

OFFICE OF RISK AND
INSURANCE MANAGEMENT

**SPECIAL
POINTS OF
INTEREST:**

**Total Veritas
for 2018**

-Aug 2018—2258

-July 2018—2046

-June 2018—2057

-May 2018— 2230

-Apr 2018—2126

-Mar 2018—2356

-Feb 2018—2002

-Jan 2018—2197

**INSIDE
THIS ISSUE:**

**VERITAS |
Upgrade**

**Healthcare |
Risk Mgmt**

**Reynolds | 2
Spotlight**

RL Solutions | 2

Office of Risk and
Insurance Management
615-936-0660.

VERITAS Upgrade

On August 2nd VERITAS was successfully upgraded for Vanderbilt University Medical Center. This was a planned upgrade that allows VERITAS to be a much stronger tool to VUMC. This user friendly software is highly configurable to needs of VUMC, with the goal for frontline staff be able to quickly enter an online event report quickly and easily.

VERITAS data is used to identify trends and quality issues, and to improve patient care. VUMC also uses VERITAS for reporting First Report of Work Injury events and workplace violence events. All events are reviewed by Risk Management, as well as a manager or CSL from each area or event type. Any questions staff have about the events should be directed towards the local reviewer for the area.



Reviewers can access training by clicking on this link: [Veritas Reviewer Training](#)

Anyone wanting training for entering a VERITAS event can click on this link: [Veritas Entry Training](#)

Healthcare Risk Management

What do VUMC Risk Managers do to help you? As healthcare risk management professionals, they work to help VU MC eliminate preventable, serious safety events. Although risk managers work across a the spectrum of VUMC organizations, you can find these common attributes among them:

- 1) They are strategic, practical and see the big picture. They are the go-to professionals in a crisis.
- 2) They communicate with patients’ families, interact with physicians and clinical staff, and educate medical staff, board members and senior leadership.
- 3) They are committed to patient safety through identifying and eliminating risks that could lead to serious, preventable safety events.
- 4) They bring expertise to risk prevention and adverse event management.
- 5) They protect the patient and our organization’s balance sheet and reputation through proactive thinking and response management.
- 6) They play an active role in a healthcare organization’s clinical, risk financing, regulatory and business issues.

At VUMC, Risk Managers play a proactive role by working to identify and prevent patient safety risks. They are a go-to professional during adverse event management.

Spotlight - Sara Reynolds

Sara Fitzpatrick Reynolds is an attorney who represents Vanderbilt University Medical Center in litigation cases

Sara has been a trial lawyer since 2001, practicing primarily in the areas of general business and tort litigation. She represents Vanderbilt in court, as well as a variety of alternative dispute resolutions.

Ms. Reynolds was recognized by Super Lawyers as a Rising Star from 2012-2017 and in 2018 was named a Super Lawyer in General Litigation.

She was elected to serve on the Board of Directors for the Nashville Bar Association in 2013. She served on the Board of Directors for the Young Lawyers Division of the Nashville Bar Association from 2002-2012 and was presented with the Leadership Award by that organization

in 2005.

In 2007, Ms. Reynolds was nominated by the Young Lawyers Division of the Nashville Bar Association for the ABA's National Outstanding Young Lawyer Award. She



served as the President of the YLD Board in 2011-2012. Ms. Reynolds is also a Barrister in the Harry Phillips American Inn of Court.

Ms. Reynolds is a native of Knoxville, Tennessee. She graduated with high honors from the University of Tennessee, Knoxville, in 1998, majoring in history and English, where she was elected to Phi Beta Kappa. She received her J.D. from the University of Tennessee College of Law with honors in 2001. Ms. Reynolds served as Research Editor of the Tennessee Law Review.

What is VERITAS? Where does it come from?



VERITAS stands for "Vanderbilt Event Reporting Incident Tracking and Analysis System." VERITAS is also the Latin word for "truth."

At VUMC, the application we utilize for VERITAS comes from the vendor rL Solutions. This Toronto-based software company was founded in 1997. The rL Solutions suite of applications is used in 9 of the 10 top hospitals in the United States.

VUMC's relationship with RL Solutions began in 2007 when VUMC began online incident reporting.

You can find additional information on RL Solutions at www.rlsolutions.com