# UNIVERSITY OF COLORADO HOSPITAL – CASE REVIEW FORM

**Quality Product**

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>REVIEWED BY</th>
<th>REVIEW DATE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>PATIENT FULL NAME</th>
<th>MRN</th>
<th>ENCOUNTER DATE(S)</th>
</tr>
</thead>
</table>

**REFERRAL SOURCE**

- [ ] PSN
- [ ] Risk Management
- [ ] External Department – Name: ____________________________
- [ ] Patient Complaint
- [ ] Self-Referral
- [ ] Institute for Healthcare Improvement Global Trigger – List (see back):

**DESCRIBE CARE CONCERN**

Case Summary

**CASE SUMMARY**

**PROVIDER RESPONSE(S)**

**SUMMARY OF COMMITTEE REVIEW**

**SAFETY AND/OR QUALITY IDENTIFICATION (Check all that apply)**

<table>
<thead>
<tr>
<th>No Issues With Care</th>
<th>Staff / Provider Performance Concern</th>
<th>Staff/Provider Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>System or Process Concern</td>
<td>Professionalism</td>
<td>No error</td>
</tr>
<tr>
<td>Documentation</td>
<td>Documentation</td>
<td>Unintentional Error</td>
</tr>
<tr>
<td>Communication</td>
<td>Interpersonal Communication</td>
<td>At-Risk Practice</td>
</tr>
<tr>
<td>Staffing</td>
<td>Technical Skills or Ability</td>
<td>Reckless Practice</td>
</tr>
<tr>
<td>Equipment</td>
<td>Medical Knowledge</td>
<td>Malicious</td>
</tr>
<tr>
<td>Environment</td>
<td>Supervision of Other Providers – If concern, list names:</td>
<td>Impaired</td>
</tr>
<tr>
<td>Information Technology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordination and execution of care plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other – Define:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PATIENT HARM**

- [ ] No harm
- [ ] No harm, but circumstances or events that have the capacity to cause error (Institute for Healthcare Improvement A)
- [ ] Error that did not reach the patient (Institute for Healthcare Improvement B)
- [ ] Error that reached the patient but did not cause harm (Institute for Healthcare Improvement C)
- [ ] Error that reached the patient and required monitoring or intervention to confirm that it resulted in no harm to the patient (Institute for Healthcare Improvement D)
- [ ] Temporary harm to the patient and required intervention (Institute for Healthcare Improvement E)
- [ ] Temporary harm to the patient and required initial or prolonged hospitalization (Institute for Healthcare Improvement F)
- [ ] Permanent patient harm (Institute for Healthcare Improvement G)
- [ ] Intervention required to sustain life (Institute for Healthcare Improvement H)
- [ ] Patient Death (Institute for Healthcare Improvement I)
**Safety Culture Algorithm**

**Evidence of substance abuse?**
- Yes: **Impaired Judgement**
  - Discipline is warranted if illegal substances used
  - The caregiver’s performance should be evaluated to determine whether a temporary work suspension would be helpful
  - Help should be actively offered to the caregiver
- No: **Malicious Action**
  - Discipline is warranted

**Did caregiver intentionally cause harm?**
- No: **Reckless Action**
  - The caregiver is accountable and needs retraining
  - Consider participating in teaching others
  - Discipline may be warranted
- Yes: **At-risk Practice**
  - The caregiver is accountable and should receive coaching
  - The caregiver should participate in teaching others the lessons learned
  - The system supports risky action and requires fixing. The caregiver is probably less accountable for the action, and system leaders share the accountability.
  - Remove incentives for at-risk behavior, create incentives for healthy behaviors, enhance training, teaching, and decision-support tools, match expertise

**Did caregiver knowingly violate safe procedures with a conscious disregard of a substantial and unjustifiable risk?**
- No: **Unintentional Human Error**
  - Improve processes, procedures, design environment
  - The caregiver is not accountable
- Yes: **Pass the substitution test?**
  - Would 3 other caregivers with similar skills and knowledge do the same in similar circumstances?
  - Yes: **Remedial action with possible punitive action**
  - Coaching
  - Support/Blameless error
  - *Consider if provider/staff has a history of repeated unsafe practices. Training, coaching, job transfers, or corrective action may be warranted.*

"Unsafe acts algorithm" adopted from J Reason, D Marx, A Frankel, and M Leonard