Learning from Medical Errors: a Partnership for Progress
Leilani Schweitzer
Healthcare needs full truth.

Half truths do no good.
Overlapping Stories

To go fast, go alone.
To go far, go together
No Longer Practicing Medicine
We all have a story to tell.

I am one of the lucky ones.
PEARL: A Hybrid Values & Claims Centric Model
Communication, Transparency, Integrity

Early R’s
Early Recognition
Early Response
Early Review
Early Resolution

PEARL provides:
Patients want:
• Explanation
• Full Apology
  - Recognition
  - Responsibility
  - Amends
• Improvements
Hospitals want:
• Explanation
• Accountability
• Improvements
Claims Specialist (internal) +
Patient Liaison (external) = PEARL

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

Frequency Rate of Lawsuits

PEARL Implemented in 2008.
In addition, defense cost on PEARL cases are 20% lower than non-PEARL cases.
**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.

---

Truth & Compassion
= Good Business
Unintended Errors vs. Deliberate, Intentional Responses

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

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

Disclosure & Transparency = Standard of Care
Understand the Whole Environment
Truth of the Human Condition: People are not menus.

Expect more from us.
Thank you.

Leilani Schweitzer
lschweitzer@theriskauthority.com