

ENABLING SAFER HEALTH CARE: A STATEWIDE EFFORT to ALIGN PERSPECTIVES on ACCOUNTABILITY and RESPONSES to ADVERSE EVENTS

September 22, 2003

The Massachusetts Coalition for the Prevention of Medical Errors has undertaken a year long effort to jointly derive a framework for accountability that is broadly viewed as just by all segments of the Massachusetts healthcare system.

In the initial phase of this project, the Coalition has partnered with the Agency for Healthcare Research and Quality's User Liaison Program (ULP), to host a workshop "*Enabling Safer Health Care: A Statewide Effort to Align Perspectives on Accountability and Responses to Adverse Events.*" The workshop took place on Monday, September 22, 2003 at the Massachusetts Medical Society in Waltham, Massachusetts.

Approximately 95 senior officials and patient safety experts from the Massachusetts health care community (i.e., accreditors, association staff, clinicians, executives, legislators, insurers, licensing board members, etc.) and national patient safety experts came together to explore the issue of accountability for patient safety.

The overall goal of the workshop was to create a setting where participants can effectively discuss their different perspectives and work toward developing shared principles on accountability that will enhance patient safety. More specifically, the workshop was designed to provide an opportunity for patient safety experts to:

- Examine current frameworks/models for conceptualizing and defining accountability.
- Provide a respectful listening and learning opportunity for senior officials in health care and content experts in patient safety, which results in an understanding of the perspectives of the different constituencies.
- Identify issues and problems in the current approach to address accountability in the health care system
- Define the elements of an ideal future system of addressing accountability and the analysis of an adverse event by health care organizations, and licensing, regulatory, and accreditation organizations.
- Suggest next steps that could be taken to formalize the future state.

The overall goals for this initiative are listed below.

- Goal 1: On September 22, 2003, through dialogue, learning, listening, and respectful process, principals of the Mass healthcare system develop a more comprehensive understanding of the dimensions of accountability on the **individual, shared, and system levels**
- Goal 2: By October, 2004, through systematic and inclusive process a model framework for the accountability is brought forward
- Goal 3: By January, 2005, the framework is widely implemented across the state