**EMRI Emergency Medicine Risk Initiative**

**FEATURES**
- Web-based, interactive education
- Intelligent medical record tools
- Audit program

**BENEFITS**
- Easy access, 24/7 availability
- Ability to exit and enter course anytime
- Comprehensive reporting capabilities
- Team building
- Large library of accredited courses
- Serves different levels of providers

**Clinical decision support at the bedside**
- Paper or electronic
- Patented risk management module
- TSGRSQ support at the point of care

**Addresses all high-risks in EM**
- Throughput analysis
- Comprehensive reporting capability
- Drills down to individual practitioner
- Benchmark to nation or peer group
- Web-based, 24/7 availability

EMRI is a continuous cycle of Risk, Safety, and Quality (TSGRSQ). It is designed to reduce medical errors, the risk of misdiagnosis, and improper management of high-risk patient presentations. It has been proven to increase patient safety as evidenced by a reduction in medical errors and medical malpractice claims of up to 40% in large hospital systems and medical groups.

This cycle consists of three components:
1) Web-based risk, safety, and quality education;
2) Intelligent medical record tools that support clinical decision making at the point of care and;
3) A performance evaluation (audit) that provides immediate department feedback and benchmarking with your group or division and the nation (over 300 EDs).
TSG has developed medical record tools designed to reduce risk and medical errors, and improve patient safety. The TSG ‘intelligent medical record’ is designed to provide clinical decision support and documentation guidelines for emergency and acute care high-risk presentations. This powerful tool creates opportunities to make an appropriate diagnosis, demonstrate a careful analysis of the appropriate differential diagnosis, and demonstrate compliance with the applicable standard of care. TSGPowerDoc™ is a medical record tool designed to reduce risk and medical errors, and provide the highest quality patient care when you need it, at the point of care.

**TSGPowerDoc**

**Real Time Risk Management – at the Point of Care**

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**FEATURES**

- Risk enhanced
- Over 130 unique charts
- Computer generated
- Optimizes reimbursement
- Easy to use
- Highly customizable at no additional charge

**BENEFITS**

- Improved patient care
- Reduced malpractice claims
- Complaint specific
- Specific for patient age and gender
- No rack system
- Chart generated by presenting complaint
- Prompted documentation optimizes billing and coding accuracy
- Efficient
- Standard format
- Encourages a team approach
- Total commitment to client support
- ED specific
Unique Risk Fortified Format — Incorporates TSG Evidenced Based Clinical Prompting and ACEP Clinical Policy Content to Optimize Risk Management Documentation

TSG, the leader in ED Risk Management, has combined its proven risk management expertise with the well established ED documentation experience of EPOWERdoc to create a revolutionary New ED Documentation Template System focused on Patient Safety and Risk Management.

- New Risk Fortified Format – Improves patient care with reduced malpractice claims

*Imbedded clinical prompters provide optimal documentation and care of high risk presentations – improves your financial and risk management results

- Dictation Readability in a Template Format
  
  *Easily accepted by medical staff*

- Highly Customizable
  
  *Easily adapted to meet your ED’s specifications*

- Unique Data Input Format Optimizes Documentation
  
  *Fast, comprehensive, easy to use!*
TSG clients are provided access to a robust online tool for auditing compliance with Risk management, patient Safety, and Quality of care (TSGRSQ) data elements. The audit assesses over 170 data elements across the ten highest risk clinical entities in emergency medicine.

After each audit cycle, the program automatically generates graphs and tables that provide a comprehensive department report including an executive summary, department overview, and the ability to drill down to individual practitioners.

The audit provides a benchmark analysis of physician and nursing performance compared to the rest of the ED team, a self-designated comparison group, and against a national average. The performance evaluation highlights documentation, clinical practice, and systems issues; and provides a powerful and positive incentive for individual practitioner improvement.

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**Features**

- Comprehensive reporting capability
- Ongoing performance improvement
- Web-based access
- Over 300 hospitals in database
- Evidence-based TSGRSQ data elements
- Reporting by individual TSGRSQ data elements

**Benefits**

- Organization-wide reports
- Drill down to individual practitioner
- Strong incentive for improvement
- EDs uniformly improve performance
- Some practices use data to negotiate malpractice insurance rates
- Easy access
- User friendly
- Benchmark to comparison group and the nation
- Practitioners buy in to the audit process
- ED’s make a long-term commitment to performance improvement
- Build action plans based on individual practitioner results or system issues
The Sullivan Group has built Risk, Safety, and Quality (TSGRSQ) into a Risk Management Module (RMM) for integration with ED information systems. TSG currently works with the largest EDIS vendors in the market and the RMM is deployed in over 100 US emergency departments. The RMM contains over 20 different features, including critical data element prompting, clinical risk alerts, key information, several vital sign features, interactive differential diagnosis, key clinical graphics, and evidence based clinical decision support; all immediately available at the point of care. The RMM virtually eliminates the need for individual PDAs or reference books.

The result is a high level of documentation compliance, improved clinical practice, medical error reduction, improved patient safety, and reduction in medical malpractice litigation. The RMM uses subtle visual prompts and access to information rather than pop-ups or hard stops in order to maximize risk and safety while minimizing practitioner interruptions.

The RMM facilitates rapid diagnosis of high-risk medical conditions and assists the practitioner to create a defensible medical record. The bottom line is that the patient is the big winner while the system provides the hospital organization with a tangible return on investment.

**Features**

- Prompted risk, safety, and quality data elements
- Embedded evidence-based and best practice content
- Vital sign functionality
- Clinical decision support
- Interactive differential diagnosis
- Critical alerts with visual cues
- Seconds-to-minutes emergencies
- Trending analysis

**Benefits**

- Research demonstrates this results in the highest level of documentation compliance
- Assists clinical practice
- TSGRSQ information available as needed
- Dramatic reduction in medical errors and related morbidity and mortality
- Risk stratification strategies, scoring systems, protocols are all immediately available
- Analysis of DDX. Drill down into a complete treatment of each element of the differential
- Enhances team communication
- Rapidly obtain ECGs in appropriate patients
- Expedites management of the highest risk in emergency medicine
- Provides evaluation of data trends that may not be readily apparent to clinician
TSG and ExitCare, LLC, the makers of the ExitCare Patient Education System, have come together in a strategic relationship to create the finest discharge instructions (DI) available in the emergency medicine and acute care marketplace. The ExitCare instructions have always been of the highest quality. Now, TSG has added language that more clearly outlines the discharge risks, the patient’s obligations, and appropriately shifts responsibility for post discharge care and follow-up from the provider to the patient. The risk-enhanced instructions empower the patient and clearly identify the patient’s role in returning to good health.

**Features**

- Easy to read with clear formatting and graphics
- Expedient
- Available hospital wide
- JCAHO compliant
- Six languages
- Integrates with EDIS
- Risk enhanced

**Benefits**

- High patient comprehension
- Enhanced compliance with instructions
- Creates instructions and writes prescriptions in less than 45 seconds
- Over 1,000 ED topics plus over 2,000 inpatient topics for hospital-wide use
- Meets compliance requirements
- Meets patient safety goal for medication reconciliation
- Extends patient outreach
- Addresses language deficiency issues
- Allows staying with familiar set of instructions when upgrading to EDIS
- Promotes patient responsibility for care
- Manages risk of patient non-compliance
- Reduces exposure to liability
- Patient commits to read, understand, and carefully follow instructions
Description
ExitCare, LLC has been in the eHealth consumer market since 1996. The ExitCare® Patient Education Product is an enterprise-wide solution. The content is indicated for Emergency Departments, inpatient, and ambulatory care. Patient education documents are formatted to encourage readership with color images included within the instructions. Currently, there are over 500 healthcare sites using ExitCare as their patient education solution.

Patient Education Content
ExitCare topics meet the needs for the continuum of healthcare providers including hospitals, clinics, private practice offices and surgery centers.

The topics are:
- Authored by physicians
- Documents included from experts such as National Headache Foundation, the United Ostomy Association, the American Diabetes Association, the Anemia Society, and other similar organizations
- Updated quarterly (both documents and drug information sheets)
- Reading level from 6th to 8th grade based on Flesch-Kincaid
- 3,300+ English topics
- The most common topics have been translated into Spanish, Russian, Vietnamese, Tagalog and Portuguese
- All topics in all languages available in Large Print format
- Document format is designed to encourage readership with bullets, organized layout and color
- Text is augmented with color illustrations where appropriate
- Patient specific parameters such as temperature thresholds to seek further care, or amount of weight bearing allowed are easily customized
- Ability to test patient’s comprehension for low literacy patients and those not having English as their primary language.

Software Features
User interface is very intuitive. The software includes a number of features including the ability to:
- Edit existing documents, saving changes as templates if desired
- Easily add custom documents
- User/Dept/Facility specific settings for document shortcuts, categories, drug lists, additional notes, scripts, and much more!

ExitMeds™
ExitMeds includes over 2,000 drug-specific informational handouts from First DataBank (English & Spanish), electronic prescription writing, drug interaction checking and Medication Reconciliation.
TSG has created a library of online education dedicated to patient safety, medical error reduction, and the highest quality medical care. The library addresses the broad spectrum of Risk, Safety, and Quality issues in the practice of emergency and acute care medicine. TSG developed this library after 15 years of research into the causes of medical malpractice and adverse outcomes in emergency and acute care. The courses are unique, case-based, and have been extremely well received by emergency and acute care physicians. All courses automatically provide CME and CE.

**Features**

- Web-based, Scalable to any size organization
- Rapid implementation, 24/7 access
- Interactive format, log in/out of courses without losing place
- Comprehensive risk and safety in EM and primary care
- May result in insurance discounts
- Promotes group dedication to quality/safety
- Addresses global medical error problem
- Demonstrates to reduce medical error
- Comprehensive reporting tools
- Ability to track performance and compliance
- Ability to track performance and compliance
- Meets state CME/CE requirements
- Paired courses (physicians and nurses)
- Specialty program specific
- Built on actual clinical cases
- Practitioner satisfaction extremely high
- Updated by multi-specialty advisory panel
- Team resource management (JCAHO)
- Promotes a risk-managed team approach

**Benefits**

- Meets program certification requirements (e.g., stroke trauma)
- Meets CME/CE certificate at course completion
- CME/CE management system
- Comprehensive risk and safety in EM and primary care
- May result in insurance discounts
- Promotes group dedication to quality/safety
- Addresses global medical error problem
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The Sullivan Group was established in 1998. Since that time our larger clients, representing over 13 million ED patient visits per year, have carefully monitored their occurrence of medical errors and the incidence of malpractice claims. They are able to demonstrate significant reduction in medical errors and the frequency and severity of malpractice claims. TSG is now providing risk management and patient safety programs to over 600 U.S. hospitals and to medical organizations in 8 different countries. We work with a number of large medical organizations including HCA, CHS, Banner Health, Kaiser, LifePoint and Adventist.

We have a fully integrated IT platform that allows for tracking, reporting, and peer group benchmarking for our EM Risk Initiative computer-based training and the risk and safety performance evaluation. The TSG EM Risk Initiative is a systematic, scalable system solution that results in medical error reduction, improved patient safety, and a sustainable reduction in malpractice litigation.
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