



Proactively identify and manage risk to advance patient safety in your healthcare setting.

Our assessment methodology includes:



Pre-Assessment Process

Tailored to specific needs, Med-IQ explores strengths and areas for improvement focusing on best practices, performance improvement, and culture of safety.



Onsite Assessment Process

Med-IQ conducts a thorough data review of organizational plans, policies, and documents; surveillance of the environment of care; interviews with leaders and staff; direct observation of clinical areas; and medical record review.



Dissemination of Findings

Employing a consultative and collaborative approach, a closing session communicates high-level findings and celebrates best practices. Formal results are provided, outlining key insights and recommendations.

What can you expect to gain from our assessments?

- ✓ Objective, unbiased review of current practice
- ✓ Identification of quality improvement areas
- ✓ Guidelines, findings, recommendations, and rationales
- ✓ Risk education opportunities
- ✓ A thorough report of actual and potential areas of liability
- ✓ Resources to support ongoing improvement in the pursuit of excellence in patient care and safety

Our Work in Action

Case Study: Risk Assessment, Education, and Clinician Well-Being

PART 1: Surgical services and educational support

- A clinical risk assessment of surgical services at 3 sites
- On-demand and live education

PART 2: Clinician well-being and educational support

- Assessment in later stages of the COVID-19 pandemic
- On-demand and live education

Surgical Services Risk Assessment: included a review of policies, procedures, protocols, and applicable data; interviews with administrators, physicians, advanced practice professionals, nursing staff, and support staff; and tracer methodology to observe workflow, process, and barriers to performance.

Education: offered an on-demand orientation video providing a high-level review of risk management concepts, 2 case-vignette style publications distributed via email, a series of live presentations, and additional online educational courses accessible 24/7.

Clinician Well-Being Assessment: included a review of culture of safety data, policies and procedures related to well-being and a survey based on validated burnout measures. This was followed by a series of virtual interviews in both acute and long-term care environments. The data collected informed the development of an online educational module, which included bite-sized strategies for clinicians to assess and improve their well-being. Three live, virtual Q&A sessions hosted by a leading expert in healthcare worker well-being were held after the release of the educational module to facilitate adoption of the strategies. After the educational program was released, Med-IQ worked with the client to release a final survey to evaluate the impact of the education and changes in well-being.



Final data demonstrated:

81% took measures toward improving well-being

50% addressed important components of well-being