

# INsight® Risk Assessment for Physician Offices

## A fast, effective way to assess risks

ECRI Institute's web-based risk assessment provides perspectives from the front-line to leadership to help the organization assess patient safety risks throughout the office practice. Our assessment tool generates reports based on responses to help identify problems so you can focus on improvements. Physician participants can earn one Category 1 AMA PRA credit™.

## Sample questions addressed in the web-based assessment:

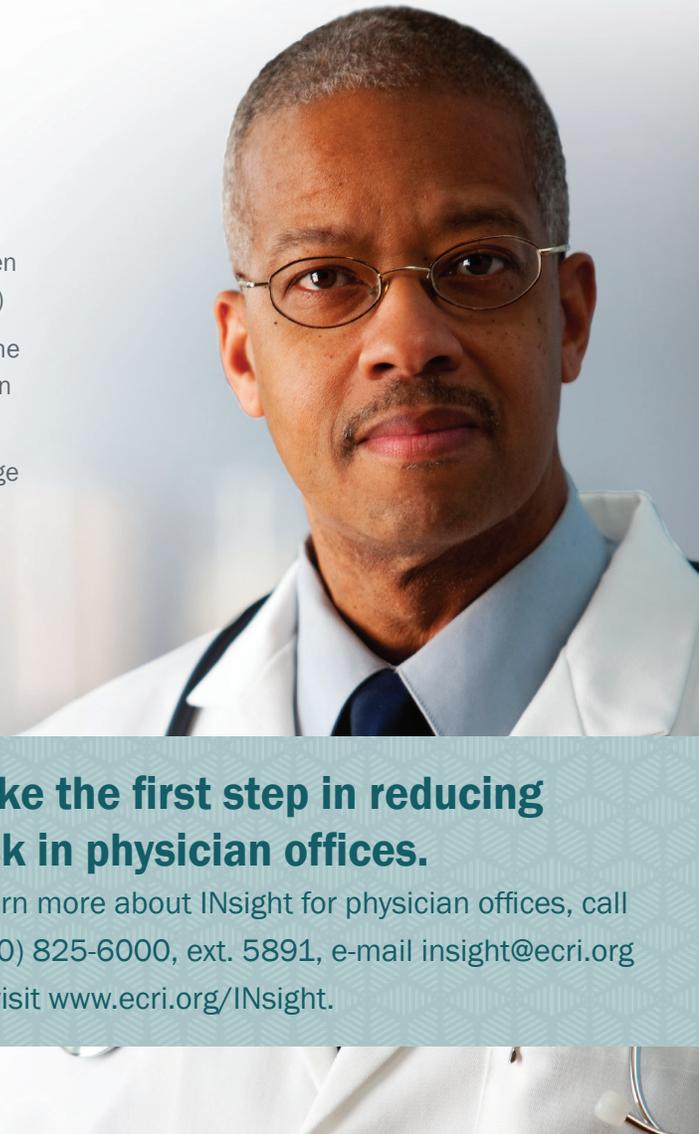
- ▶ Patients are promptly notified about abnormal diagnostic test results. (Communication & Information Flow)
- ▶ How effective is the training given to providers and staff when new equipment is implemented? (Equipment Safety & Updated Technology)
- ▶ Staff know what to do when they believe another staff member has gone beyond the scope of his/her permissible activities. (Human Resources and Staffing)
- ▶ Employees receive annual education on infection/exposure control procedures. (Infection Control Practices)
- ▶ How frequently do patients complain about getting a busy signal when trying to call the office when it is open? (Patient Access & Availability)
- ▶ Medication reconciliation is performed when a patient has been to the hospital or a specialist since their last office visit. (Patient Information & Education)
- ▶ Qualified staff is available during all scheduled office hours to manage a patient with an urgent condition. (Urgent and Emergent Response)
- ▶ Is staff educated on how to deal with potentially violent patients? (Worker Safety Issues)

## Key areas:

Communication & Information Flow  
Confidentiality, Privacy & Disclosure Issues  
Equipment Safety & Updated Technology  
Human Resources and Staffing  
Infection Control Practices  
Patient Access & Availability  
Patient Information & Education  
Safe & Secure Environment of Care  
Timeliness and Accuracy of Documentation  
Urgent and Emergent Response  
Worker Safety Issues

**CME Accreditation Statement:** This internet activity enduring material has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME). ECRI Institute is accredited by the ACCME to provide continuing medical education for physicians

**AMA Credit Designation Statement:** ECRI Institute designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in this activity.



**Take the first step in reducing  
risk in physician offices.**

Learn more about INsight for physician offices, call (610) 825-6000, ext. 5891, e-mail [insight@ecri.org](mailto:insight@ecri.org) or visit [www.ecri.org/INsight](http://www.ecri.org/INsight).