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

Assumptions
• Identify the dangers inherent in making assumptions
• Lead to
  – Medical errors
  – Dissatisfied patients
  – Negative marketing
  – Lost patients/revenue
Video

A Picture’s Worth a Thousand Words

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

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
A Picture’s Worth a Thousand Words - Issues

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

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 6th grade level
  – Visit summary
  – Alternate teaching resources

Video

But I Never Inhaled
But I Never Inhaled - Issues

• Health literacy
• Incomplete instructions
• Drug closet

But I Never Inhaled - Ideas

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

Video

What Happens In Vegas...
What Happens In Vegas... - Issues

- Confidentiality

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

Video

Can You Hear Me Now?
Can You Hear Me Now? - Issues

• Abbreviations

Can You Hear Me Now? - Ideas

• Approved abbreviations
• Write it out
• Beware EMR shortcuts

SVMIC Resources

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

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