



# Adverse Event Management System

Preventing medical errors  
through prospective and  
retrospective analysis.

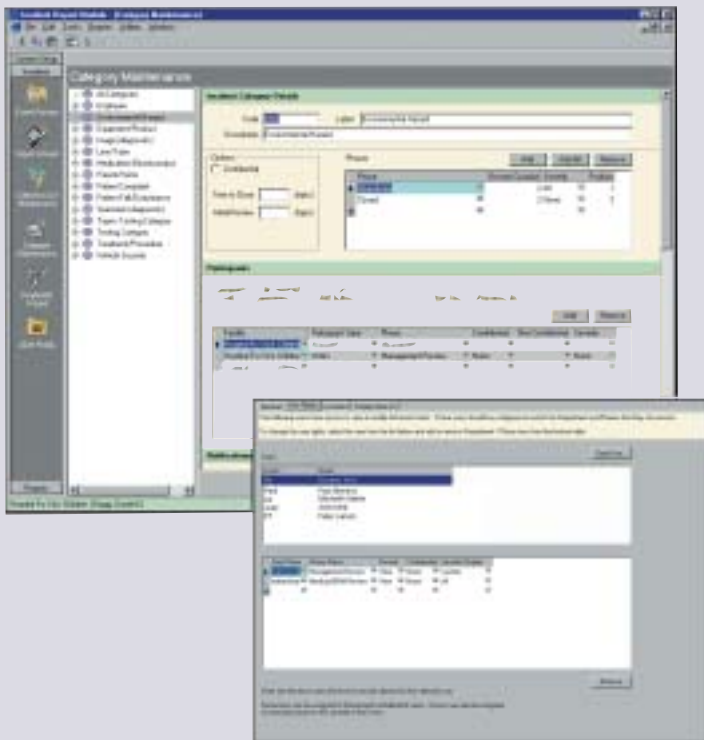


**CCD Health Systems**

[www.ccdsystems.com](http://www.ccdsystems.com)

## Improving quality of care...

AEMS was designed from the ground up to provide the ultimate in capabilities and performance. The features built into the AEMS product are ideally suited to meet healthcare risk management objectives –allowing the accurate recording, reviewing and resolution of adverse events.



### Intuitive Interface

AEMS is comprised of two modules. The set-up module presents an 'Outlook' style interface while the user module is a browser-based application.

The browser interface eliminates the need for user training. Context sensitive help and field-level hints are provided to guide users through the reporting process.

### Custom Workflow Manager

The AEMS Workflow Manager is designed to support your organization's policies. During implementation, your business rules are incorporated into our automated Workflow Manager.

As an event moves through the process, criteria entered into the Workflow Manager are used to determine which questions to ask and who should be notified.

- AEMS supports the creation of an unlimited number of collection lists. Each list is then tailored by the system, based on user input, when an event is created.
- AEMS allows you to define any number of review phases and assign them to each type of event. Both collaborative and independent reviews are supported.
- Email notification can be configured to alert key personnel when events enter each phase.
- A "phase advance" feature reduces the complexity during the review process. Events can automatically or manually proceed to the next phase as defined in the Workflow Manager.

### Multi-facility Event Collection

AEMS fully supports integrated health-care networks and regions.

Data collected at each facility may be tailored to the type of care provided.

"The solution to reducing the number of medical errors resides in developing mechanisms for collecting, analyzing, and applying existing information."

*Dennis O'Leary, M.D.,  
President, JCAHO*

## Privacy Protection

Our sophisticated security restricts access based on event types, departments, phases and severity. Audit files permanently monitor changes to events and security reports track unauthorized access.

## Comprehensive Reporting

AEMS ships with an innovative reporting interface to deliver a wide assortment of standard reports through your browser. This flexible interface allows users to produce reports with a single mouse click or drill down to refine selection criteria.

“Qualitative and narrative information can hold the key to root cause analysis and process improvement, especially in healthcare, where most processes are knowledge dependent.”

*Mike Porisky, President,  
CCD Health Systems*

Standard report types include:

- **Event reports** - used to assist in root cause determination
- **Statistical reports** - used for case management
- **Exception reports** - to measure compliance
- **Trend analysis** - help identify causes and quantify improvements
- **Audit reports** - to meet privacy protection requirements and validate conformance to hospital access policies

Our secure reporting system ensures data is protected on a need-to-know basis.

A complete data dictionary is supplied to support a variety of custom reporting tools.



CCD Health Systems is committed to improving safety for patients, residents and staff in healthcare organizations. This commitment is demonstrated by our efforts to improve the tools we provide our clients.

Adverse event management is a risk-reduction activity. We believe the greatest benefit from reporting and analyzing adverse events lies in the re-engineering of treatment systems to reduce medical errors.

## AEMS Features Include:

**Unlimited user-defined lists & codes** - Custom lists include event types, questions, phases, participants and any other information you wish to collect.

**No user training required** - CCD's intuitive browser-based interface is supplemented with user defined help and field hints to eliminate the need for training.

**Automatic email notifications** - AEMS includes a flexible notification system that is tailored to meet your requirements while preserving patient confidentiality.

**Trigger follow-up questions** - AEMS fully supports the concept of ancillary questions. Additional questions may be asked based on specific user responses.

**Unlimited comments** - Event management relies on both quantitative and qualitative input. AEMS collects comments where and when you need them.

**Browser-based event management** - Display and manage incidents directly from any workstation using a Web browser.

**De-identification wizard** - removes links to the individuals involved in the event.

**Receive timely reminders on overdue events** - AEMS will report on events that are overdue in any phase allowing for appropriate remedial action.

**Privacy Protection** - Multiple levels of security help protect staff and patient information. AEMS' sophisticated security structure ensures the right people have access to information while protecting patient and staff confidentiality.

**Exceeds JCAHO submission requirements** - Our flexible data collection infrastructure ensures you have the ability to identify and respond appropriately to all sentinel events. AEMS provides the mechanism to link action plans with events and monitors compliance.

**Trending and management reporting tools** - Trending reports measure your quality improvement progress and help identify areas that may require more attention. AEMS reporting tools are designed with a drill-down capability based on criteria that are important to you.



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