


**Assumptions:**  
What they do to you, me and patients

**Mid-South MGMA**  
November 17, 2011

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**Why is Risk Management Important to You?**

- Impacts your employer
- Impacts your income
- Spend 1/3 day at work
- Impacts the life and wellbeing of others
- The way you want to be treated




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**Assumptions**

- Identify the dangers inherent in making assumptions
- Lead to
  - Medical errors
  - Dissatisfied patients
  - Negative marketing
  - Lost patients/revenue




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Video

A Picture's Worth a Thousand Words



The slide features a dark red header with the word "Video" in white. Below the header, the title "A Picture's Worth a Thousand Words" is centered. In the bottom right corner, there is a logo for SVMIC (State Veterans Medical Insurance Company) consisting of a red square with a white heartbeat line and the text "SVMIC" and "State Veterans Medical Insurance Company" below it.

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A Picture's Worth a Thousand Words - Issues

- Health literacy affects
  - 1/3 of United States population
  - 2/3 of those over 60 years of age



The slide has a dark red header with the title "A Picture's Worth a Thousand Words - Issues" in white. The main content is a bulleted list. The SVMIC logo is in the bottom right corner.

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A Picture's Worth a Thousand Words - Issues

- Health literacy creates problems for patients
  - Filling out forms
  - Evaluating information
  - Analyzing treatment risks and benefits
  - Calculating dosages
  - Interpreting test results
  - Locating physicians/providers and/or health information



The slide has a dark red header with the title "A Picture's Worth a Thousand Words - Issues" in white. The main content is a bulleted list. The SVMIC logo is in the bottom right corner.

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### A Picture's Worth a Thousand Words - Issues

- Signs of health literacy problems
  - Incomplete forms
  - Missed appointments
  - Non-compliance



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### A Picture's Worth a Thousand Words - Ideas

- Combating health literacy
  - Patient feedback/teach back method
  - Questions that begin with “how” and “what”
    - “Do you sometimes have difficulty understanding...?”
  - Plain language
  - Written materials no greater than 6<sup>th</sup> grade level
  - Visit summary
  - Alternate teaching resources



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### Video

But I Never Inhaled



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## But I Never Inhaled - Issues

- Health literacy
- Incomplete instructions
- Drug closet



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## But I Never Inhaled - Ideas

- Confirm medication orders
- Patient teach back
- Plain language
- Visit summary
- Arrange drugs by category



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## Video

What Happens In Vegas...



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## What Happens In Vegas... - Issues

- Confidentiality



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## What Happens In Vegas... - Ideas

- Verify before leaving message or disclosing information
- Leave a message not a result
- Disclose minimum necessary
- Review policy annually
- Signed confidentiality agreements
- How to respond to questions



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## Video

Can You Hear Me Now?



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## Can You Hear Me Now? - Issues

- Abbreviations



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## Can You Hear Me Now? - Ideas

- Approved abbreviations
- Write it out
- Beware EMR shortcuts



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## SVMIC Resources

- Claims Attorneys
- Medical Practice Services
- Risk Evaluation Services
- Risk Management

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