

The Emerging Role of the Electronic Health Record Patient Safety Officer

Panelists

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Moderator

Allison B. McCoy, PhD⁶

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What might the attendee be able to do after being in your session?

After attending this panel, attendees will be able to 1) understand the role of patient safety officers at electronic health record (EHR) vendors and healthcare organizations, and 2) identify ways that EHR vendors and healthcare organizations can work together to identify, correct, mitigate, and prevent EHR-related safety issues, and 3) consider governance structure and mobilization strategies for responding to EHR-related safety events.

Description of the Problem or Gap

The last decade witnessed dramatic increase in EHR adoption, from less than 10% to nearly universal, and 95% of implemented systems are commercial EHRs.^{1,2} Despite early promise of improved patient safety through adoption of EHRs with clinical decision support (CDS), evaluations have not consistently reported improved outcomes, and safety concerns persist.^{3,4} Furthermore, unintended consequences may occur as a result of this increased adoption and overdependence on EHRs and CDS.⁵ Previously reported methods for evaluating and improving EHR-related safety issues have focused on retrospective identification and reporting of issues by healthcare organizations and safety assessments. However, these approaches are underutilized and do not frequently result in resolution.^{6,7}

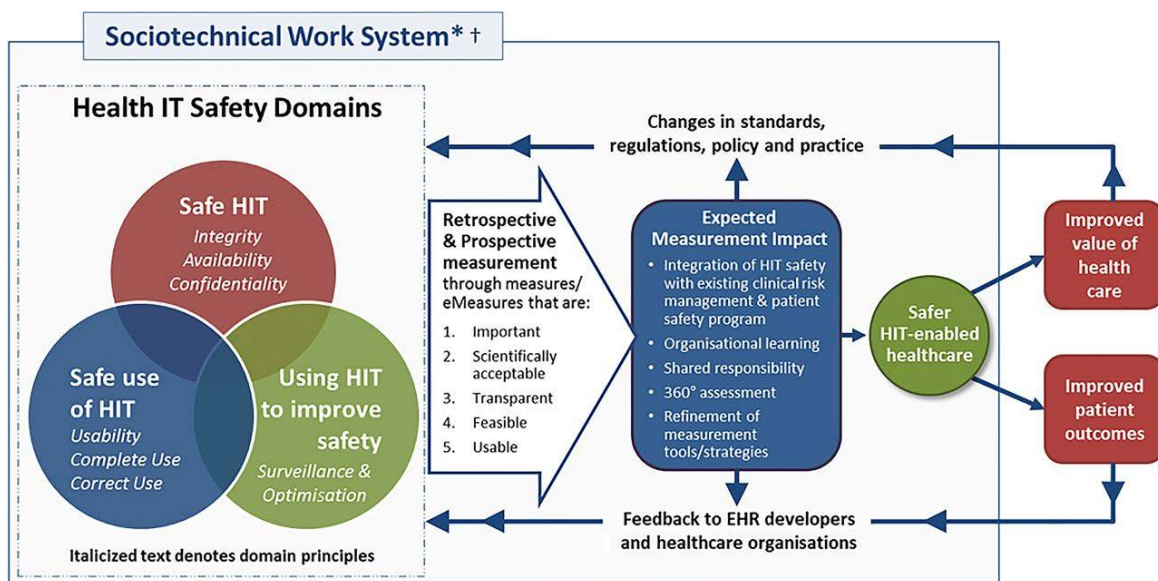


Figure 1: Health Information Technology Safety (HITS) Framework⁶

Singh and Sittig proposed the health information technology safety (HITS) framework (Figure 1), which provides a conceptual foundation for health IT-related patient safety measurement, monitoring, and improvement and calls for new measure and measurement activities to address safety concerns. One of the expected measurement impacts of this framework is shared responsibility, where healthcare organizations and EHR vendors share the responsibility of

safety. To achieve this shared responsibility and ultimately improve both EHR and patient safety many EHR vendors and healthcare organizations have designated an EHR patient safety officer.^{8,9} Individuals in this role may be responsible for investigating known EHR-related adverse events and near misses and perform many of the routine safety self-assessments described previously. The varied roles and expectations of EHR patient safety officers across organizations in practice has not been previously described.

Description of Panelists and Presentations

The panel will be moderated by Dr. McCoy and includes safety officers from leading EHR vendors and healthcare organizations. Dr. McCoy will introduce the topic of EHR-related safety and the need for EHR patient safety officers (5 minutes). Each panelist will then provide an overview of the safety program at their organization (10 minutes each). Panelists will define their role and governance structure; outline processes for preventing, investigating, and reporting EHR-related adverse events across all domains of the HITS framework; and describe opportunities for shared responsibility between vendors and healthcare organizations. The panel will conclude with 15 minutes for audience questions and discussion. All panelists named have agreed to take part on the panel.

Ethan D. Gerson, MD

Dr. Gershon is Clinical Safety Officer at InterSystems. In this role, he is responsible for ensuring InterSystems identifies and manages risk of patient harm related to InterSystems healthcare products and services, including compliance with relevant UK and EU regulations. Prior to joining InterSystems, Dr. Gershon was previously an executive at Alfred Health in Melbourne, Australia, CMIO at iMDsoft, and Physician Executive at Cerner Corp.

Jim Russell, RPh, BS

Mr. Russell is the Patient Safety Officer at Epic Systems Corporation. In this role, he is responsible for working with the patient safety and quality assurance leads to monitor and manage Epic's patient safety processes, including coordinating Epic's annual fall Safety Forum, and liaising with external Patient Safety Organizations and similar groups.

Eva Karp, DHA, MBA, RN-BC

Dr. Karp is the Chief Clinical and Patient Safety Officer at Cerner Corporation. In this role, she is responsible for market and industry strategies supporting the clinician practice, clinician experiences, and patient safety strategies. Executive responsible for Pediatric Segment Strategies, Cerner Clinical leadership, and client senior clinician relationships.

Gianna Zuccotti, MD, MPH

Dr. Zuccotti is the Chief Medical Information Officer at Partners Healthcare. In this role, she oversees the content development, maintenance, and optimization activities for the EHR. In collaboration with the Chief Quality Officer at Partners Healthcare, she and her team have implemented a Safety Rapid Response Team and tiered alerting for coordinated response to EHR-related safety events.

Allison B. McCoy, PhD

Dr. McCoy is an Assistant Professor of Biomedical Informatics at Vanderbilt University Medical Center with research expertise on developing and implementing novel, generalizable approaches to evaluating and improving EHRs and CDS using existing data sources to promote safer healthcare.

Attendee's Take-away Tool

Participants will be able to implement shared approaches for identifying, correcting, mitigating, and preventing EHR-related safety issues between EHR vendors and healthcare organizations.

Use of Knowledge Acquired at Previous AMIA Events

Prior presentations at the AMIA Clinical Informatics Conference and AMIA Annual Symposium have focused on research-related efforts to identify and improve patient safety using EHRs. This panel will focus on patient safety from the perspectives of safety officers at EHR vendors and healthcare organizations.

References

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