

# Patient Safety Services

*A side-by-side partnership to optimize your use of the Patient Safety Monitor™ Suite, grow your capacity as a High Reliability Organization —and catalyze dramatic improvement in safety outcomes.*



Type: Professional Service

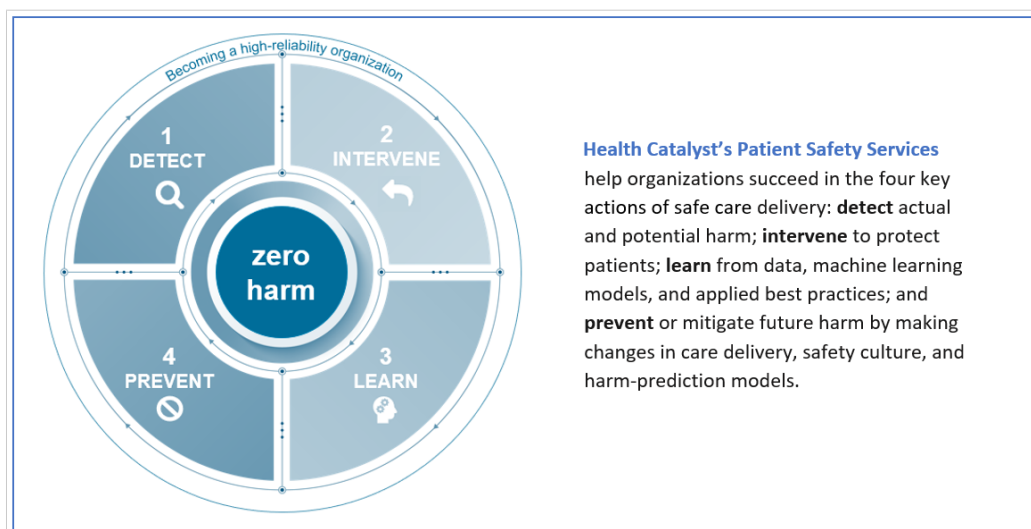
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Health Catalyst's Patient Safety Services deliver a partnership to users of the Patient Safety Monitor Suite. Provided under the auspices of the Health Catalyst Patient Safety Organization (PSO), our expert-led clinical, organizational, and technical improvement services help systems leverage data and analytics to identify and address all-cause harm and risks—and build the culture and best practices important for sustained improvement in patient outcomes. The services include technology training and implementation, regular reviews of patient safety data and events, and participation in the Health Catalyst Patient Safety Learning Collaborative.

## Intended for...

- Organizations investing in the Patient Safety Monitor technology



*Our safety experts have a wealth of applied experience leveraging data, analytics and cultural best practices to drive improvement in safety outcomes.*

## The problem

It has been nearly twenty years since the publication of “To Err is Human,” the National Academy of Medicine’s eye-opening report on the widespread problem of patient harm from preventable medical errors. So what has changed in two decades of effort? Not nearly enough. As a leading cause of death in the United States, preventable healthcare harm remains a serious public health issue—not to mention a major factor in unsustainable increases in healthcare costs.

To move the needle on the seemingly intractable problem of patient harm, most experts now advocate a multifactorial approach:

- Data, metrics, analytics, and monitoring systems that can deliver insight into all-cause harm trends, patterns, and causes—including active surveillance trigger tools and machine learning to detect risks and support intervention to keep patients safe
- Governance, leadership, accountability, and aligned incentives to drive a focus on harm reduction and the creation of a High Reliability Organization (HRO)
- Assessment-driven intervention and care system redesigns that support a culture of safety and the specific behaviors that continually strengthen it
- Participation in a patient safety collaborative managed within a patient safety organization (PSO) to build and share learning and establish a protected environment for comprehensive, rigorous analysis

## Our approach

Patient Safety Services bring together Health Catalyst’s deep expertise, the analytic power of our Patient Safety Monitor suite, and the legal protection of our patient safety organization (PSO) structure to help organizations succeed in the four key actions of safe care delivery: **detect** actual and potential harm; **intervene** to protect patients; **learn** from data, machine learning models, and applied best practices; and **prevent or mitigate** future harm by making changes in care delivery, safety culture, and harm-prediction models.

## Benefits and features

- **Maximize the strategic value of your safety data and analytics.** Our experts provide twice monthly patient safety event reviews, helping organizations move from data findings to best practice interventions that truly transform patient outcomes.
- **Build the structures and culture to help you become a High Reliability Organization.** Via quarterly partnership meetings and ad hoc coaching, our patient safety experts can help you craft an effective patient safety governance structure, implement a sound improvement methodology, and actively foster individual and team behaviors that build psychological safety and collaborative approaches to harm prevention.
- **Learn more, improve faster—and reduce all-cause patient harm.** Under the legal protection of our PSO, our Learning Collaborative allows you to participate in peer discussion and benchmarking, access support to maximize use of the Patient Safety Monitor tool, and share challenges and best practices with other organizations—all in a forum in which “everyone teaches, and everyone learns.”
- **Take advantage of nation-wide experience and perspective.** Our patient safety services team has years of cumulative experience using data, analytics, and applied best practices to help organizations achieve significant care improvement and cost savings. When you work with our team, you partner with and learn from analytic and clinical experts— and also benefit from our company’s cumulative experience working with other health systems facing similar challenges in patient safety.

## Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, visit <https://www.healthcatalyst.com/knowledge-center/success-stories/>

## 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)

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