

RISK MANAGEMENT AMBULATORY QUARTERLY REPORT QUARTER 1

| Occurrence Category CY23 (BHP, BHPO, CDTC, BHW, BHC) | Q1 | % |
|--|-----------|-------------|
| PATIENT CARE | 29 | 32% |
| SECURITY | 27 | 30% |
| HIPAA/PHI | 14 | 16% |
| FALL | 8 | 9% |
| SAFETY | 7 | 8% |
| MEDICATION | 3 | 3% |
| LAB | 2 | 2% |
| Total | 90 | 100% |

TOTAL OCCURRENCES Q1 2023:

Occurrences increased 11% from Q42022. Broward HealthPoint reported 48% of total events. Weston continues reporting few occurrences but there was a 100% increase from previous quarter. Some events required further assessment but none resulted in patient harm. Risk management continues to promote patient safety and occurrence variance reporting.

| PATIENT CARE CY23 | Q1 |
|----------------------------------|-----------|
| Transfer to Higher Level of Care | 14 |
| Rapid Response | 3 |
| Baker Act Issues | 3 |
| Disruptive Behavior | 3 |
| Referral Issue | 1 |
| Patient Noncompliance | 1 |
| Communication-Handoff/SBAR | 1 |
| LWT | 1 |
| AMA | 1 |
| Equipment Issues | 1 |
| Total | 29 |

PATIENT CARE:

Appropriate steps followed for 2 of the 3 Baker Act events. Voluntary BA patient transported to hospital via Uber Health. Safely admitted to BHU. Reviewed with BH manager and staff. MRI scanner went down after contrast injection,

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| SECURITY CY23 | Q1 |
|-----------------------------|-----------|
| Break-in | 6 |
| Aggressive Behavior | 6 |
| Trespass | 5 |
| Property Damaged/Missing | 3 |
| Security Presence Requested | 3 |
| Security Assistance | 2 |
| Access Control/Lockdown | 1 |
| Total | 26 |

| HIPAA/PHI CY23 | Q1 |
|------------------------------------|-----------|
| Unauthorized Disclosure to PHI/PII | 7 |
| Patient HIPAA Privacy Complaint | 5 |
| Information Security Control | 1 |
| Unauthorized Access to PHI/PII | 1 |
| Total | 14 |

| FALL CY23 | Q1 |
|----------------------------|----------|
| While Ambulating | 2 |
| Eased to Floor by Employee | 2 |
| Found on Floor | 1 |
| Slip | 1 |
| From Equipment | 1 |
| From Chair | 1 |
| Total | 8 |

| SAFETY CY23 | Q1 |
|------------------|----------|
| Safety Hazard | 5 |
| Code Red | 1 |
| Fire/Smoke/Drill | 1 |
| Total | 7 |

| MEDICATION CY23 | Q1 |
|-------------------------|----------|
| Unordered Drug | 1 |
| Wrong Frequency or Rate | 1 |
| Wrong Dose | 1 |
| Total | 3 |

| LAB CY23 | Q1 |
|--------------------|----------|
| Unlabeled Specimen | 1 |
| Other | 1 |
| Total | 2 |

SECURITY:

Three car break-ins at field parking by ISC. BGMC would provide additional patrols of the area as much as possible.

HIPAA/PHI:

Six of the 14 occurrences are from CDTC and 4 from BHPO. Compliance further investigates HIPAA events and ensures employee corrective action process and retraining. Three breaches identified. Quality Transportation driver inadvertently delivered the wrong prescription to the wrong patient. Quality and the Broward Health team discussed Quality's current process on identifying the information is being delivered to the correct recipient. Regional Manager of Pharmacy stated Broward Health will be looking for a different courier vendor due to not meeting standards.

FALL:

Reported by CDTC, BHCO, BHPO and BHW. Five patient falls, one visitor and one employee. One duplicate event. No hazards identified. Walker ordered for BHPO office to be placed by scale to assist patients.

SAFETY:

Occurrences from BHP, BHCO and BHPO. Patient presented to visit carrying a gun, agreed to leave it

MEDICATION:

All 3 from BHP, reported by pharmacy. Two events involved multitasking and distractions during PV1 and PV2. Rate of

LAB:

Lab events occurred at BHP and BHPO. Unlabeled PAP was repeated. Patient alleged receiving wrong Quest bill.

REGIONAL RISK MANAGEMENT SECTION : (MAY INCLUDE PERFORMANCE IMPROVEMENT INITIATIVES , SERIOUS INCIDENTS, AHCA ANNUAL REPORTABLE EVENTS, CODE 15 REPORTS, AND/OR INTENSE ANALYSIS/RCA'S COMPLETED, ETC.)

Department of education implemented ambulatory specific new employee orientation in January. Risk participates discussing culture of safety, importance of communication and teamwork, and HAS reporting.

In January, CS provided education to BHPO office supervisors on how to best respond to subpoenas for medical record and requests for medical record custodian depositions. BH HIM executive director spoke about their processes and clarified CIOX responsibilities. Issue identified related to CIOX not picking up requests at ambulatory locations on a weekly basis as expected, requests started being routed to BHMC HIM department.

Ambulatory representatives met with HIM executive director and CIOX in April. Service Now request for the email address: CIOXAmbulatory@browardhealth.org where requests will be sent. Site supervisors will have access to CIOX Health Source Tracking System. Monthly meetings with CIOX and ambulatory division-1st Thursday 2pm each month.

Reviewed BHPO processes for laryngoscopy at head and neck surgery office and joint aspiration/drain/injections at ortho surgery/sports medicine office. Staff re-educated on obtaining general consent for treatment for every encounter. Recommended physician documentation of patient post procedure instructions.

Completed report of opportunities identified during Weston UCC last quarter's risk assessment with assigned action plan. Initiatives include lab protocols and billing for RSV and Mono, implement use of ID bands for proper patient identification, reinstatement of electronic signature for consent and full LPN intake, O2 tanks storage moved to medication room, reinforced with staff documentation must be completed on visit day, reinstated pharmacy inspection visits. Plan to review process for when patients need to be referred/transferred to higher level of care.