SecondStory ™
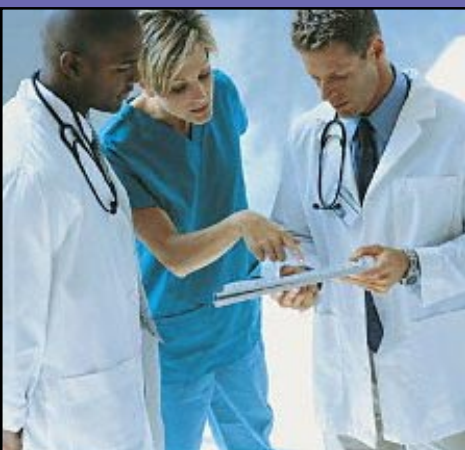
Finally...
a rational
response to
**adverse
event**
reporting
and
management.

Improve Quality and Satisfaction | **Decrease Costs** | **Reduce Patient Harm** | **Promote Patient Safety**

The Story Behind Second**Story**™

When an adverse event occurs, the report - the first story - often assigns blame and diverts attention away from the real causes.

Second**Story**™ captures the "story behind the story" enabling your organization to develop effective durable solutions to the underlying problems. Second**Story**™ focuses your organizational attention to the hidden system failures that are costing you up to $4,600 in direct care costs[1,2] for each avoidable adverse event.

Values of Second**Story**™ include:

1. Clinician-friendly web-based AE reporting in as few as 2 mouse clicks.
2. Unique electronic peer-review process to get at the *story behind the story*.
3. Instantly available up-to-the-minute "quick reports" for executives, managers, clinical directors, peer reviewers and other authorized staff.
4. AE reports, peer reviews, outcomes and actions are efficiently organized in database format to support sophisticated statistical analysis, such as in Six Sigma programs.
5. Integrated software support for Pharmacy, Nursing, Medical Staff, Risk Management, Quality Improvement, Research, Regulatory and Accreditation functions.

Second**Story**™ is the discovery tool that enables your organization to identify and implement its unique medication safety improvements. Discover the solutions that are already in your organization!

[1] Bates DW, Spell N, Cullen DJ, Burdick E, Laird N, Petersen LA. The cost of adverse drug events in hospitalized patients. JAMA 1997;277:307-11.

[2] Classen DC, Pestotnik SL, Evans RS, Lloyd JF, Burke JP. Adverse drug events in hospitalized patients: excess length of stay, extra costs, and attributable mortality. JAMA 1997;277:301-6.

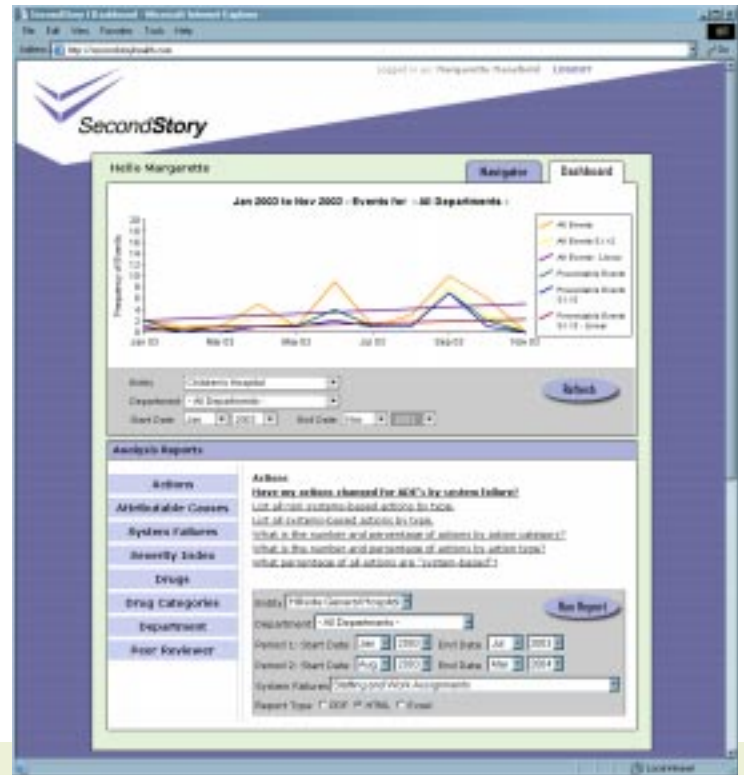| Clinician Friendly Reporting	Secure Web-Based Technology	Non-Punitive Systems-Based Analyses	Tracks Actions & Improvements

How will *Second**Story*™ benefit the various functional areas within your organization?

Event Reporting and Management

Online Web-Based Event Reporting
- Event reports can be generated by anyone in your organization using a simple clean "2 click" form
- New reports are instantly available - eliminates reporting lag time

Electronic Peer Review
- Paperless review process allows clinicians to contribute to cause analysis without additional paper workloads

Unique Review Comparison Table
- Busy peer reviewers are able to quickly see other comments and contribute to cause analyses

More Information with Less Paperwork
- Capture report data automatically and consistently in a standardized format

Tracks AE Follow-Up
- Up-to-date assessment of organizational actions and progress towards resolution following an adverse event

Management Tools - Reporting and Analysis

Executive Dashboard Reports
- Instantly profile the events and improvement actions within your organization

Predefined Quick Reports
- Answers the frequently asked questions about adverse events in your organization
- Based on knowledge gained through industry experience

Customizable Reports
- Easy to use web-based interface generates the reports you want and need in HTML, PDF, XLS and XML formats

Graphical Analysis
- Unique graphical analysis of your data instantly informs you of key trends for quick understanding and action

Process Improvement

Best Practices Integrated into Process Workflow
- Captures the "stories" about the safety and risk circulating in an organization that often go unreported and undocumented
- Improves accountability for systems-based change and reduced risk of harm
- Ends the cycle of ineffective action, punitive actions and "loss to follow-up"
- Shares "best practices" for improved safety and error reduction within your organization

Exportable Quantitative Data
- Compatible with Six Sigma and other special process improvement analyses initiatives

Streamlines Existing Multiple Form Paper-Flows
- Decreases the time and cost associated with analysis by standardizing the review process and eliminating redundant paperwork

Return on Investment – Business Case for Patient Safety
- Avoidable error and harm undercuts margins and ultimately the "bottom line"
- *SecondStory*™ is affordable with a high return on investment that quickly pays for itself in less than a year

Technologically Advanced

Easy to Install / Easy to Use
- Easily integrates into your existing IT infrastructure
- Entirely web-based and runs on existing workstation infrastructure investment

Customizable Dictionaries and Tables
- Flexibly accommodates either nationally-recognized or unique user defined classifications

Interfaces with Other Systems
- Receive reports from an external Hospital Information System or trigger system to feed event data into the *SecondStory*™ workflow and analytical engine

HIPAA Compliant
- Secure onsite data storage and management with audit trail of system access

Standards Based
- Supports HL7 clinical data interchange standards

Scalable Architecture
- Ideal for small or large, single site or multiple-site healthcare environments – with no "geographical limits"

Effective software and strategies to *discover the hidden causes of adverse events.*

Using a customer-focused strategy, *SecondStory*™ allows clients to identify, document and improve the safety of systems. Our reporting, analysis, and peer review software can reduce the incremental costs of errors and improve patient safety. Our clinical, technology and management consulting services link you to a full range of advisory, analytical and database management services customized to meet the intensity of your needs.

SecondStory™ is readily scalable to any size organization or network. *SecondStory*™ is ideal for free-standing healthcare organizations, CRO's, large multisite healthcare networks and regulatory organizations that are responsible for assuring healthcare quality.

Customer Services

Initial Training	• Available to assist with setup and to begin reporting AE's
Ongoing Support	• Transition to or strengthen a learning culture to fullest potential
Database Management	• Statistical and analytical services for routine or special projects
Software Updates	• Support for product enhancements and new features
Systems integration	• Support for connectivity to other information systems and software
Clinical and Executive Alerts	• Stay current with the best-practices and lessons-learned from other organizations
Regulatory and Accreditation Alerts	• Learn about important AE issues from the perspective of the regulators

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Contact us to help develop your organization's *rational response* to the problem of adverse events.

SecondStory™

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