SafeQual
Patient Safety Assurance via Process Improvement

I n the U.S., there is a 1-in-13 chance that a patient will be injured or contract a hospital-borne infection during their stay. Unfortunately, hospitals cannot pinpoint the root cause of such incidents using their existing patient data. That inability can be addressed with a variety of methodologies and actionable frameworks such as High Reliability Organization, Lean Six Sigma, and Root Cause Analysis and Action (RCA2), which in turn provides follow through with corrective actions that prevent patient harm.

Rigorously helping healthcare systems, SafeQual's cloud-based software replaces typically siloed patient safety analytics software with a fusion of methodology, collaboration, and accountability into an integrated work flow between employees involved in risk, quality, safety, and compliance so that a culture focused on zero patient harm is achievable and unwavering.

> **Drive sustainable improvement with software for collaboration and accountability in healthcare**

SafeQual enables risk managers at hospitals to more deeply identify the root cause of issues that may occur during patient care. SafeQual's root cause analysis incorporates a just culture where it prioritizes finding faults in the system that led to human error rather than placing blame on an employee. Therefore, healthcare

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workers can use the results as a learning opportunity to prevent human errors in the future.

SafeQual integrates with many live data sources, such as EHR and Human Resources Management, for in depth patient analysis, and integrates seamlessly with Amazon Insight, Tableau, and other custom applications a client may have. As a comprehensive solution, risk managers appreciate work flow capabilities for risk control assessment, malpractice claims management, and patient grievances to name a few.

SafeQual also houses hospital employee health and safety modules, including the Occupational Safety and Hazard Administration (OSHA) logging, incident reporting, and vaccination tracking. Supported methodologies include High-Reliability Organization (HRO)—a methodology to pursue zero-harm in hospitals, Root Cause Analysis squared (RCA2), Lean Six Sigma, FMEA, PDSA, and various others.

Being cloud-based, SafeQual eliminates the need for any on site installation and integrates seamlessly with a hospital's software applications. SafeQual can be customized to align well with any healthcare work flow. "The software is valuable to any size clinic or hospital, even those that are smaller and only need adherence to

a Plan-Do-Study-Act (PDSA) style of rapid process improvement." says Dan Corcoran, President of SafeQual.

SafeQual has enabled various healthcare systems to improve their patient safety process with astounding results. In one instance, utilizing the HRO methodology built into the software allowed a hospital to reduce the occurrence of C.diff—a hospital-acquired infection— from a standard infection ratio of 1.248 to 0.136, which is far below the national average of 0.7. SafeQual's lead client also reported a reduction in total patient complaints and the escalation of grievances, including a 60% reduction in those escalated to the Board.

These results were shared in a presentation their client made to a 2019 national healthcare risk conference about their success adopting the HRO methodology including components of Lean Six Sigma and just culture. Results included comparative year/year improvements in AHRQ HSOPS measurements of culture adoption and internal measurements of success at increasing market share of their clinics, as they earned the trust of the community that their hospitals were safer.

Backed by the drive to script several such success stories and further aid the healthcare industry, SafeQual aspires to expand their solutions' capabilities outside of hospital and clinic walls to other areas like senior living and home health care. Hence, "SafeQual continues to work towards a world where every hospital and clinic can be positioned to ethically, efficiently, and safely deliver service to all patients, with a focus on arming the people managing that responsibility with technology that elevates collaboration, decision-making, and accountability." concludes Corcoran. **HT**