

# Patient Safety Organization (PSO)

*A safe place for safety work, learning, and improvement*

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Health Catalyst Patient Safety Organization (HC PSO) is a federally certified organization of patient safety experts within Health Catalyst that work with clients to analyze all-cause patient safety data (known as patient safety work product, or PSWP) using the Patient Safety Monitor™ technology running on the Health Catalyst DOS platform. Membership in the HC PSO includes membership in the Patient Safety Learning Collaborative and provides a safe environment in which to assess safety threats, reduce risk of harm, improve safety culture, and improve care processes to reduce or mitigate harm, free from the threat of legal discovery. HC PSO is certified by the Agency for Healthcare Research and Quality (AHRQ) and listed here: <https://www.pso.ahrq.gov/listed>.

## Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, see our [success stories at healthcatalyst.com](https://www.healthcatalyst.com)



## Contact us

For more information on how Health Catalyst products and services can help your organization, please contact us:

- Reach out to your sales representative
- Call us at (855) 309-6800
- Email us at [info@healthcatalyst.com](mailto:info@healthcatalyst.com)

## The problem

It is estimated that less than 5 percent of adverse patient events ever get reported, making it difficult, if not impossible, to intervene in the events leading to harm. The threat of legal action can dissuade healthcare systems from rooting out the cause of patient harm and stopping it in its tracks; however, the Patient Safety and Quality Improvement Act of 2005 protects healthcare organizations from legal discovery for work done with a patient safety organization. Listed PSOs are accountable for the following activities:

- Establish a secure and safe environment to maintain the confidentiality of patient safety activities
- Analyze quality and safety risks to improve care and reduce risk to patients
- Provide feedback to healthcare providers on best practices to improve patient safety
- Encourage open, safe discussions within healthcare organizations on improving the culture of safety and implementing best practices to improve safety
- Utilize qualified staff with appropriate clinical, patient safety, technical, and PSO training

## Our approach

The HC PSO is a robust safety organization, within a national-leading healthcare analytics company, operated by experts with a combined 100-person-years of applied patient safety experience and years of measurable improvement. Unlike most other PSOs, HC PSO works exclusively with our latest analytic technologies for proactive, automated, monitoring, assessing, and intervening, to help your organization translate the learnings from your patient safety evaluation system into systematic, sustainable improvement in outcomes for your patient populations.

## Benefits and features

- **Reduce harm and save lives under full federal protection.** The HC PSO enables clinicians to surface information on harm events, plan safety interventions, share best-practices, and act, all without the fear of legal discovery.
- **Share experience with peer organizations.** Participate in the HC PSO Collaborative to share experience, improvement ideas, and measure success with other participating healthcare organizations.
- **Take advantage of nation-wide experience and perspective.** The HC PSO team has many years of cumulative experience improving patient safety in health systems across the country. When you work with our team, you get a depth of experience from our team members as well as our experience as a company with other health systems facing similar challenges.
- **Keep your data secure using state-of-the-art hardware, software, and handling facility .** HC PSO segregates all PSWP to the latest server technology, using the strictest security protocols, in accordance with federal PSO regulations.
- **Simplify by keeping your analytics and PSO protection under one roof .** As a component organization within Health Catalyst, HC PSO has the benefits and experience of the national leader in healthcare analytics. Health Catalyst is widely known for delivering measurable and sustainable improvements across the patient safety spectrum. Examples include 68% reduction in venous thromboembolisms (VTEs), 74% reduction in pressure ulcers, and \$1.2 million saved in one year from decreased variable sepsis-care cost.

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