

# QUANTROS

## Quantros Patient Safety Organization Manager

*Technology support and safety improvement services for PSOs*



**YOUR FOUNDATION...**  
...for collaboration

Visibility

Visibility

Visibility

Visibility

Focus

Focus

Focus

Focus

Results

Results

Results

Results

# PSO support

## **Want to be a PSO but Lack the Infrastructure?**

State and regional hospital and healthcare associations have a lot to gain from achieving certification as a Patient Safety Organization (PSO).

In addition to signaling their commitment to quality to stakeholders across the state, region or even country, PSOs provide an invaluable service to their participants by helping them increase collaboration, and improve both healthcare quality and patient safety. As the focus on healthcare quality and safety intensifies and there is increasing evidence of mandatory PSO membership in state and federal legislation, PSO membership is quickly becoming a standard.

However the technology requirements for establishing oneself as a PSO can be daunting – rules governing security, data collection, aggregation, analysis and reporting, submission to the national Network of Patient Safety Databases (NPSD) and the delivery of patient safety improvement services are stringent and enforced. To add to the complexity, the specifications for submitting data will continue to evolve over time as the healthcare environment adjusts to the reporting of patient safety events, near misses and unsafe conditions in both the inpatient and outpatient settings.

Quantros can provide a way for hospital and healthcare organizations to deliver the benefits of a PSO without building the technological or services infrastructure to support it within the confidentiality and privilege protections offered under the law.

# solution overview

## The Technical Solution for Patient Safety Organizations

Quantros Patient Safety Organization Manager (PSOM) is the data management application designed specifically for PSOs.

A scalable solution that helps ensure compliance with HIPAA and the Patient Safety and Quality Improvement Act of 2005 (PSQIA), Quantros PSOM powers the safety improvement efforts of your members with the proven technology that supports our Safety and Risk Management (SRM) application.

Your members will enjoy flexibility with the Quantros solution. PSOM supports both manual and automated data submission and can interface with any incident reporting system. Member organizations can submit data on-line or opt for an automated interface that captures data entered into their incident reporting system – even a home grown one.

Quantros PSOM also provides your membership access to a secure social network to enhance collaboration and to share lessons learned.

Quantros provides a number of benefits to your hospital or healthcare association as well. Quantros PSOM will enable your organization to communicate directly with your membership in a legally protected forum and share data with NAPSO, a nation-wide alliance of PSOs.

Better yet, PSOM can be implemented quickly, allowing you to start enrolling providers immediately.



Quantros is a charter member of NAPSO™, a nationwide alliance of PSOs. Together we have over 400 participating healthcare facilities and are growing daily. Participation in the shared experience of this group can dramatically enhance your success.

## **Beyond a Technical Solution - Supporting Your Service Requirements**

In addition to offering a technical solution supporting data collection and submission, PSOs are required to provide meaningful patient safety improvement services for participating providers.

Quantros offers PSOM clients extensive data analysis and safety improvement consulting services that your members can leverage to bring them even closer to achieving their patient safety goals.

Our Consulting team can provide extensive clinical expertise and has partnered with industry leading organizations for additional support. This will not only help you comply with the PSQIA, but can enhance revenue.

Quantros can also tailor additional services to meet your association's needs.

## **Quantros PSOM - A Comprehensive Solution for PSOs**

Quantros can provide the technical infrastructure and support services that PSOs are required to offer but may find onerous to develop and maintain.

The Quantros Patient Safety Organization Manager removes the administrative and technical burdens associated with managing a PSO so that you can focus your efforts on building and supporting your members and helping them save lives.

# products & services

## Service Offerings for PSOs

PSOM Service Options				
	Tier	Standard	Plus	Premium
<b>Annual Investment</b>		Included	\$	\$\$
Real-time information on individual facility event data		✓	✓	✓
Submission of facility data to NPSD		✓	✓	✓
Quarterly aggregate, de-identified data		✓	✓	✓
Safety and Regulatory Updates, Key Findings Alerts		✓	✓	✓
Discussion Forums and other peer-collaboration opportunities		✓	✓	✓
Quantros Patient Safety Resource Library		✓	✓	✓
Quarterly PSO Membership Web-Meetings		✓	✓	✓
Quarterly Root Cause Analysis review and recommendations		✓	✓	✓
Quantros Survey Director (automated AHRQ Culture of Safety administration tool)		✓	✓	✓
Quarterly individual facility comparative data			✓	✓
Additional Service Options				
Service	Pricing			
Onsite Risk Assessment (individual engagement)	Fee-for-service, upon request			
IHI Trigger Audits (annual engagement, 10 records per month)	Fee-for-service, upon request			
Claims Analysis (three-year initial assessment)	Fee-for-service, upon request			
Claims Analysis (one-year subsequent assessment)	Fee-for-service, upon request			
Tracer Methodology and Procedural Review of High-Risk Areas (per area)	Fee-for-service, upon request			
Additional Software Options				
Product	Pricing			
Compliance Monitoring Software with Action Planner (ACE)	ASP License Fee			
Disruptive Event Management Software	ASP License Fee			

## Professional Services Consulting

### Additional Support for Your Safety, Quality and Compliance Initiatives

Once you have bought Quantros software to support your organization's critical initiatives, let Quantros consulting help you make sure you're using it to its fullest potential. Our multidisciplinary team is dedicated to optimizing your efforts to meet improvement goals.

Our clinical expertise enables you to maximize the value of your Quantros applications and significantly increase your organization's return on investment. Quantros consulting goes beyond technical support. We can help you answer the critical next-step questions:

- How do we lower cultural barriers to effective reporting in our organizations?
- Are we organized appropriately to best manage and act on the performance data we are collecting?
- How do I find the staff needed to educate organizations' on PSES? Where can I go for expert staffing help if I need it?
- How can we effectively portray our current performance to leadership to ensure that needed improvements are supported?
- How do we effectively implement and sustain these improvements?

Let Quantros Consulting help you with:

- Safety culture and team-building
- Organizational change management
- Advanced data analytics
- Leadership education
- Remote event management staffing support
- Clinical abstracting support
- Claims analysis
- Accreditation readiness

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**“...the data analysis and reports training that were provided were extremely valuable to all of our users.**

**In addition, Quantros helped us to use the applications to their greatest advantage and ... understand events and issues and their resolution.”**

***Leanne J. Morrison***  
***Director of Accreditation and Quality***  
***Strategic Plan Support***  
***Providence Health and Services***

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To learn more, visit [www.quantros.com/home.html](http://www.quantros.com/home.html), or call (877)-QUANTROS

## IT Consulting Services

Many hospital IT departments have a number of projects related to their quality, safety and/or regulatory applications in progress simultaneously. With limited staff and a backlog of projects, outsourcing projects can be a key to success. Quantros has cost-effective IT consulting services available that provide U.S.-based project management in coordination with our dedicated offshore development center.

Our team provides your organization with highly qualified technical resources who work exclusively in healthcare combined with an offshore/onshore project model to mitigate risk and reduce cost. Quantros can help you quickly and effectively address your specific IT challenges.

Quantros IT Consulting can provide:

- New application development and product re-engineering
- Business intelligence infrastructure development
- Application maintenance services
- Application management services
- Data migration services
- Software testing
- Secure access solutions

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### Customer Success Story: NACHRI

The project for National Association of Children's Hospitals and Related Institutions (NACHRI) involved building a quality data collection, warehousing, administration and reporting solution. The Quality Transformation and Reporting System (QTRS) has central organization user management capabilities and will be used in approximately 130 hospitals.

**“...We needed a scalable system that could be accessed by all of our member hospitals. Quantros provided all of that and offered insight into how we could spread and sustain numerous quality transformation programs in children's hospitals nationwide.”**

***Marlene Miller, MD, MSc  
Vice President of Quality  
NACHRI***

To learn more, visit [www.quantros.com/ITservices.htm](http://www.quantros.com/ITservices.htm), or call (877)-QUANTROS

# contact us

## Learn More Today

Quantros PSOM helps your member organizations increase collaboration, improve healthcare quality and increase patient safety.

Discover the benefits of Quantros PSOM today. Contact us at **1-877-782-6876** or **sales@quantros.com**.

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

### Contact

Quantros, Inc.  
690 North McCarthy Blvd  
Suite 200  
Milpitas, CA 95035

(877) 782-6876 Toll Free  
(408) 957-3300 Local  
(408) 957-3320 Fax

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

### Clients

With more than 2,000 facilities using one or more Quantros solutions, our long list of distinguished clients includes:

- Sisters of Mercy Health System
- Inova Health System
- Alegen Health
- University of Miami Health System
- Tenet Healthcare Corporation
- Kaiser Permanente
- Banner Health

### Credentials

We maintain deep roots within the organizations shaping the future of healthcare quality, safety and compliance.

- The Joint Commission
- CMS
- STS
- ACC-NCDR
- AHRQ
- NQF
- NPSF
- HL-7 (PSIG)
- ISMP
- ANA



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