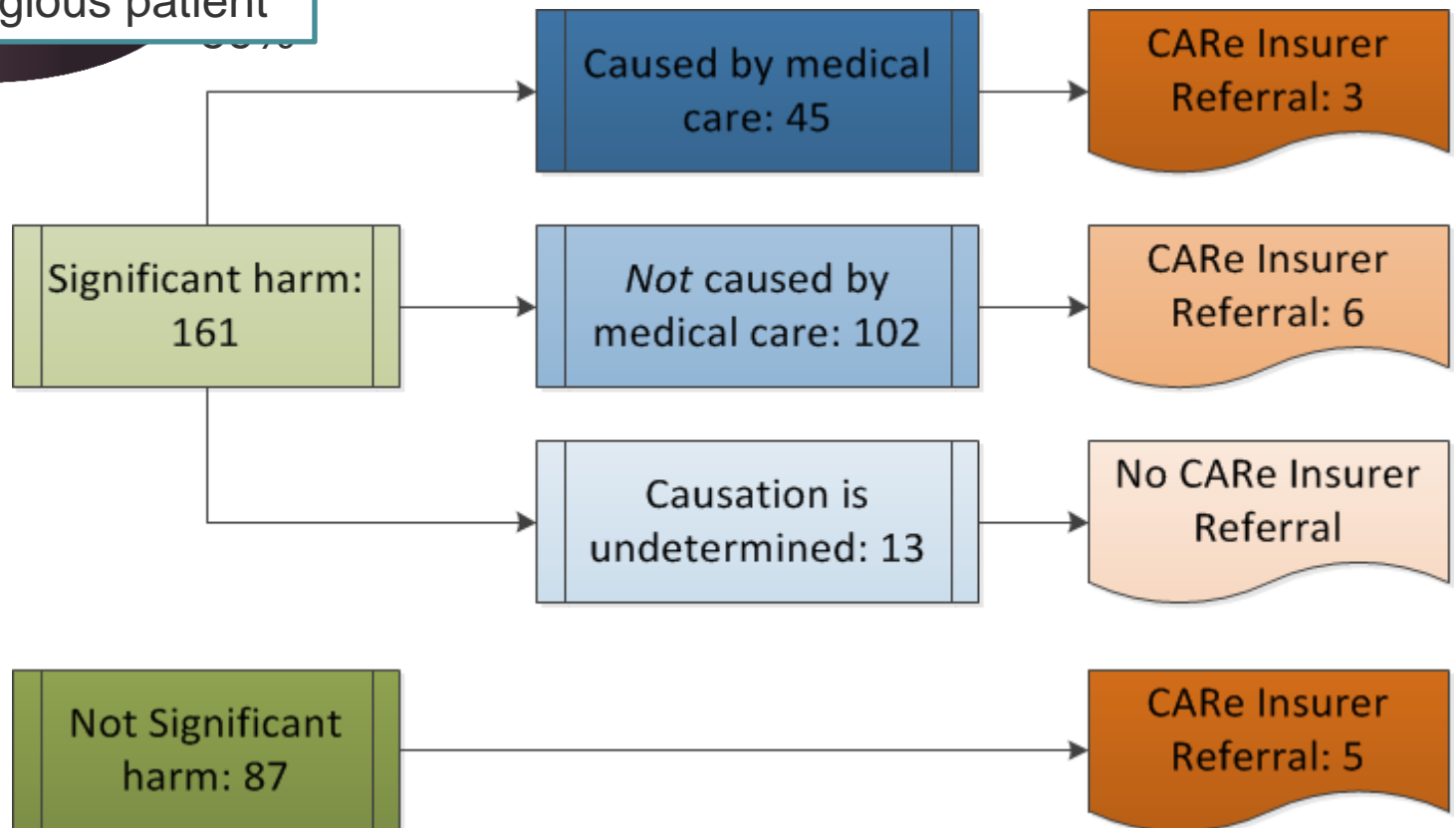
Did one or more disclosure conversations take place?	n	%
Yes	212	67.5
No	44	14.0
Unable to ascertain	58	18.5



Reasons for Insurer referral:

1. Pre-litigation notice
2. Uncertainty regarding SOC determination
3. Extremely angry and/or litigious patient

Hospital Determinations: SOC Met (n=250)



NOT
met
19%

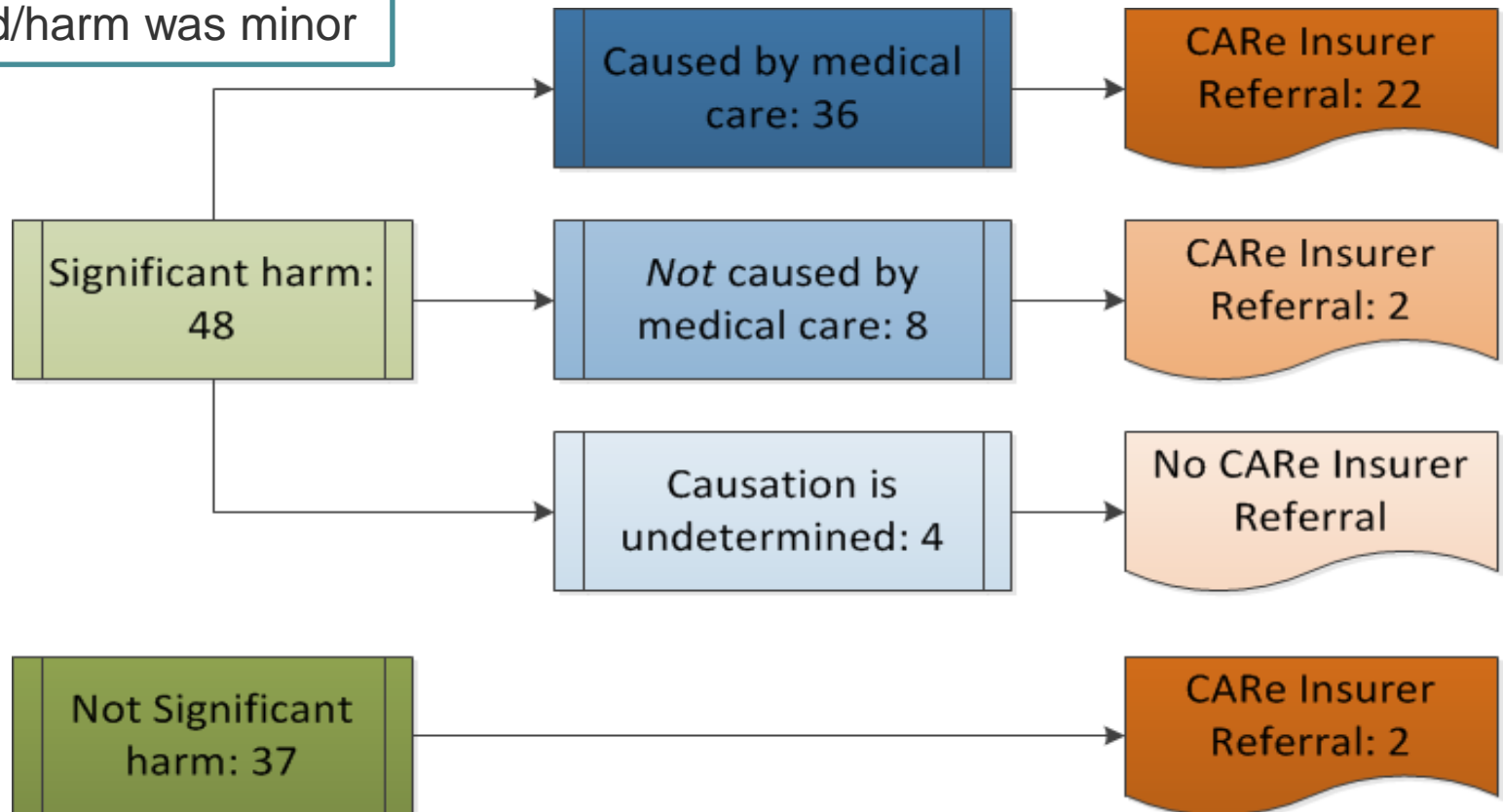


Reasons for no referral:

1. Resolution achieved without insurer
2. Uncertainty regarding harm/causation determination
3. Patient's condition resolved/harm was minor

met
19%

Hospital Determinations: SOC Violated (n=85)



Insurer Action on CARE Insurer Cases

(n=45 with final SOC determination)

CARE Insurer Case Progress	SOC violated	SOC met	SOC ND
Settlement or bill waiver offer made or in progress	10	1	1
Insurer/hospital and patient/family are still talking	6	2	1
Determination that payment is not indicated	3	7	1
Patient/family/attorney is nonresponsive or nonparticipatory	5	4	2
Case is on hold pending stabilization of the patient's condition	2	0	0



Resolution Communications

Oral or written resolution communication delivered	n	%
CARe Insurer Case (N=24 closed cases)	17	70.8
Not CARe Insurer Case (N=290 closed cases)	159	54.8



Resolution Elements Communicated

N=314 closed cases

Resolution element	SOC violated (n=18.5%)	SOC met (n=65%)	SOC ND (n=15.6%)
Offer compensation (other than service recovery)	6	0	0
Offer service recovery	13	20	7
Explanation of whether SOC met or not	24	96	3
Apology offered	28	96	10
Describe patient safety improvements to be implemented	16	4	2
Other	1	14	2
No determination made	0	0	1



Thank You

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