

THE ECONOMIC  
ALLIANCE FOR  
MICHIGAN

41650 Gardenbrook  
Road Suite 175  
Novi, MI 48375-1230  
(248) 596-1006  
www.eamonline.org  
Twitter: @EAMOnline

OFFICERS

Co-Chairs

**Cindy Estrada**  
Vice President  
International Union, UAW

**Sharon Miller**  
President  
ITH Staffing

**Bernie Swartout**  
Dir. Compensation & Benefits  
Ford Motor Company

**Ron Bieber**  
President  
Michigan State AFL-CIO

Vice-Chairs

**Patrick Devlin**  
Secretary-Treasurer  
Michigan Building Trades  
Council

**William Clay Ford, Jr.**  
Executive Chairman  
Ford Motor Company

**Gary Casteel**  
Secretary-Treasurer  
International Union, UAW

**Gary B. Kushner**  
President  
Kushner & Company

**Sergio Marchionne**  
CEO  
Fiat Chrysler Automotive

**Daryl Newman**  
Secretary-Treasurer  
Michigan State AFL-CIO

**Greg Nowak**  
President  
Michigan Teamsters Joint  
Council 43

**James Glynn**  
Vice President  
Labor Relations  
General Motors

**Dennis E. Williams**  
President  
International Union, UAW

Secretary

**Mike Stone**  
Michigan Community Action  
Program Director  
International Union, UAW

Treasurer

**Gary B. Kushner**  
President  
Kushner & Company

Staff Officers

**Bret Jackson**  
President

**Dennis McCafferty**  
Vice President



**FOR IMMEDIATE RELEASE**

**Contacts**

Stacy Leick  
Economic Alliance for Michigan  
(m) 989.600.9928  
stacyleick@eamonline.org

Ashley Duvall  
Stern Strategy Group (on behalf of The Leapfrog Group)  
908.325.3865  
LeapfrogMediaGroup@sternstrategy.com

**According to new report, 85 percent of reporting Michigan hospitals  
have “Never Events” policies**

*One in five U.S. hospitals fail to adopt crucial “Never Events” policies*

**NOVI, MICHIGAN – June 9, 2016:** In 2007, The Leapfrog Group, a Washington, D.C. based organization representing consumers, employers and other purchasers in efforts to improve health care safety and quality, began asking hospitals about their process for handling Never Events – or incidents such as objects left inside patients after surgery, deaths from medication errors, deaths or serious injuries from falls, and surgeries performed on the wrong parts of patients’ bodies.

According to a new report released today by Leapfrog and analyzed by Castlight Health, one in five hospitals still fail to adopt a Never Events policy and otherwise do not meet Leapfrog’s standard for Never Events Management.

“Never Events are egregious and they truly should never happen, but at the very least if they do happen, we expect hospitals to take the most humane and ethical approach,” said Leah Binder, president and CEO of Leapfrog. “Unfortunately, many hospitals still won’t commit to doing the right thing, including apologizing to the patient or family and not charging for the event. We should see 100 percent of hospitals with the Leapfrog policy.”

She added that the most worrisome hospitals are those that decline to respond to the question about whether they have a policy.

***Additional key findings include:***

- **Adoption of Never Events policies varies by state:** The percentage of hospitals meeting Leapfrog’s standard was highest in Washington, Maine and Massachusetts, where 100 percent of hospitals reporting in those states met the standard. **In Michigan, 85 percent of reporting hospitals met the standard.** Alternatively, in Arizona, only 10 percent of hospitals met the standard.
- **Implementation of Never Events policies has plateaued:** In the years following the addition of Never Events Management to the Leapfrog Hospital Survey, there was a surge of hospitals meeting the

## THE ECONOMIC ALLIANCE FOR MICHIGAN

41650 Gardenbrook Road Suite 175  
Novi, MI 48375-1230  
(248) 596-1006  
[www.eamonline.org](http://www.eamonline.org)  
Twitter: @EAMOnline

### OFFICERS

#### Co-Chairs

**Cindy Estrada**  
Vice President  
International Union, UAW

**Sharon Miller**  
President  
ITH Staffing

**Preston Crabill**  
Dir. Strategic Benefit Planning & U.S. Benefit Compliance  
General Motors

**Karla Swift**  
President  
Michigan State AFL-CIO

#### Vice-Chairs

**Patrick Devlin**  
Secretary-Treasurer  
Michigan Building Trades Council

**William Clay Ford, Jr.**  
Executive Chairman  
Ford Motor Company

**Robert T. King**  
President  
International Union, UAW

**Gary B. Kushner**  
President  
Kushner & Company

**Sergio Marchionne**  
CEO  
Fiat Chrysler Automotive

**Daryl Newman**  
Secretary-Treasurer  
Michigan State AFL-CIO

**Greg Nowak**  
President  
Michigan Teamsters Joint Council 43

**Diana D. Tremblay**  
Global Business Services  
Vice President  
General Motors

**Dennis E. Williams**  
Secretary-Treasurer  
International Union, UAW

#### Secretary

**Ron Bieber**  
National Director Community Action Program  
International Union, UAW

#### Treasurer

**Gary B. Kushner**  
President  
Kushner & Company

#### Staff Officers

**Bret Jackson**  
President

**Dennis McCafferty**  
Vice President

standard. In 2007, only 53 percent of hospitals met the standard, and by 2012 that rate increased to 79 percent. Since then, progress has stalled around 80 percent.

- **More transparency and quality improvement are needed:** Wrong-site surgery occurs in an estimated 1 out of 100,000 procedures, and doctors or staff leave a foreign object inside a patient in an estimated 1 out of 10,000 procedures. While the probability appears low, those affected by Never Events risk “serious injury or death,” as stated by the Center for Medicare & Medicaid Services.

#### **Seventy-six Michigan hospitals declined to respond to the survey.**

“Every hospital should have “never events” policies to show respect to the patients and families involved in such unfortunate events,” said Bret Jackson, president, Economic Alliance for Michigan. “The policy should be public and include an apology, analysis and report of the event, and waive all costs to the patient and family.”

“How a hospital responds to a Never Event is a critical aspect of patient safety, and hospitals are accountable for the care patients receive during their stay,” said Kristin Torres Mowat, senior vice president of plan development and data operations at Castlight Health. “Castlight’s work with The Leapfrog Group helps empower patients with the information needed to make the right choices for their health. A hospital’s clinical quality and safety are critical to enable well-informed decision making and can ultimately lead to improved outcomes for patients.”

Today’s report is the fourth in a series of five that examines key quality and safety measures at hospitals nationwide. The series draws on data from the 2015 Leapfrog Hospital Survey of 1,750 U.S. hospitals, representing 60% of the inpatient beds nationwide, with analysis provided by Castlight Health. Previous and future publications in the series can be found at <http://www.leapfroggroup.org/HospitalSurveyReport>.

#### **About the Economic Alliance for Michigan**

The Economic Alliance for Michigan (EAM) is comprised of companies and unions working together to improve the business and jobs climate in the State of Michigan. Created in 1982, EAM was founded as a private nonprofit corporation by companies and unions in the for-profit sector. EAM focuses on cooperative, action-oriented endeavors to improve the reality and image of Michigan as a place to do business and be employed. The EAM is the Michigan Regional Leader for The Leapfrog Group. Learn more about us at [www.eamonline.org](http://www.eamonline.org). Follow us on Twitter @EAMOnline.

#### **About The Leapfrog Group**

Founded in 2000 by large employers and other purchasers, The Leapfrog Group is a national nonprofit organization driving a movement for giant leaps forward in the quality and safety of American health care. The flagship Leapfrog Hospital Survey collects and transparently reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. Hospital Safety Score, Leapfrog’s other main initiative, assigns letter grades to hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents, and infections.

#### **About Castlight Health**

Our mission is to empower people to make the best choices for their health and to help companies make the most of their health benefits. We offer a health benefits platform that engages employees to make better healthcare decisions and guide them to the right program, care, and provider. The platform also enables benefit leaders to communicate and measure their programs while driving employee engagement with targeted, relevant communications. Castlight has partnered with more than 190 customers, spanning millions of lives, to improve healthcare outcomes, lower costs, and increase benefits satisfaction.

###