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NEWS RELEASE

FOR IMMEDIATE RELEASE

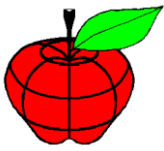
Patients Can Go Online to Record and Share their Most Recent Medical Experiences

(BELLAIRE, TEXAS – June 1, 2010) The nonprofit Community Medical Foundation for Patient Safety, a research group specializing in patient safety research and education, has partnered with CRG Medical, Inc., an industry leader in health information technology based in Houston, to design and introduce a new recording system specifically for patients and their families.

Share Our Stories® (SOS) emphasizes the need and importance of listening to patients and learning from their wide range of experiences. Community Medical Foundation developed SOS in 2006 and presented it to the National Patient Safety Foundation Congress almost one year before the National Patient Safety Goal (NPSG) #13 was established to promote the engagement and participation of patients and their families in their own health care. Despite NPSG #13 and other efforts, patients and families rarely have a way to share their concerns and stories about an adverse event during the delivery of their care.

CRG Medical, Inc. first developed and introduced KBCoreSM, an advanced web-based application to record problems as they occur at the bedside and study adverse events and near misses to improve patient safety and healthcare quality. As an Application Partner with *InterSystems*, CRG Medical, Inc. provides the only system of its kind that uses *Cache*TM to integrate patient safety information within and between hospital systems. CRG Medical, Inc. has provided the technical design and platform that make SOS available and accessible to virtually everyone and every patient around the world. KBCore SOSSM is the product of this partnership with Community Medical Foundation and now one of many outstanding patient safety modules of KBCoreSM.

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Community Medical Foundation for Patient Safety

The Community of Competence™ and Foundation for Life

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When KBCore SOSSM went live, Douglas Dotan, President of CRG Medical, Inc., stated, “This is a major stride in giving all patients a voice and the means to engage and participate in health care.” Each year more than one million American patients are harmed by preventable medical errors, and more than 98,000 hospital patients died from these errors.

Founder of Community Medical Foundation Elizabeth A. Smith, PhD, also believes patients and families have credible stories about their most recent experiences, good or bad, about our healthcare system that must be recorded and studied. “Stories from patients and families can only enrich our knowledge of how and why our system is failing and, perhaps, how it can be improved when these stories are coming from the greatest stakeholders and the only true customers of health care,” according to Smith. Lisa Lindell, a patient safety advocate and author of the book *108 Days* commented, “If the auto and other industries are listening to their customers and designing safer, better quality products and systems, why shouldn’t health care do the same for patients?”

CRG Medical, Inc. provides the technical support for KBCore SOSSM, and Community Medical Foundation analyzes each story for valuable information, such as important lessons learned or suggestions given by patients. All stories will be used strictly for research and evaluation. No personal identifiers will be disclosed or published. The information from this new patient safety recording system will be compiled into the Foundation’s *National Patient Safety Registry*. A dedicated website has been set up at <https://sos.crgmedical.com/sos/app/comm/login.jsf>. Patients and families who wish to share a recent medical story or a suggestion for improvement may log on with username: **patient** and password: **safety**. Interested hospitals may contact CRG Medical, Inc. (www.crgmedical.com) to obtain their unique login account information for their patients.

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About Community Medical Foundation for Patient Safety



Community Medical Foundation for Patient Safety, established in December 2003 as nonprofit 501 (c)(3) tax-exempt, active learning organization based in the Houston area, is a leader in patient safety research and education. Our mission is to *promote and support patient safety through research, education, and the demonstrated practice of patient-centered health care*. On behalf of the Secretary of the U.S. Department of Health and Human Services, the Agency for Healthcare Research and Quality has recognized and listed Community Medical Foundation for Patient Safety as Patient Safety Organization #29.
