

Ambulatory Care and Support for Clinicians

Challenges and Differences

Challenges

- ◆ Remote and smaller offices with little or no patient safety understanding (this is important, because without this, just culture, “how did happen instead of who”, transparency, disclosure—all these concepts allow you to know about events sooner.
- ◆ Less transparent reporting culture
- ◆ Sense that ambulatory issues are “not as acute or serious”
- ◆ Power gradient can inhibit reporting safety concerns/events in physician-owned clinics
- ◆ Clinic Manager usually has primary role in event investigation (*Patient Safety Event Debriefings Sheet for Ambulatory Setting* – [Click here](#))
- ◆ HR attitude among managers: see each as a unique transaction caused by someone who did not follow a policy. This circles back to the first bullet. Lack of understanding of substitution test and that failed processes that lead to errors are actually leadership issues that need to be solved.

What they do Differently

- ◆ Involved clinic administrators/managers in patient safety education and highlighted frequently occurring events that are unique to the setting
- ◆ Each day, when following up on outpatient reports of harm and near miss, thank them for reports, --we actually have a one-page cheat sheet for outpatient managers to guide them through an initial analysis with a patient safety hat on ([click here for cheat sheet](#))
- ◆ Go where they are, make initial contact by email and ask them to call. First aid on the phone and set a time to meet that day or the next.
- ◆ Include outpatient APNs in the training with physicians (sensitizes them to the issue and they become supporters)
- ◆ Use a software system in our office to track the contacts, **not the content**, but to make sure when we have referred someone for support that supporter has contacted them
- ◆ Supporter required to debrief with one of two people for accountability and assessment of those who need more help than peer support
- ◆ Monthly conference call with those who have taken the training and those giving support
- ◆ Monthly updates at clinical administrator’s meetings