



## Case Study: PinnacleHealth

Harrisburg, Pennsylvania



### Proven results

- Eliminated lost information by making the occurrence report available on any PC connected to the hospital intranet server
- Saved “several hours” each day managing internal and regulatory reporting requirements
- Increased reporting of potential risk events
- Helped automate stringent state agency reporting requirements
- Saved approximately one FTE day per month on tracking and storing paper
- Saved nursing director one day per month compiling reports for NDNQI
- Provided expandability and flexibility to meet future reporting needs

“We love 3M Risk Manager because it is very flexible, easy to use, and completely customizable. The technology is tremendous.”

—Amy Helmuth, director of performance improvement, PinnacleHealth

### 3M products used by PinnacleHealth

- **3M™ Risk Manager Software**
- **3M™ ClinTrac™ Infection Control Manager Software**
- **3M™ ClinTrac™ Quality Manager Software**
- **3M™ ClinTrac™ Clinical Abstracting Software**
- **3M™ ClinTrac™ Care Planning Manager Software**
- **3M™ ChartScript™ Software**
- **3M™ Electronic Signature Authentication Software**
- **3M™ ChartFact™ / 3M™ ChartLocator™ Software**
- **3M™ ChartReserve™ Software**

### Snapshot of PinnacleHealth

**Type of facility:** PinnacleHealth touches the lives of 20,000 residents in central Pennsylvania each week, with comprehensive healthcare services that include four hospitals and two emergency departments. In addition, PinnacleHealth has 15 family medicine centers covering a five-county area.

**Number of beds:** 653

**Combined inpatient visits:** 37,000/year

**Outpatient diagnostic:** 60,000/year

**Services:** Cancer, cardiac care, children’s health, mental health, general health, radiology, home-based services, rehabilitation services and women’s care.

**Challenge:** PinnacleHealth needed to replace its paper-based incident reporting system to improve timeliness of reporting and meet state mandates for event reporting.

**3M solution:** 3M™ Risk Manager Software.

**Feature client finds most useful:** Flexibility to customize software to fit needs.



## PinnacleHealth

### The challenge

Prior to implementing the **3M™ Risk Manager Software**, PinnacleHealth used a paper-based system for reporting occurrences that was labor intensive. The slowness and inefficiency of the former system meant that information concerning the incidents, accidents or other events took days or weeks to disseminate through the hospital—making it far more difficult for staff to take timely action in preventing similar occurrences.

Another important reason for considering a web-based occurrence reporting system was the need to meet the stringent state reporting requirements of PA-PSRS (pronounced “pay-sirs”), the Pennsylvania Patient Safety Authority’s Reporting System.

### The 3M advantage

3M Risk Manager is a comprehensive assessment solution for risks associated with healthcare incidents, accidents, theft, loss, complaints, and assault. It gives healthcare facilities the power to streamline updating and analysis, as well as summary and detail reporting.

“3M Risk Manager has allowed us to implement a program of web-based occurrence reporting that helps us make the process much more efficient and cost-effective,” says Amy Helmuth, RN, MS, ONC, director of performance improvement. “Information about an incident is available much more quickly, so we can identify the cause in a timely manner and take corrective action as soon as possible. The accurate and comprehensive reports provide us with a wealth of information that we use to analyze trends and initiate patient safety activities.”

### The results

The flexibility of 3M Risk Manager enabled PinnacleHealth to more easily comply with the PA-PSRS web-based reporting system. “This has been our fifth year of mandatory state reporting,” Helmuth says. “Other systems would not have given us the ability to customize according to our needs the way 3M does. This was particularly important when we had to make changes or prioritize information for the fields containing data that PA-PSRS requires us to report. The expandability of 3M products has also been a tremendous benefit to us.”



#### Health Information Systems

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Each morning, Lisa Dininni, incident analyst, complies with reporting requirements using data provided by the online occurrence reports. She stays on track and maintains accuracy using the 3M Risk Manager worklist function to complete each step in her process and uses the reporting capabilities to follow up on previous reports and close each case. Helmuth notes, “Prior to implementing 3M Risk Manager, Lisa was mired in a mountain of paper and frequently worked additional hours on the weekend to keep up. Now she is up to date by the end of the day.”

Training for a pilot program of the new system went very smoothly, according to Helmuth. “Some people thought that web-based reporting would be difficult,” she says. “Initially, we were afraid of a drop in reporting. Instead, our overall number of reports has remained steady. In addition, we are receiving reports on certain types of incidents such as IV problems that were not reported to the risk manager in the past.”

### Non-punitive environment

One factor in the success of occurrence reporting at PinnacleHealth is what Helmuth calls “the non-punitive environment.” She notes, “We want to know when an incident occurs to help prevent future incidents, not blame someone. We provide positive feedback to staff for taking the time to report an event. When we surveyed the staff, they also told us they like being able to enter the report online because it is more confidential than a piece of paper.”

Sharon Fleck, senior benchmark analyst, describes it this way: “Our goal is to improve patient care, and occurrence reporting gives us one important tool for doing just that—one reason why we are glad that 3M Risk Manager’s web-based occurrence reporting system is so user-friendly.”

Helmuth sums it up simply: “We love 3M Risk Manager because it is very flexible, easy to use, and completely customizable. The technology is tremendous.”

### Call today

For more information on how 3M solutions can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **[www.3Mhis.com](http://www.3Mhis.com)**.

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