



Let's Talk Risk: A Coffee Chat on Patient Safety

Daniel Rosenquist, MD- Copic Physician Consultant

Carrie Beth Roddy RN BSN- Copic Patient Safety Risk Manager

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Accreditation & Designation Statements

For nursing the number of credits designated is the number of credits awarded

Copic is accredited as a provider of Continuing nursing education (CNE) by the American Nurses Credentialing Center's Commission on Accreditation (ANCC). This activity was designated for 1 nursing contact hours.

Process for Claiming Credit

In order to earn CNE credit learners should complete the evaluation questions that will assess if nurses have learned the most important recommendations and conclusions from this course. Each LIVE activity consists of the full participation of the learner, and a course evaluation. The evaluation will open after the learning activity is completed.

Process for Completing the Activity:

1. Read the target audience, learning objectives, and financial disclosures.
2. Complete the LIVE educational activity.
3. Complete the activity evaluation on Copic's LMS platform and/or Survey Monkey

It is estimated that this activity will take approximately **1 hours** to complete.



Recommendations on steps necessary for closing or retiring from practice and release of patient records etc.

Resource:

Copiscope Issue 223 November 2023
on copic.com website.



After-Hours Care and Coverage Requirements. What is standard of care in NE? SD?

Resource:

Copiscope Issue 225 May 2024 on
copic.com website.





We terminated care with a patient at the clinic attached to the hospital, but that patient shows up in Emergency Room and/or they have laundering, stalking behavior with our staff. What do we do?

Resource:

EMTALA regulations, Copiscope Issue 229 May 2025 on copic.com website "Handling Potentially Dangerous Patients in Healthcare Settings"

Talk about AI, what needs to be in our AI policy?

- AI should support not replace **clinical judgement**
- Providers should **review and validate** AI-generated outputs
- AI tools adhere to HIPAA
- Follow local guidance to determine if patient consent needs to be obtained and/or documented prior to using AI
- Stay informed about AI tools in use.



Treating Family, Friends and Staff?

Resources:

<https://podcasts.apple.com/us/podcast/treating-family-friends-and-staff/id1540370688?i=1000576382963>

August 17, 2022

Treating Family, Friends, and Staff



Within Normal Limits: Navigating Medical Risks >

▶ 26m

AMA

<https://www.ama-assn.org/delivering-care/ethics/treating-self-or-family>



“What is needed when a patient no shows an appointment. Is one phone call adequate or is it necessary to follow up with a letter?”





“How are hospitals utilizing different ways of communications between nurses and providers etc. within the systems?”

Keep in mind these communications can be discoverable.



“What type of communication tools can be used and provided to staff during safety events?”

Resources:

SBAR -situation background, assessment, recommendation

CUS concerned, uncomfortable, safety issue

IPASS illness severity, patient summary, action list, situation awareness and contingency planning, synthesis by receiver

TeamSTEPPS tools

“How do we address documentation issues with a provider that has privileges but is not employed by us? ”





“If you were performing a risk assessment of our clinic tomorrow, what are the top three areas you would review first?”

1. Diagnostic Testing and Results
Tracking/Management

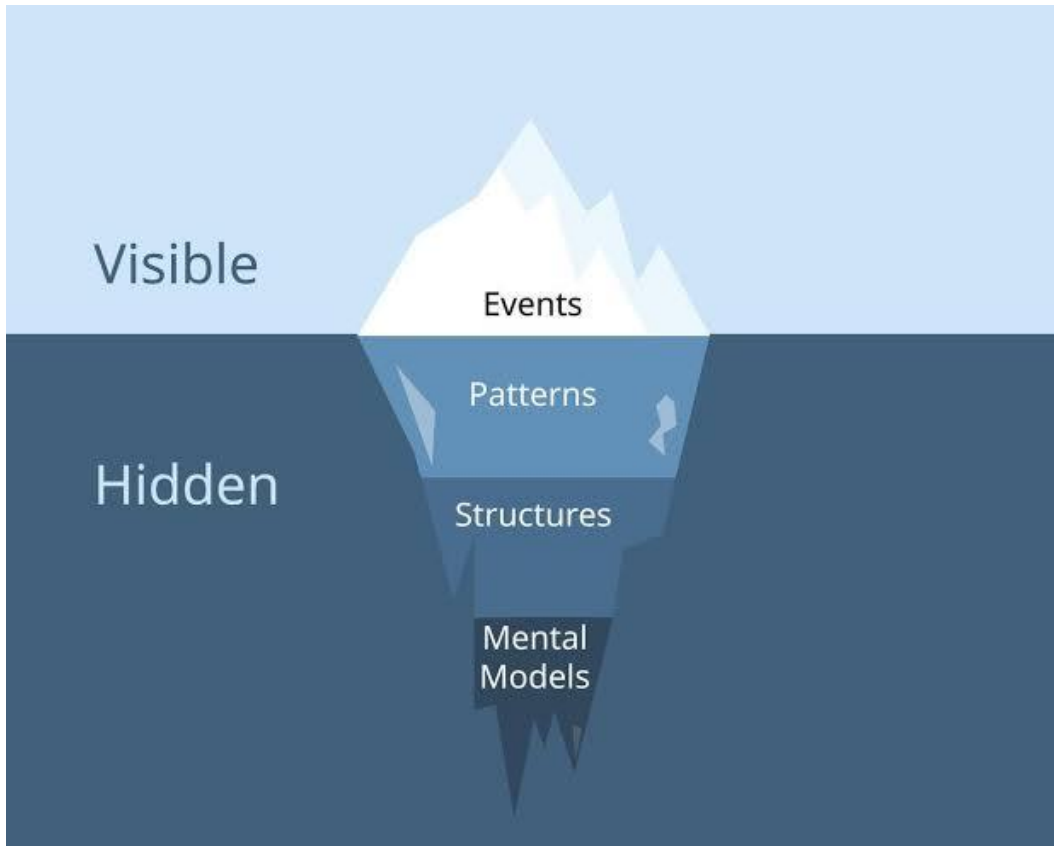
2. Documentation (Informed Consent)

3. Culture (Near-Miss Reporting)

Honorable Mention: Medication Management



“What risk management metrics should leadership routinely monitor?”



Serious Safety Event Rate



Professional Liability Claims Frequency and Severity



Incident and Near-Miss Reporting Rate



Patient Complaint/Grievance Rate



Corrective Action Plan Completion Rate

“With increasing numbers of people without health insurance and the need for hospitals to collect payment, we run into difficulties deciphering when someone's care is medically necessary verses medically preferred or some would identify that as elective. What is best practice?”

Questions?

Resources are available for some of the topics we discussed today.

