Children’s Hospital Boston
Experience With New Massachusetts Statewide Reports of Serious Reportable Events
State-based Reporting in Healthcare Working Group
Monday, June 28, 2010
4:00-5:30 p.m.
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Background

• Comprehensive event reporting to Massachusetts Department of Public Health/Board of Registration in Medicine already in place

• New Regulations required reporting of Serious Reportable Events (SREs) using National Quality Forum never-events language verbatim

• Massachusetts regulations also linked to:
  – Public reporting
  – Written patient notification within 7 and 30 day timeframe
  – Restrictions regarding charging for services
Children’s Hospital Boston’s Perspective

- National Quality Forum definitions not universally applicable to children (examples: hypoglycemia, devices)
  - CHB advocated for preventability and interpretability
  - Incorporated into final rule: requirements only apply to preventable events (those within the control the hospital)
  - Massachusetts Hospital Association advocated for institutional comments

- No guidance regarding how to apply billing restrictions
  - CHB modified existing process to determine which types of charges qualify
  - Some payors have expanded expectations to include both state and federal requirements

Children's Hospital Boston
PSQ Program for Patient Safety & Quality
Commentary

• Small Increase in Children’s Hospital Boston internal resources necessary, given preexisting reporting requirements
• Increased state-resources to adjudicate definitional issues; requires clinical input
• Concerns about highly specified language in patient/parent notification; required timeframes (especially 30 days) may have unintended consequences
• Little experience as of yet with non-charge/non-payment issues