

Shauna Scotland (Consultant, Quality Improvement and Patient Safety)

Aim

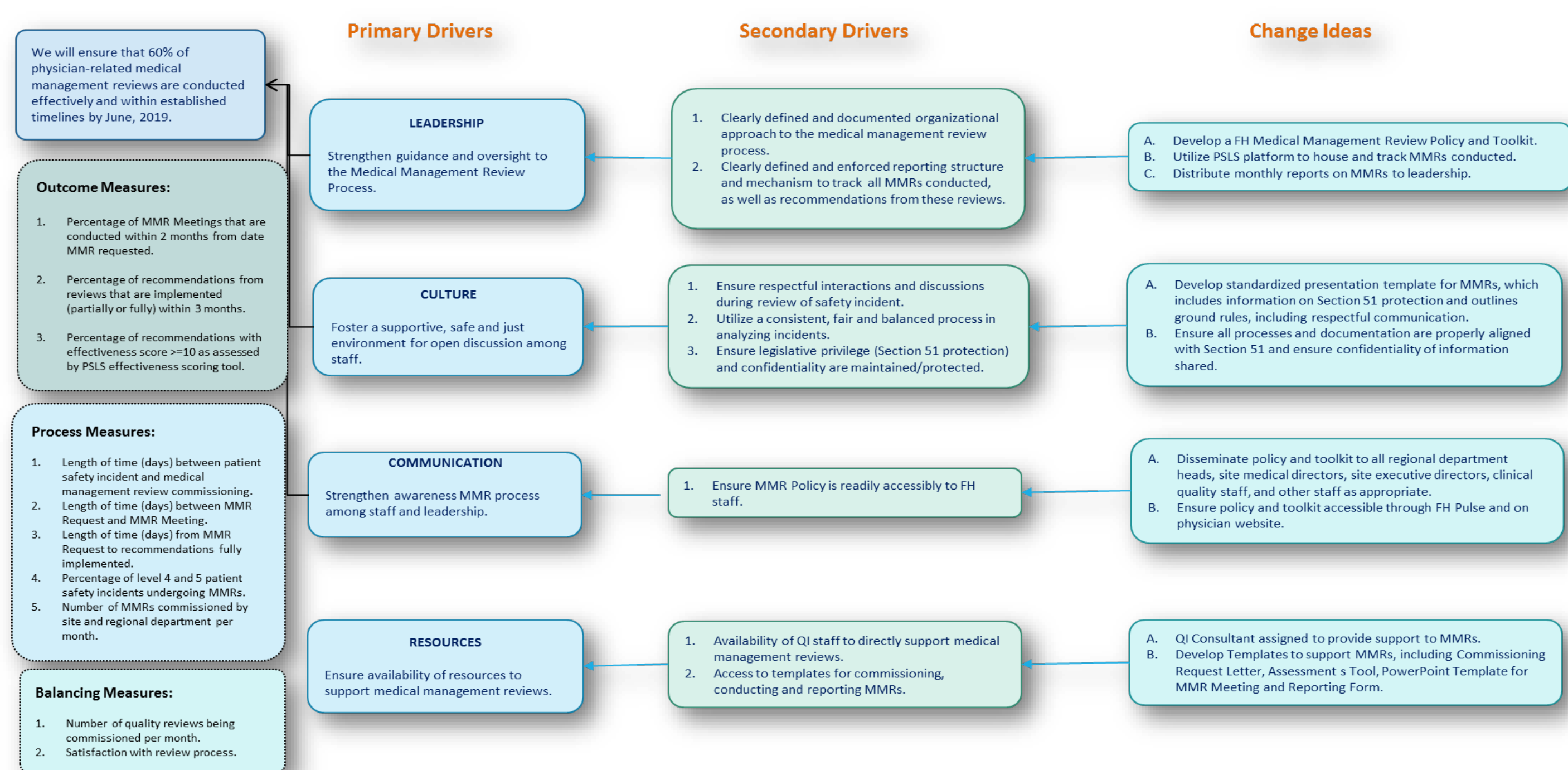
We will ensure that 60% of physician-related medical management reviews are conducted effectively and within established timelines by June, 2019.

Background

The medical management review (MMR) process is aimed towards improving patient safety and the quality of health service delivery within Fraser Health through structured review of critical patient safety incidents related to the delivery of care by individual medical staff. The learnings and recommendations stemming from these reviews are directed towards improving clinical practice and preventing the recurrence of similar incidents. Previously, there was no documented framework to guide the conduct of Medical Management Reviews, and as such there was a lack of clarity and consistency regarding when and how reviews are conducted. This project is focussed on developing a Medical Management Review Policy and Toolkit with the purpose of establishing a timely and consistent process for conducting MMRs; with accountabilities for investigating, reporting, following up and learning from these reviews.

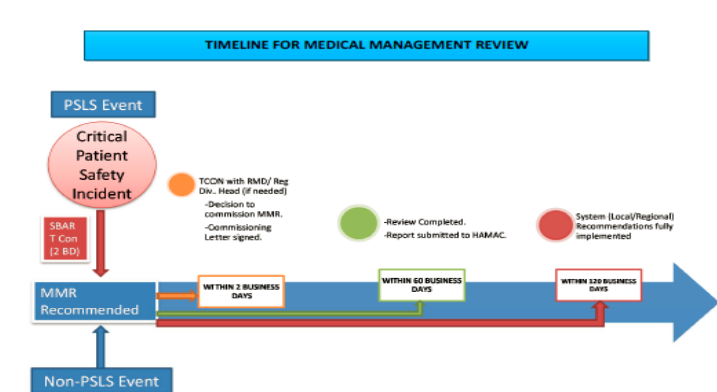
Project Design & Strategy

- Develop MMR Process Algorithm with stakeholder feedback.
- Pilot draft process algorithm with PDSA cycles.
- Develop MMR Policy and Toolkit for approval by HAMAC.
- Disseminate approved MMR Policy and Toolkit for implementation across Fraser Health.



Changes Made

1. Development of MMR Policy and Toolkit (Draft) which includes the MMR process algorithm and Timelines.
2. Utilisation of MMR process algorithm and supporting tools for MMRs currently commissioned.
3. Quality Improvement Consultant (Physician) assigned to provide support to MMR process.
4. System level recommendations housed in PSL's Recommendation Module.



Team

Shauna Scotland – Consultant, Quality Improvement and Patient Safety, Dr. Dave Williams, Executive Medical Director, Quality and Safety

Results

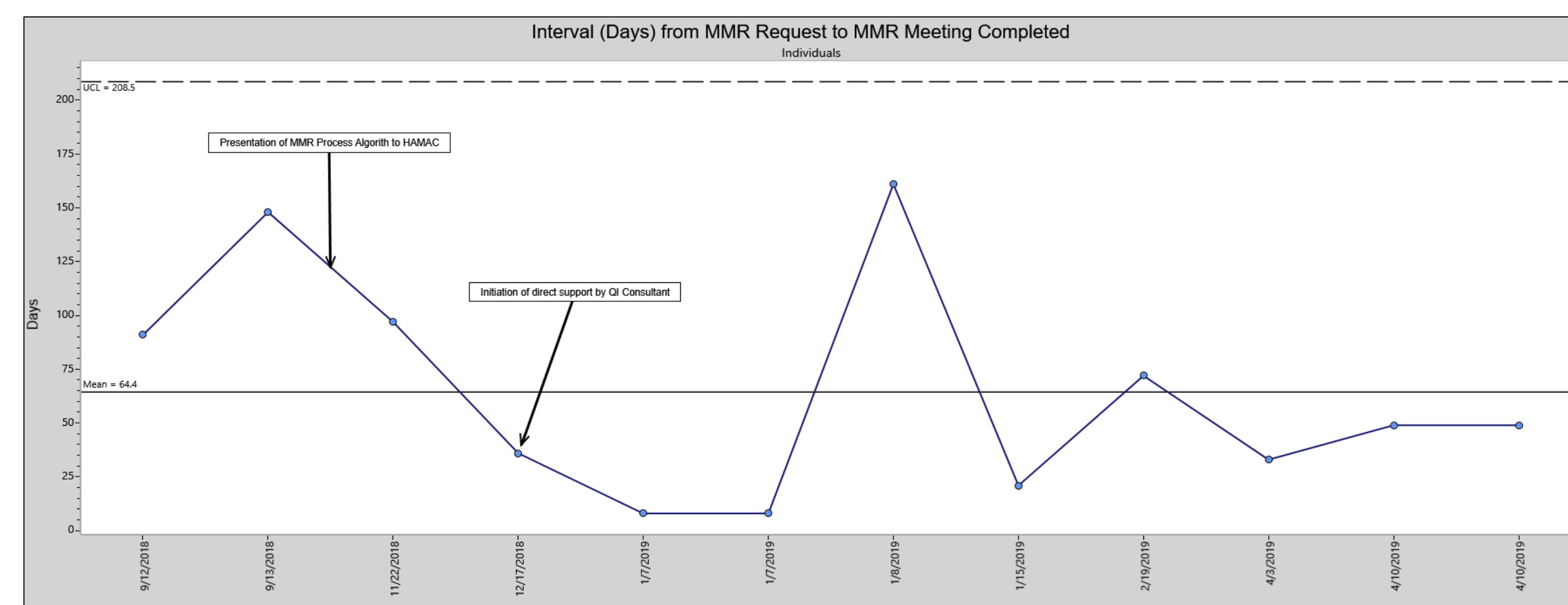


Figure 1. Outcome Measure: Interval (Days) from MMR Request to MMR Meeting Completed.

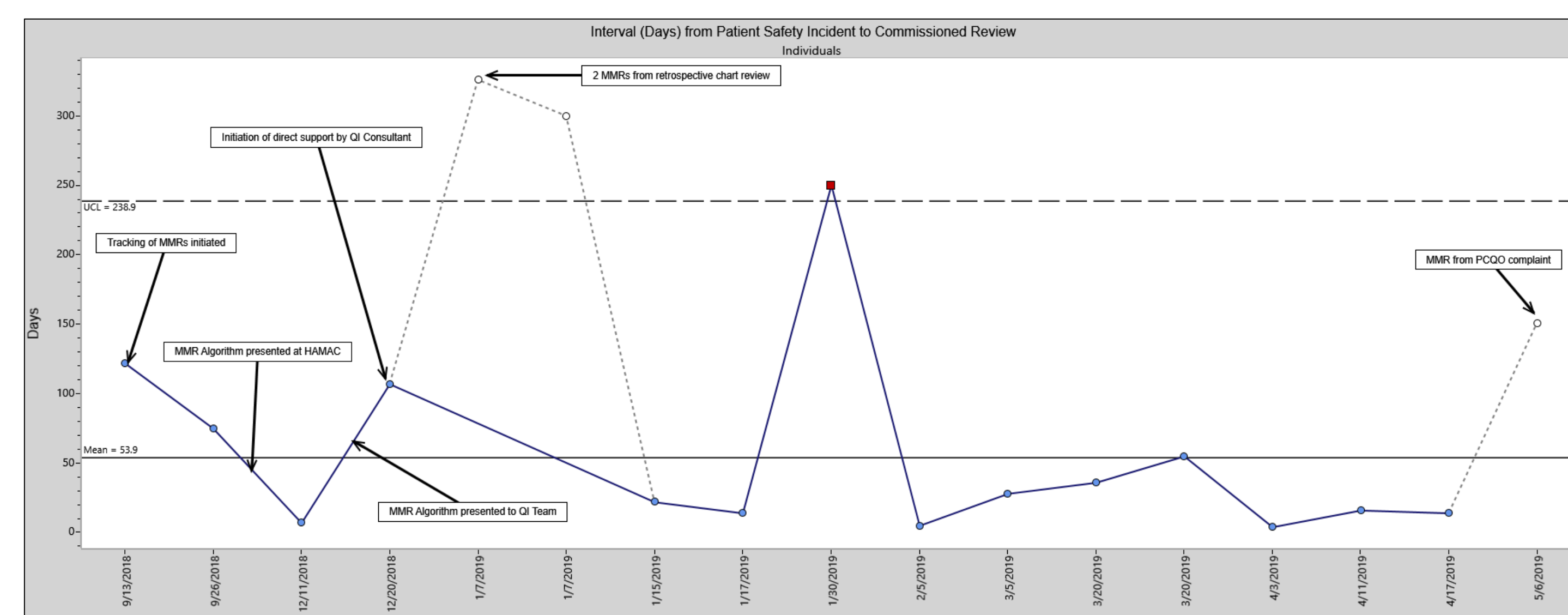


Figure 2. Process Measure: Length of Time (Days) between Patient Safety Incident and Medical Management Review Commissioning.

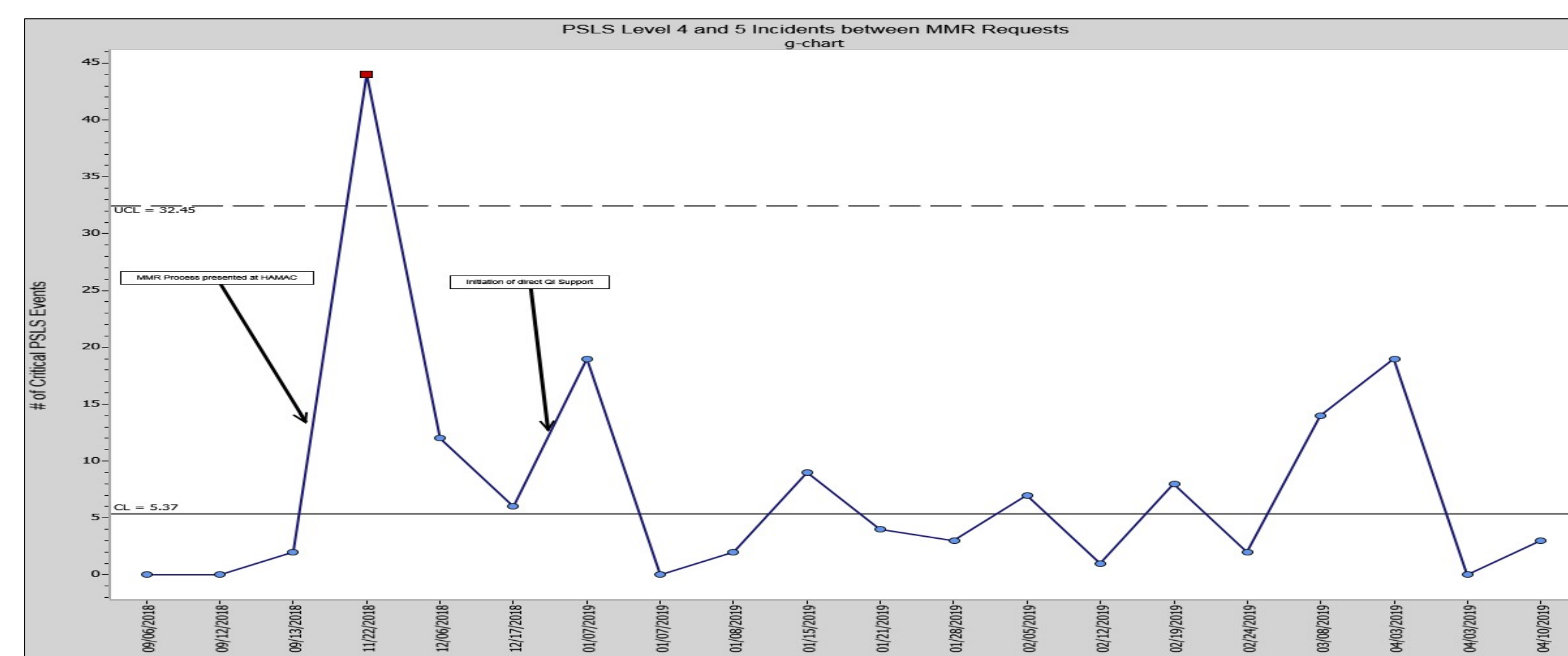
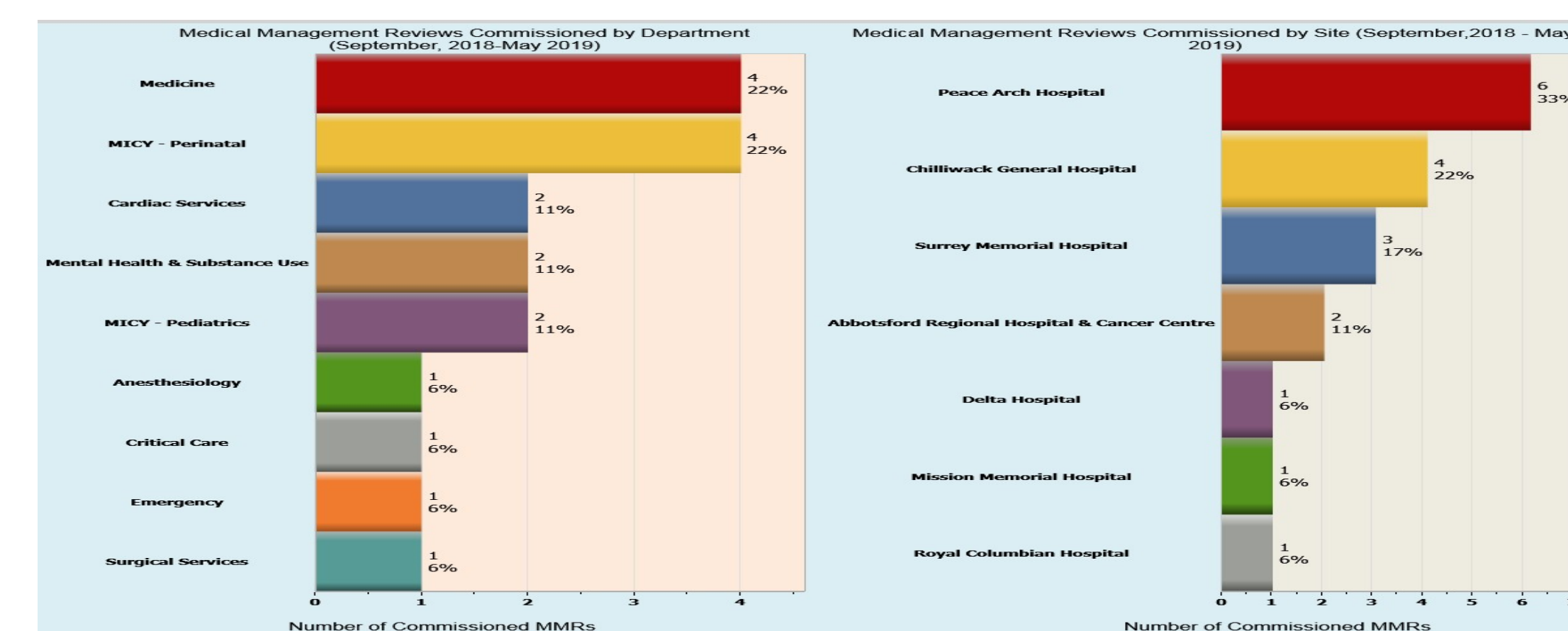


Figure 3. Process Measure: Number of PSL's Level 4 and 5 (Critical) Incidents between Medical Management Reviews.



Lessons Learned

1. 18 medical management reviews have been commissioned from September 13, 2018 – May 5, 2019.
2. Most (72%) of the MMRs conducted are triggered by a critical patient safety incident reported in PSLs.
3. 50% of completed reviews have resulted in system level recommendations.
4. Overall average time from MMR Request to MMR Meeting completed is 64 days. For reviews commissioned from Jan-May, 2019, average time is 50 days.

Next Steps

1. Approval of MMR Policy and Process Algorithm by HAMAC.
2. Implementation of MMR Policy across Fraser Health.