

Morbidity & Mortality Conferences for Behavioral Health: Analyzing Standardized Processes and Identifying Needs for New Ones

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Background

- The acceptance of Patient Safety/High Reliability methods in BH practices varies nationwide
- BH practitioners and practices, like counterparts throughout healthcare, should adopt a culture that:
 - Is interested in improvement and vigilant for failures
 - Counters a “shame and blame” culture
 - Fosters clinical work within systems of care
 - Encourages open communication
 - Adopts evidence-based practices
- A “Morbidity and Mortality Conference” is one tool that could serve these needs. Our group embarked on a journey to implement this in an academic department and gathered data in doing so.

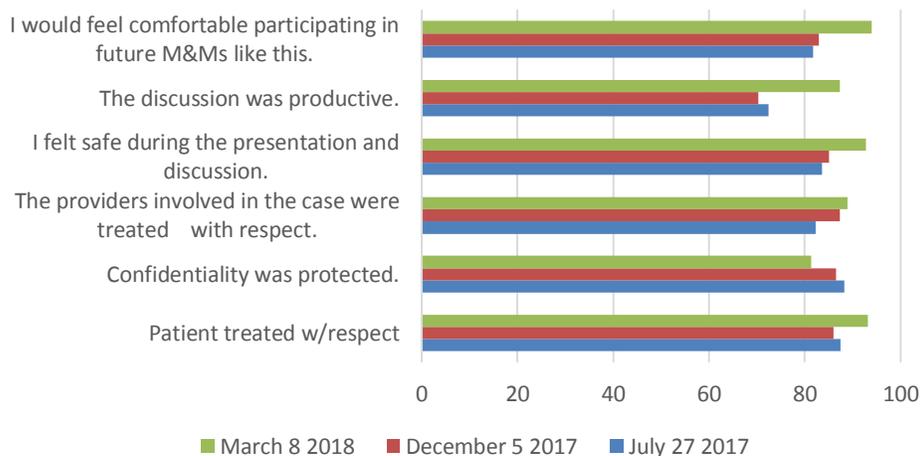
Aim

- To review case with a broader group of clinicians in order to inform future improvements
- Identify events resulting in adverse patient outcomes
- Foster discussion of adverse events,
- Identify and disseminate information and insights about patient care that are drawn from experience and evidence in literature
- Reinforce accountability for providing high-quality care,
- Maintaining a forum in which clinicians feel they may safely acknowledge and address reasons for mistakes.
- Elicit system-based problems that need to be addressed

Improvement/Changes

- The total sample size for the 3 surveys was 35 completed surveys.
- Findings included: The average score (0 strongly disagree/poor -100 strongly agree/excellent) for all questions on the 3 surveys was 81.96. The highest scored items were “The patient was treated with respect” (88.93), “I felt safe during the presentation and discussion” (87.16), “The providers involved in the case were treated with respect” (86.13) and “Confidentiality was protected” (85.4).
- Over the FY18 series, the agreement with the statement “ I would feel comfortable participating in future M&Ms like this increased by approximately 15%.

FY18 M&M Survey Results



Conclusions:

M&Ms are an acceptable manner of improvement in BH practices and can elicit or demonstrate areas in need of attention to protect the safety of patients.