

# Learning from Medical Errors: a Partnership for Progress

Leilani Schweitzer

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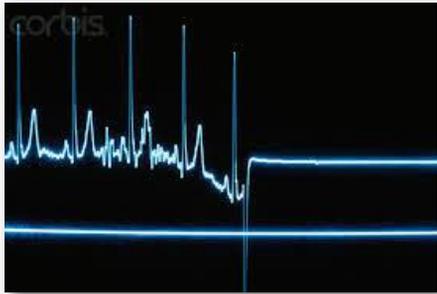
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Healthcare needs full truth.

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Half truths do no good.

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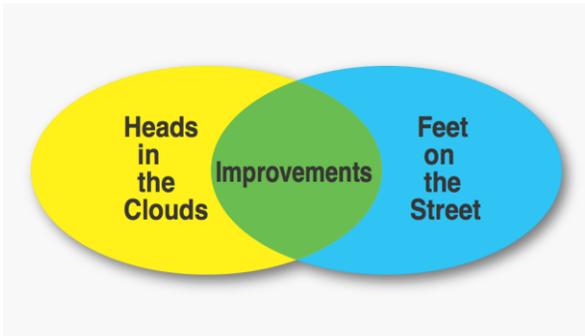
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To go fast, go alone.  
To go far, go together

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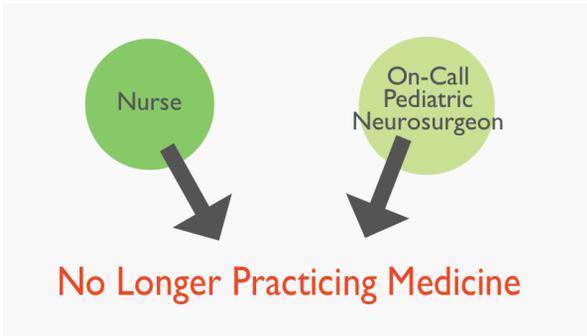
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We all have a story to tell.

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I am one of the lucky ones.

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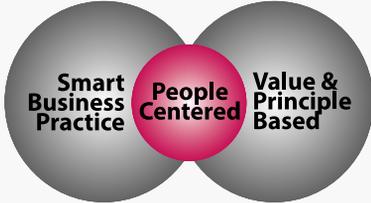
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**PEARL:**

**A Hybrid Values & Claims Centric Model**  
Communication, Transparency, Integrity




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**Early R's**

- Early** Recognition
- Early** Response
- Early** Review
- Early** Resolution

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**PEARL provides:**

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|-----------------------|------------------------|
| <b>Patients want:</b> | <b>Hospitals want:</b> |
| • Explanation         | • Explanation          |
| • Full Apology        | • Accountability       |
| - Recognition         | • Improvements         |
| - Responsibility      |                        |
| - Amends              |                        |
| • Improvements        |                        |

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Claims Specialist (internal)  
+  
Patient Liaison (external)  
= PEARL

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### PEARL Patient Liaison

- Guide the Patient & Loved Ones
- Single point of contact
- Set Expectations
- Advocate for the Patient on the Claims Team

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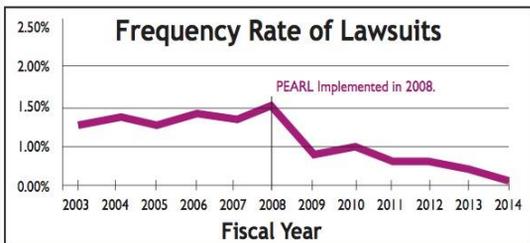
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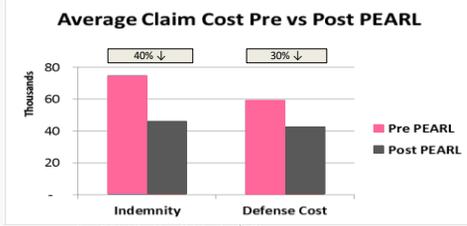
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**TRA Results**



In addition, defense cost on PEARL cases are 20% lower than non-PEARL cases.

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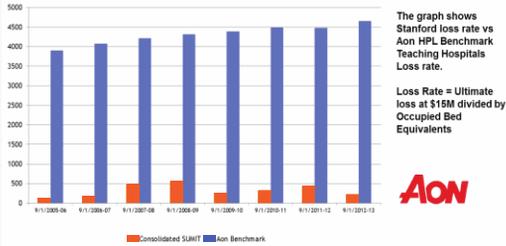
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**Stanford Total Loss Rate Compared to Academic Medical Centers & Non-Profit Hospitals**

Hospital Professional Liability Indemnity and Expense Losses as of February 28, 2013




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**PEARL Results**

Metric	Desired Result	Observed Result	Basis
Lawsuit Frequency	Lower	Lower	Pre vs Post PEARL
Average Claim Severity	Lower	Lower (inconclusive in 2013)	Pre vs Post PEARL
Average Defense Costs (ALAE) Severity	Lower	Lower	Pre vs Post PEARL
Closing Pattern	Faster	Unchanged	Pre vs Post PEARL

Pre PEARL period: FY 2003 to 2008  
Post PEARL period: FY 2009 to 2014

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**TRA Results**

First 3.5 years of PEARL

Claim frequency down 36%

Saving \$3.2 Million/year

©2011 IHI, Respectful Management of Serious Clinical adverse Events  
Appendix E.

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Truth & Compassion  
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Good Business

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Unintended Errors vs.  
Deliberate, Intentional  
Responses

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Two Questions:

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What would happen at your hospital if a child died because of an error?

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What would you want to happen if that child was yours?

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Disclosure & Transparency = Standard of Care

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Understand the  
Whole Environment

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Truth of the Human Condition:  
People are not menus.

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Expect more from us.

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Thank you.

Leilani Schweitzer  
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