



# PSA: Friend or Foe?

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# Progress!

- Medical staff processes address medical staff problems
- 32 specialty peer review committees
- Educational focus
- Performance metrics
- Specialty sections drive quality review

# Incident reporting systems - quality & safety

- Airline industry
- Nuclear industry
- NASA
- Food inspection



# Harold Shipman: The killer doctor

**'Doctor Death' Harold Frederick Shipman killed 250 patients - possibly more  
- earning him the distinction of Britain's most prolific serial killer**

*The New York Daily News, August 10, 2013*



# Christopher Duntsch

**Texas neurosurgeon sentenced to life for maiming patients**

*Houston Chronicle, February 21, 2017*



**The story of Dr. Death illustrates how the medical system is failing to protect patients from medical malpractice**

**New York Personal Injury Attorneys Blog, October 4, 2018**

*All these PSA's are filed anonymously  
and there's no accountability or  
correcting feedback!*

# Anonymous PSAs

Data from Q4 2018 (Oct-Dec)	Total PSAs	Anonymous Submission
All Patient Safety Alerts (PSAs) Submitted	1,310	33 (2.5%)
Referred for Medical Staff Peer Review	103	3 (2.9%)

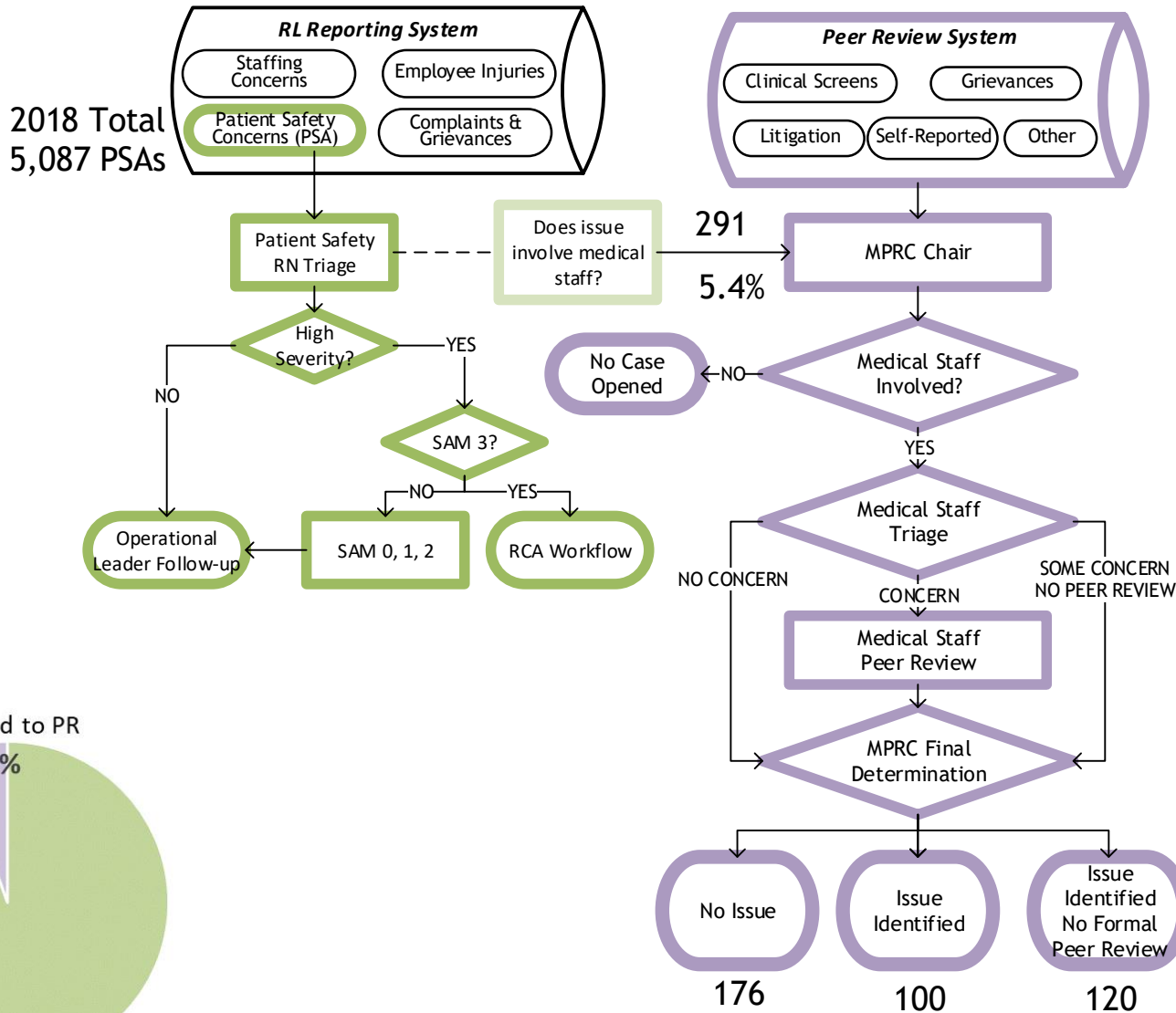
*These super-reporter vigilantes  
should be stopped!*



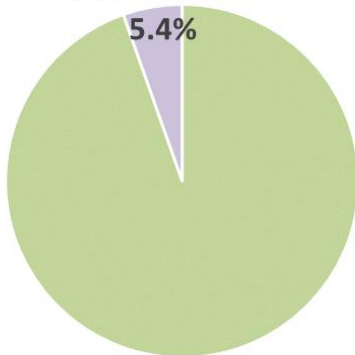
# Distribution & Reasons to file

- 12 individuals accounted for 153 PSAs and were using the system to track quality issues for the lab, as part of their supervisory role
- 27 PSAs were filed as a regulatory requirement for patient death within 7 days of restraint use
- 1 medical staff member filed 13 PSAs as part of a quality improvement project
- The remainder of PSAs were spread across the organization, without significant number attributed to one individual.

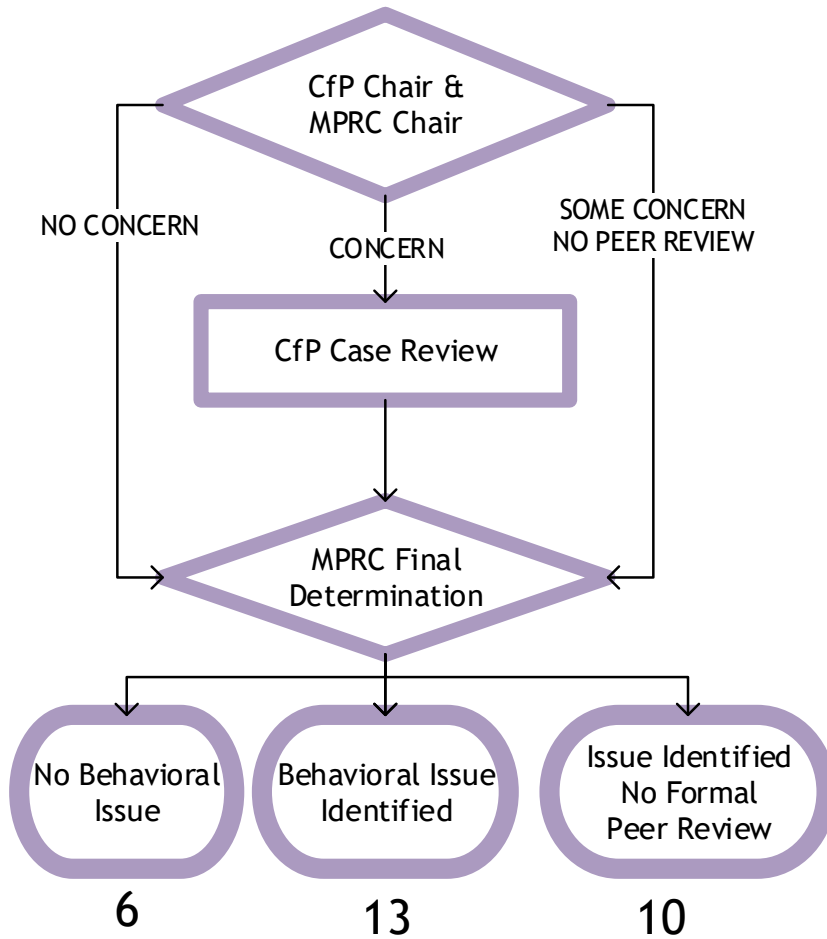
# Current PSA & PR Process



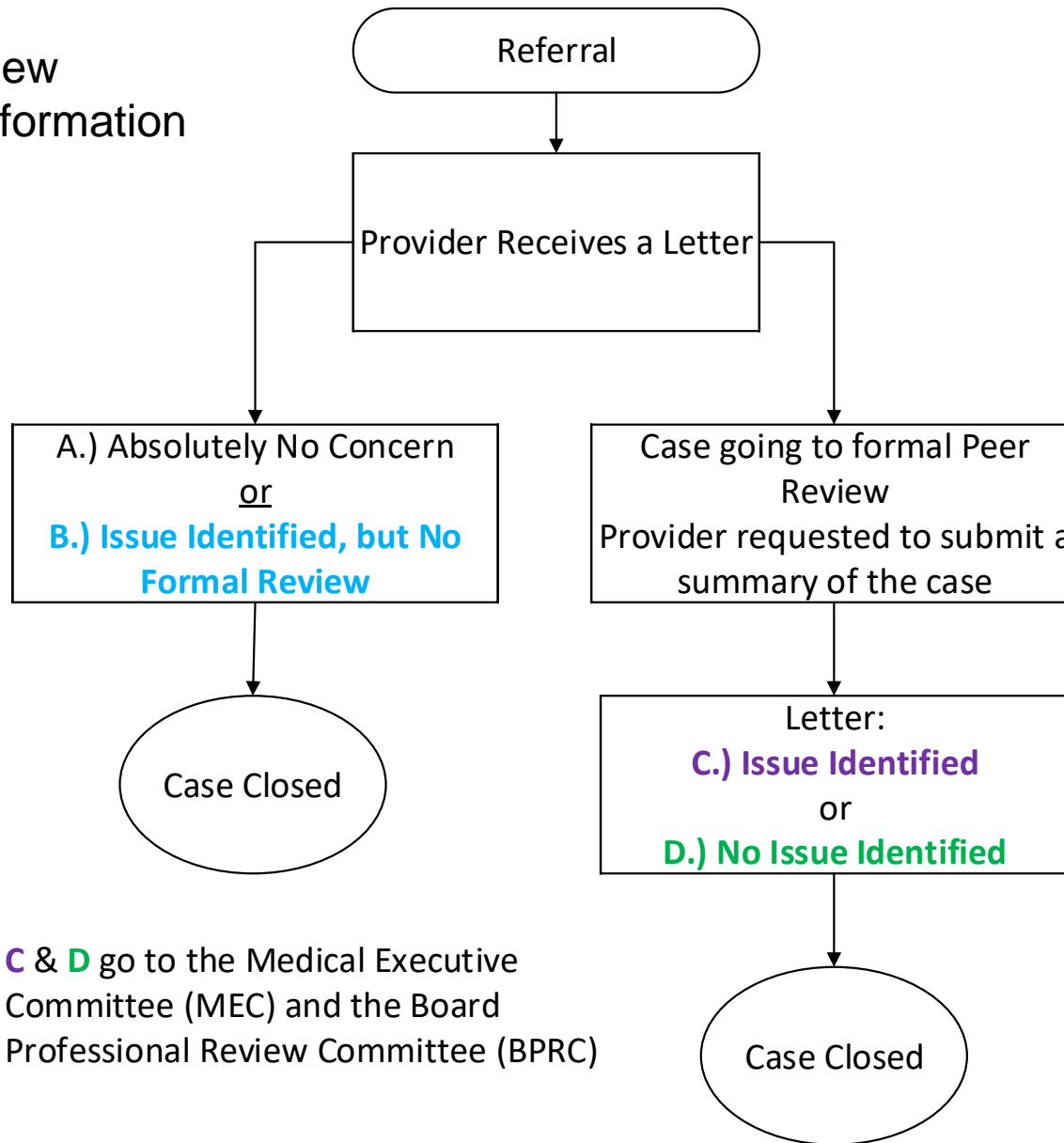
PSAs Referred to PR



# 2018 Total 29 CfP Referrals



# Peer Review Flow of Information



**C & D** go to the Medical Executive Committee (MEC) and the Board Professional Review Committee (BPRC)

**B & C** go to Credentials Committee at reappointment.

# Significant Events May Be Addressed Through Multiple Systems

- Contracted Practice Groups
- Patient Grievance/Complaint System
- Risk Management Department
- Regulatory Agencies (CMS, TJC, etc.)
- Human Resources
- Medical Staff Processes
- External Stakeholders (OMB, OSBN, etc.)

# Discussion

