



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY MEDICAL COMMAND
2748 WORTH ROAD
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MCHO-CL-Q

MEMORANDUM FOR United States Army Medical Command (USA MEDCOM) Risk Managers

SUBJECT: Completion of the Risk Management Self Assessment Tool

You are invited to complete the self-assessment tool in support of the educational endeavors of Denise Lasater, Risk Manager, and the USA MEDCOM Quality Management Division Risk Management pursuit of transparency in risk management and enhancement of the patient experience. The self assessment tool will be found under the Risk Management Tab of the Office of the Quality Management website: <https://www.gmo.amedd.army.mil/riskmgmt/riskmgmt.htm>. This is a CAC enabled site with administrative permissions provided to USA MEDCOM Risk Managers.

The purpose of the self assessment is consistent with The Surgeon General's focus on transparency and quality improvement of the patient experience. The intent of the study is to develop a recurring report tailored to facilitate knowledge exchange among the Risk Managers of the Army Military Treatment Facilities. By providing pertinent feedback and leveraging lessons learned from the enterprise experience Risk Managers would be supported in the development of evidence-based best practices, strategies for risk mitigation, and improved patient safety.

The assessment tool contains 13 core elements and will require approximately 15 minutes or less to complete. Completion of the assessment tool has a requested suspense of 18 January 2013. A summary copy of the results will be shared in the February 2013 Bimonthly Risk Management Meeting.

Thank you ahead of time for your assistance.

For questions or concerns please contact POC: COL Karen T. Grace at 210-221-7285.

A handwritten signature in cursive script that reads "Karen T. Grace".

Karen T. Grace
COL, AN
Chief, Quality Management Division

Risk Management Self Assessment Tool

The first few questions concern the general characteristics of your facility.

Q1. In what field do you work?

- Risk Management
- Quality Improvement
- Claims Management
- Patient Safety
- Other

Q2. What categories best describe your facility (select all that apply)?

- Medical Center with Graduate Medical Programs
- Ambulatory Care Centers
- Psychology/Behavioral Healthcare
- Community Based Home Care Centers
- Community Hospitals
- Integrated Delivery System

Q3. How many beds are in your facility?

- 6-24
- 25-49
- 50-99
- 100-199
- 200-299
- 300-399
- 400-499
- 500
- N/A

Q4. How many daily beds are operational in your facility?

- 6-24
- 25-49
- 50-99
- 100-199
- 200-299
- 300-399
- 400-499
- 500
- N/A

The following questions concern how different types of information are integrated into your quality and safety efforts,

Q.5 Please identify the types of reporting systems your facility uses for the purpose of assessing and improving patient safety/quality. Check all that apply.

- Adverse incident reports
- Patient complaints
- Lawsuits
- Notices of claims
- Reports to risk management
- Closed claims
- Executive walking rounds
- Other _____

Q6. How often are notices of claims and lawsuits filed against your facility used in patient safety/quality improvement efforts?

Information in notices of claims and legal complaints are reviewed for performance/safety lessons:

- Never
- Rarely
- Sometimes
- Often

Trends across claims and lawsuits are reviewed for performance/safety lessons:

- Never
- Rarely
- Sometimes
- Often

Closed claims are reviewed for performance/safety lessons:

- Never
- Rarely
- Sometimes
- Often

Q7. How useful do you find each of these sources of information in identifying and addressing safety/quality concerns in your facility?

Notices of claim and legal complaints:

- Very useful
- Somewhat useful
- Slightly useful
- Not at all useful

Claim trends:

- Very useful
- Somewhat useful
- Slightly useful
- Not at all useful

Closed claims data:

- Very useful
- Somewhat useful
- Slightly useful
- Not at all useful

Patient safety reports (Patient Safety Reporting System):

- Very useful
- Somewhat useful
- Slightly useful
- Not at all useful

Reports to risk management (Potentially Compensable Events_CCQAS):

- Very useful
- Somewhat useful
- Slightly useful
- Not at all useful

Adverse incident reports (Root Cause Analysis):

Patient complaints:

- Very useful
- Somewhat useful
- Slightly useful
- Not at all useful

Executive walking rounds:

- Very useful

- Somewhat useful
- Slightly useful
- Not at all useful

Q8. Approximately how frequently does a notice of claim or lawsuit concern an allegation of medical negligence about which you were previously unaware?

- Never
- Less than 10% of the time
- 11-25% of the time
- 26-50% of the time
- 51-75% of the time
- More than 75% of the time
- Unknown

Q9. When notices of claim or lawsuits concern allegations of medical negligence about which you were previously unaware, approximately how often do they concern the following type of allegations?

Anesthesia errors:

- Never
- Rarely
- Sometimes
- Often
- Not Applicable

Surgical errors:

- Never
- Rarely
- Sometimes
- Often
- Not Applicable

Treatment errors:

- Never
- Rarely
- Sometimes
- Often
- Not Applicable

Obstetric errors:

- Never
- Rarely
- Sometimes
- Often
- Not Applicable

Missed diagnoses:

- Never
- Rarely
- Sometimes
- Often
- Not Applicable

Medication errors:

- Never
- Rarely
- Sometimes
- Often
- Not Applicable

Delayed diagnosis:

- Never
- Rarely
- Sometimes
- Often
- Not Applicable

Other (please specify): _____

- Never
- Rarely
- Sometimes
- Often
- Not Applicable

Q10. Approximately how often is new and useful information about safety/quality revealed during Root Cause Analysis, Patient Safety Reporting, Potentially Compensable Event Reporting, Departmental Reviews:

- Never

- Rarely
- Sometimes
- Often
- Not Applicable

Thank you for your patience. The survey is nearly over. These last 3 questions are designed to improve our analysis, and to give you opportunities to provide additional information about the role of Patient Safety and Risk Management in your work.

Q11. Please complete the information below. This is to ensure that each facility is counted independently; reporting of survey results will remain anonymous.

Facility Name: _____

Q12. Would you be willing to participate in a brief telephone interview? Doing so would enhance our understanding of your practices and views, and enable us to get your perspective on our preliminary findings from this survey. If so, please provide us with your email address below. As before, all responses are confidential.

Email Address: _____

Q13. Please include here any additional comments about the role of Patient Safety and Risk Management in your facility's safety and quality events.