

GME Quality & Safety Incentive: DH Collaborative Case Review Guide

The GME Quality and Safety Incentive Program metric for Denver Health involves participating in Denver Health Collaborative Case Review (DH CCR) meetings. These conferences/meetings are meant to discuss a case with a patient safety concern or opportunity, consider the contributing factors, and recommend actions for future care improvement.

Conference Structure: any existing department meeting, huddle, or other collaborative space. The only requirement is that it must review a case that occurred at Denver Health.

Individual invite list: any trainees, faculty or staff involved in the case.

Target audience: trainees in relevant GME training programs and other team members.

Facilitator: faculty or senior resident/fellow – can be involved in the case or not.

Recommendations:

- Use the DH CCR form (link below) as a guide.
- Share only minimal necessary identifying information to have a robust discussion.
- Use a just culture framework – focusing on both individual actions and systems issues.
- Avoid cases that are controversial or where there is debate about whether harm or an error occurred.
- DO NOT present cases actively under review with risk management.
- Create a safe environment for discussion.
- Label as "peer-review" to provide state-protection of discussion from discovery.
- Encourage multi-specialty and multi-disciplinary attendance and participation.
- Was a STARS (Denver Health safety event tracking system) report entered for the case discussed? If not, enter one! The STARS icon is available on every Denver Health desktop computer.

Outcome: complete the [DH CCR Attendance/Reflection form](#) and be as specific as possible. This form will be sent to GME for incentive tracking and to Denver Health leadership for informing improvements and preventing the potential for future harm.

Metric tracking: residents may attend ANY DH CCR including those hosted by other programs. Residents need not rotate at Denver Health to attend/contribute.

Questions:

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