



Safety and Risk Strategies: Acute and Ambulatory Facilities

FAST FACTS



For more information or if you are a COPIC-insured facility, please contact the Patient Safety and Risk Management Department at (720) 858-6396.

State regulations and legal environments may limit the scope or availability of certain programs/resources. Please contact COPIC for details about your specific state.

COPIC's Safety and Risk Strategies for both acute and non-acute facilities (formerly called COPIC Facility Assessments) are designed to assist our facilities in assessing high-risk areas for patient care and operational systems. They can identify opportunities to create strategies to mitigate risk.

OVERVIEW

COPIC's assessments are conducted by experienced Patient Safety Risk Managers utilizing national and state guidelines and standards from accreditation entities, including The Joint Commission (TJC), Institute for Healthcare Improvement (IHI), Accreditation Association for Ambulatory Health Care (AAAHC), Centers for Medicare & Medicaid Services (CMS), state regulations (where applicable), and COPIC's medical liability claims experience.

The assessment is not intended to replace or serve as preparation for any accreditation survey. COPIC'S assessment is a resource for the facility to identify risk mitigation strategies (e.g., a "timeout" prior to the start of a procedure). The assessment and report may fall under the purview of the facility's quality management or peer review committee.

WHAT TO EXPECT WITH A COPIC ASSESSMENT

- A COPIC Facility Patient Safety Risk Manager will reach out to the primary contact at the facility to extend the opportunity to undergo the assessment.
- The assessment is sent prior to the scheduled meeting allowing the facility contact to familiarize themselves with the tool and prepare for our discussions.
- Visits can be done in person or virtually and can be modified to meet the needs or requests of the facility.
- Some questions may reference a facility's policies or guidelines; however, COPIC does not review nor provide an opinion on existing facility policies or guidelines.

BENEFITS OF A COPIC ASSESSMENT

- The assessment is an opportunity to engage in a proactive assessment of the facility's processes and systems to identify and mitigate potential risk.
- The completed assessment can be used to facilitate internal discussions leading to change.
- Changes made following the assessment can improve patient safety.
- The assessment incorporates best practices compiled from COPIC's claims data and experience reviewing our insured facilities.
- The assessment provides an opportunity to discuss areas of concern with the COPIC Patient Safety Risk Manager.
- The assessment is a COPIC-provided service at no additional cost.



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KEY AREAS OF REVIEW INCLUDE

- Governance
- Informed Consent
- Informed Refusal
- Against Medical Advice (AMA)
- Handoffs/Transfers
- Documentation
- Risk Management
- Compliance
- Just Culture
- Infection Control
- Life Safety

DEPARTMENT SPECIFIC ASSESSMENT QUESTIONS FOCUS ON

- Anesthesia Services
- Surgical Services
- OB Safety Initiatives
- Emergency Services
- Medical Surgical/Intensive Care Special Care Unit
- Behavioral Health
- Home Health Care
- Telehealth
- Medication Safety
- Imaging/Radiology and Laboratory Services

RESOURCES

Websites

- ECRI: www.ecri.org
- American Society for Health Care Risk Management (ASHRM): <https://www.ashrm.org/>
- Institute for Healthcare Improvement (IHI): <https://www.ihl.org/>

Centers for Medicare and Medicaid

- Acute Care Regulations: <https://www.cms.gov/media/423601>
- Critical Access Regulations: https://www.cms.gov/regulations-and-guidance/guidance/manuals/downloads/som107ap_w_cah.pdf

Joint Commission

- <https://www.jointcommission.org>
- <https://www.jointcommission.org/standards/national-patient-safety-goals/hospital-national-patient-safety-goals/>