



## Fourth ECRI Institute PSO Deep Dive: Care Coordination

For its fourth Deep Dive™, ECRI Institute PSO selected care coordination issues affecting patients throughout the continuum of care ([read the executive summary](#)). Poorly coordinated care puts patients at risk for preventable events, such as medication errors, lack of necessary follow-up care, and diagnostic delays and errors. These errors and delays, as well as care gaps, can lead to repeat testing and procedures, a dissatisfying care experience, and preventable patient harm, including unnecessary hospital readmissions.

Coordinating the patient's care among various providers and across multiple care settings—from a hospital to a rehabilitation facility to the patient's home, or from a hospital to a skilled nursing facility—is a huge challenge. On top of this challenge are various contributing factors that can impede care coordination, including patient information that is unavailable, inaccurate, not timely, or incomplete, as well as patients' limitations in understanding their needs (e.g., understanding what medications they are taking and why, knowing whom to see for a particular care issue) so that they or a designee can safely and reliably continue care.

### **What ECRI Institute PSO found**

ECRI Institute PSO analyzed more than 200 events. The events were submitted to ECRI Institute PSO and its partner patient safety organizations (PSOs) over three and a half years, starting in September 2011 and ending in mid-January 2015. The analysis includes both near-miss events and events that reached the patient, a few of which caused temporary or permanent harm. The reports reflect events occurring in the hospital and at or after discharge.

The majority of the events involved care coordination issues arising during the hospital stay; the remainder occurred during or after the discharge process.

The top four contributing factors for both inpatient and discharge care coordination events include:

- Human factors
- Communication breakdowns
- Policies and procedures that were either unclear or not in place
- Limitations in staff qualifications

Improvements in care coordination depend on providers in all healthcare settings recognizing their shared responsibility to facilitate seamless patient transitions along the care continuum.

ECRI Institute PSO's Deep Dive report reviews the effect that issues such as medication reconciliation, discharge planning, care transitions, patient engagement, and more can have on care coordination along the healthcare continuum. The full report (PSO member login required) provides recommendations to address these issues and, in turn, to improve care coordination.

[Contact us](#) for more information about the [ECRI Institute PSO Deep Dive](#), or for assistance regarding your care coordination risks and concerns.

### Help Us #SaveAHRQ

The lead federal agency for health services research that helps translate evidence into safer, more cost-effective clinical care, the [Agency for Healthcare Research and Quality](#) (AHRQ), is under threat of elimination. Read a [Philadelphia Inquirer blog post](#) written by ECRI Institute's president, and spread the word with this [social media toolkit](#).

### ECRI Institute is Hiring!

Are you seeking employment with an organization that focuses on improving healthcare and values and respects its staff? We are actively looking for patient safety and risk management experts for several positions. [Learn more](#).

### International News

Eric Woo, ECRI's Asia Pacific Regional Director, will be speaking at the 1st Thailand Healthcare Facility Management Seminar in Bangkok, Thailand on November 12 – 13, 2015. Eric will be presenting a topic on "**Medical Device Risk and Accident Management**" and will be part of a discussion panel along with other industry experts on "**How to Promote HFM Practice in Your Organization.**"

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