

## Never Have a Never Event

Experts say hospitals need to be concerned about liability for never events as patients have access to the Internet and information that increases awareness of these conditions. Hospitals will be forced to assume the costs of never events, given that Medicare, private insurance plans and patients increasingly refuse to pay for them. Experts note that electronic medical records, an expanded staff and shorter shifts can reduce hospital errors, but recent studies by Gallup indicate that employee engagement also can play a big role.

**Employee engagement involves workers' emotional attachment to the workplace and how well they believe their needs are being met. Gallup found that hospitals with higher levels of nurse engagement reported lower mortality and complication rates.** Although commitment from leaders and diligence on the part of every employee is needed to bolster employee engagement, experts say such a strategy is less costly than the fallout from never events.

From "Hospitals: Never Have a Never Event"

*Gallup Management Journal (05/07/2009) Ozan-Rafferty, Maggie*