

**INTEGRITY LEGAL NURSE CONSULTING PDX NEWSLETTER**  
**Helping you understand medical issues,**  
**giving you more time to practice law.**

**JULY/ AUGUST 2016**

- \*ELECTRONIC MEDICAL RECORDS - SAFETY CONCERNS**
- \*RECORD RETRIEVAL SERVICE - MAKING YOUR LIFE EASIER**
- \*PREVENTING NECK AND BACK PAIN**
- \*FIVE COMMON AND PREVENTABLE MEDICAL ERRORS**
- \*COMMUNICATION ERRORS CAN RESULT IN DEATH - 6 INSIGHTS**



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- SERVICES INCLUDE:**
- \* Providing medical record evaluation, analysis and summaries**
  - \*Screening cases for merit,**
  - \*Developing chronology of events and timelines,**
  - \* Providing cost projections**
  - \*Coaching your client and attending DMEs,**
  - \*Locating and vetting expert witnesses,**
  - \*Serving as TE**

**ELECTRONIC MEDICAL RECORDS (EMR) - SAFETY CONCERNS**

*EMR'S were to help with the provision of safe care; what does research actually tell us?*

- Potential for lack of story regarding medical events; providers and caregivers do not regularly use drop down menus to provide information as to the what, how and why.
- Amount of malpractice claims with EMR as a contributing factor increased over the last 6 years.
- Up to 43% of claims related to EMR occur in hospital clinic and MD's office.
- Malpractice claims with EMR as contributing factor can include data entry errors such as:
  1. Various formats and stored in multiple places
  2. Converting to digital files from paper
  3. Copy and pasting without modification
  4. Insufficient training and education.

*Our nurses are skilled at reviewing medical records, both EMR and hard copy to uncover the true story and potential negligence.*

**RECORD RETRIEVAL SERVICE - MAKING YOUR LIFE EASIER**

*We now have a full team dedicated for medical records retrieval at an affordable charge.*

- We have been working hard to add value to our services; see what we now offer you and your firm:
  1. A new program- **Nationwide Record Retrieval Service**
  2. All digital records with 256 bit encryption process to ensure records are safe and secure
  3. All documents stored for up to 7 years
  4. Access in real time to review and track the progress of record requests.
  5. Account managers to ensure high quality
  6. Accommodation of rushed requests
  7. Affordable rates with OCR and Bates stamps at no extra charge
  8. Accessed through our website- legalnursepdx.com

*Our goal is to make your life easier, whether it is record retrieval or medical record analysis. Who doesn't want to save valuable time and money?*

## TESTIMONIALS

*"When we use Wendy, we get a thorough and complete report. She finds issues that I had never considered and her thorough analysis is worth every penny."*  
Kelly L. Andersen, Esq.

*"Very nice report, the report will be useful to cut and paste into my settlement demand."*  
Jan Kitchel, Esq.

*"Thank you so much for your timely response to this case. We appreciate what you do."*  
Katie Ireland, Esq.

*"Wendy provides prompt, professional, courteous service with a ready smile that sets clients at ease. She lasers in on the medical issues that matter most to highlight them for legal review as we consider how to best represent out medical cases to the triers of fact."*  
Jenna Harden, Esq.

*"Thank you for the hard work and detailed report."*  
Judy Snyder, Esq.

*"This is awesome! You are well worth the money! Thanks Wendy."*  
Andrew Mathers, Esq.

*"Because of several large cases going on at the same time, I had to find someone to do the medical review that my legal assistant normally does. I contacted Wendy and hired her for the job. The review was in the format and style I requested. It was every bit as thorough, perhaps even more, than my legal assistant. It was exactly what I needed. I would not hesitate to use Wendy again, in fact I am."*  
Jim Dwyer, Esq.

*"You are truly a delightful person, and a consummate professional."*  
Sara M. Winfield, Esq.

*"Thank you for your speedy work and comprehensive spreadsheet."*  
Jim Nelson, Esq.

*"You did an excellent job."*  
Michael H. Bloom, Esq.

*"Wendy Votroubek was very prompt and timely in providing her evaluation, focusing on the key issues in the case."*  
W. Wallace Ogdahl, Esq.

*"Thanks so much, will definitely use you for another criminal case."*  
Zack Stern, Esq.

## PREVENTING NECK AND BACK PAIN

*There just might be things you can do to prevent neck and back pain.*

- Help prevent bad posture while sitting at your desk; try to prevent the computer / TV slouch that can increase neck strain.
- When seated at desk - try to have a 90 degree bend (roughly) with upright torso and make sure that keyboard is at eye level.
- If you spend large amounts of time on the phone, avoid tilting your head to the side or cradling phone in crook of your neck. Instead use head set.
- When texting try raising the phone to eye level, minimized texting time. Instead rest hand and device on pillow.
- Use good form when at desk, exercising, car and life in general; use lumbar support correctly to support posture and maintain neutral spine (neck in good alignment).
- Try using foam roller to roll over painful areas and get a neck pillow to keep cervical spine in alignment.
- Carry weight evenly - try using backpack or carry briefcase or purse on alternate sides.
- Try anti-inflammatory diet and limit wheat, processed foods, high fructose corn syrup; instead fresh foods and liberal water intake.

## FIVE COMMON PREVENTABLE MEDICAL ERRORS AND HOW WE MIGHT PREVENT THEM

*What are the most common preventable errors?*

- Medication errors can include wrong drug, dose, bad combination and bad reaction. Ask about the meds you are taking including dosage and time and match your instructions to how the medication is administered (right medication, time and dosage).
- Too many blood transfusions with increased risk of infection; before you get a blood transfusion, ask why it is necessary.
- Too much oxygen for premature babies; an oxygen overdose can cause blindness. Ask providers how they determine oxygen dosing.
- Healthcare associated infections; insist that providers wash their hands to prevent infections. One in 25 patients contract infection while in the hospital.
- Central line infections for medications and fluids in large veins; be proactive and ask providers when they can discontinue the central line.
- As stated in previous newsletters, if hospitalized have someone with you to serve as advocate.

*Our nurses are skilled at reviving records, looking for potential negligence.*

## COMMUNICATION ERRORS CAN RESULT IN DEATH - 6 INSIGHTS

*A Strategy malpractice study analyzed malpractice cases from 2009 to 2013; here are the insights to that study.*

1. The malpractice report found 30% of malpractice cases had communication errors.
2. One instance was nurse not communicating to surgeon with resultant patient death; an example of communication breakdown between providers.
3. Busy work loads, hierarchical workplace culture, electronic health record challenges and interruptions can contribute to communication errors.
4. Electronic medical records; while we can now more easily read records, providers assume other providers will read results when not flagged. A potential example of information overload.
5. Miscommunication when transferring patients account for 80% of medical errors - based on Joint Commission study.
6. Make sure that information is relayed from shift to shift; providers need to relay information correctly.

*We are adept at reviewing records and reading between the lines.*