



HB HEALTHCARE SAFETY®

Want to Free Healthcare From Harm?

Start by becoming an SLS case reviewer!

HB HEALTHCARE SAFETY®

HB Healthcare Safety® is a Social Benefit Corporation pursuing
an end to the harm caused by failures in healthcare delivery.



THE SAFETY LEARNING SYSTEM™

DISCOVER A NEW PERSPECTIVE ON PATIENT
SAFETY BY BECOMING A CASE REVIEWER

The Safety Learning System™ (SLS) is a systems improvement methodology that brings together advanced workflow and analytics technology to promote organizational learning and change that will end the suffering caused by healthcare delivery. Our focus is to use actionable data and information to stimulate cross-disciplinary and cross-departmental dialogue to cut through the cultural and system barriers preventing meaningful change. This facilitates the pin-pointing of common causes of patient harm in hospital systems and processes, provides the technology solution to monitor the actions and inactions that lead to harm, and aids in the development of new processes and reliable systems to address these failures in care delivery.

Why Become a Case Reviewer?

The 'pin-pointing' of common causes could not be done without dedicated case reviewers. SLS case review is about identifying the omissions of care throughout a patient's hospital journey which could not be done without practicing nurse and physician reviewers. We are moving away from the concept of intentional harm to understanding the improper systems and processes of care delivery that allow us as providers to cause unintentional harm to our patients.

Reviewer Roles & Responsibilities:

- Be a systems-thinker that supports transparency for system learning.
- Professionalism is crucial. Reviewers are expected to maintain the confidence of the staff whose cases they review.
- Timely completion of assigned cases.
- Proper OFI selection and case documentation in Healthcare Safeware®.
- Review the patient's hospital journey - not outcome.
- Identify places where processes and systems have prevented providers from doing their job and / or allowed for mistakes.

Contact your SLS site leadership to get started on case review training. Still need more information? Visit our website @ www.hbhealthcaresafety.org/case_reviewers_sa