Safety Assurance Factors for EHR Resilience (SAFER) Guides

What the ONC Thinks We Should Know About EHR Implementation

February 12, 2014
What Are SAFER Guides?

The SAFER Guides are a suite of tools for healthcare organizations to self assess the safety and safe use of EHRs, found at http://www.healthit.gov/policy-researchers-implementers/safer
SAFER Guides

Foundational Guides
• High Priority Practices
• Organizational Responsibilities

Infrastructure Guides
• Contingency Planning
• System Configuration
• System Interfaces

Clinical Process Guides
• Patient Identification
• Computerized Provider Order Entry with Decision Support
• Test Results Reporting and Follow-up
• Clinician Communication
SAFER Phases and Principles

Phase 1 - Safe Health IT: Address Safety Concerns Unique to EHR Technology
- Principle: Data Availability
- Principle: Data Quality and Integrity
- Principle: Data Confidentiality

Phase 2 - Using Health IT Safely: Optimize the Safe Use of EHRs
- Principle: Complete/Correct EHR Use
- Principle: EHR System Usability

Phase 3 - Monitoring Safety: Use EHRs to Monitor and Improve Patient Safety
- Principle: Safety Surveillance, Optimization, and Reporting
Foundational Guides

**High Priority Practices**
- Designed to help organizations prioritize EHR-related safety concerns
- Helps assess whether and how any particular recommended practice affects the organization’s ability to deliver safe, high quality care

**Organizational Responsibilities**
- Organized differently from the other 8 guides, around principles that apply to the people who have responsibility for patient safety
- Identifies individual and organizational responsibilities intended to optimize the safety and safe use of EHRs
- Focuses chiefly on human behavior and relationships
<table>
<thead>
<tr>
<th>Organizational Responsibilities Principles</th>
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<tr>
<td>• Defined decision-making activities ensure EHR safety</td>
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<td>• Activities to optimize EHR quality and data quality ensure EHR safety</td>
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<td>• Activities to ensure safe use of the EHR to prevent EHR safety hazards</td>
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<td>• Activities to ensure the availability of information in the EHR to prevent EHR safety hazards</td>
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<td>• Activities to help the organization learn from EHR safety efforts to prevent EHR safety hazards</td>
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Knowledge, especially fore-knowledge, is power. Including all stakeholders in the process of selecting, implementing, and configuring and EHR can only improve the chances for success of the project.
Infrastructure Guides

Contingency Planning
• identifies recommended safety practices associated with planned or unplanned EHR unavailability

System Configuration
• identifies recommended safety practices associated with the way EHR hardware and software are set up

System Interfaces
• Identifies recommended safety practices intended to optimize the safety and safe use of system-to-system interfaces between EHR-related software applications
# Clinical Process Guides

**Patient Identification**
- identifies recommended safety practices associated with the reliable identification of patients

**Computerized Provider Order Entry with Decision Support**
- identifies recommended safety practices associated with Computerized Provider Order Entry (CPOE) and Clinical Decision Support (CDS)

**Test Results Reporting and Follow-up**
- identifies recommended safety practices intended to optimize the safety and safe use of processes and EHR technology for the electronic communication and management of diagnostic test results

**Clinician Communication**
- identifies recommended safety practices associated with communication between clinicians
- is intended to optimize the safety and safe use of EHRs
“Perception is more important than Reality”
More information improves perception of any process because users feel more empowered.