



CLINICAL RISK MANAGEMENT REPORT

YEAR 2021

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BACKGROUND

Columbus Clinic Center is a private multi-specialty health facility, not accredited by the National Health Service.

Columbus Clinic Center provides outpatient visits, hospitalizations, inpatient surgery, day surgery or day hospital services, laboratory tests and diagnostic imaging, physiotherapy and rehabilitation programs.

Columbus Clinic Center has an ISO 9001: 2015 certified Analysis Laboratory. The Analysis Laboratory provides its services to both hospitalized patients in the Clinic and external users who benefit from the Drawing Center of the Analysis Laboratory.

The Clinic is equipped with seven operating theaters of the highest technological level, always kept at the forefront to carry out surgery procedures availing of state-of-the-art surgical techniques, in addition to a Hemodynamics Laboratory. The surgical suite is provided with sophisticated equipment, such as the Da Vinci robotic surgery system. The Clinic is equipped with the most recent instruments necessary to carry out arthroscopy, laparoscopy and endoscopy procedures.

The Clinic has an intensive care unit with 3 beds, which is available and can be activated at any time.

The Clinic also delivers physiotherapy for rehabilitation therapies through manual physical techniques.

RISK MANAGEMENT

Patient safety is a priority at Columbus. To this end, a Risk Manager has been appointed who is responsible for the analysis and prevention of critical patient safety situations and, together with the Quality Manager, plays a central role in the management of this healthcare facility.

Risk Management encompasses the analysis of events that have posed a risk to patient safety, the identification of causes and subsequent proposal of collective solutions, monitoring the effectiveness of the solutions while maintaining surveillance activities.

Risk Management involves a number of active committees, such as the Hospital Infections Committee and the Claims Assessment Committee, responsible for the analysis of clinical complaints received by the Public Relations Office and the evaluation of reports from the Surgery Suite and Departments. The outcomes of these activities are discussed in the Management Review Meeting.

Worthy of note is the ongoing safety training provided to our employees.



COVID-19 EMERGENCY MANAGEMENT YEAR 2021

The COVID-19 emergency, and the resulting pandemic, has been underway since February 2020 and, ever since, Columbus Clinic has applied ad hoc containment measures in compliance with the regulations in force, looking often to apply them in an even more restrictive way. Columbus Clinic Center is a Covid-free facility, there are no coronavirus departments and all patients admitted to the facility must present a negative molecular swab test taken within 48 hours of admission.

Measures taken to contain the infection have been the subject of various Instructions and Protocols at the Columbus Clinic; pandemic trends have strongly influenced the risk containment measures applied, as well as the number of surgery procedures and hospitalizations carried out, the opening of the various health centers and the number of guests and workers allowed to enter the facility.

In general, the Clinic's approach has always been oriented towards maximum precaution and we have immediately implemented decisive interventions at all levels, as to operate within a context of effectiveness.

The containment measures we have applied resulted from the risk and context analysis and concern the following areas:

- Administrative measures, relating to the management of the Clinic's work areas
- Procedural measures, relating to clinical and non-clinical processes
- Environmental measures, relating to the specific features of the Facility and the use of its spaces
- Organizational measures, focused on the management of employees and non-employees

RELEVANT EVENTS

Among the most relevant events monitored and recorded in the year 2021, are the following:

- ACCIDENTAL FALLS: 10 falls were documented out of 5808 hospitalizations. Only 1 case had moderate consequences. The causes of falls are often linked to the emotional state of the patients or to aspects related to logistics and furnishings. Our staff is always available to support the patient when transferring and encourages the use of the call bell, while the slippers supplied since 2021 have proven to reduce slip and fall accidents. 1 fall occurred in the forecourt, due to causes attributable to the period flooring, with moderate consequences.
- ADVERSE EVENTS RELATED TO PHARMACOLOGICAL THERAPY: There were no reports of suspected adverse drug reactions.
- SURVEILLANCE ON MEDICAL DEVICES: no reports of accidents with medical devices have been recorded.
- CLINICAL RISK CLAIMS: 0

PAYMENTS

Settled insurance claims in the five-year period are as shown in the following charts:

