



Pascal Metrics

The Social Apgar™ Group



The mission of Pascal Metrics is to enable hospitals and healthcare systems to manage culture-driven risk. We help hospitals measure, analyze, and improve patient safety culture through our range of subscription solutions. The heart of our services is a web-based software platform whose algorithms are based on the latest in scientific research and the best in clinical judgment. Each solution, led or augmented with Social Apgar™ Consulting as needed, uses different components of the online platform in delivering patient safety culture solutions that are clinically practicable for frontline caregivers. We seek ultimately to help every hospital worldwide to use its available resources to generate the metrics necessary to support data-driven intervention and save lives.



Healthcare's Culture Crisis

The Problem: The Risk of Medical Errors



The oft cited and highly touted landmark study, *To Err Is Human*, illuminated with scientific validity the magnitude of the medical error problem in healthcare. While it changed expectations of what the standard should be, the prevalence of

medical errors and the lack of effective institutional programs remains a major challenge.

The Need: Measuring & Improving Culture

Emblematic of the current need is the inability for hospital CEOs – charged with running organizations of high quality and safety – to answer the basic question, “Are we safer?” Or, more pointedly, “Are we safe today, and are we safer than last year?” Without measuring safety culture, hospital leaders cannot manage and improve safety and quality, which are inextricably connected.

The Answer: Scientific Rigor, Disciplined by Clinical Judgment

The answer to the question, “Are we safer?” rests on the ability to draw upon and integrate the scientific rigor of academic research, the practical judgment of clinical expertise, and the scalability and empowerment of technology and operations. Why? Patient safety must be rooted in science, enabling data-driven intervention. Clinical experience is crucial, as knowing how to apply science feasibly to achieve real results is the difference between success and failure. And, finally, infrastructure using the latest in technology to support the accessibility, interpretability, and actionability of the data is paramount to scale across large healthcare systems.

The Result: Improved Care, Lower Costs

Integrating scientific, clinical, and technology expertise is what Pascal Metrics does. The results are lower costs -- such as reducing turnover or litigation -- and improving care by avoiding medical errors that are linked to weak patient safety culture.

Clients

Whom We Serve

Today Pascal Metrics serves hundreds of hospitals and healthcare systems worldwide that range from small to large, from academic to non-academic, from faith-based to non-faith based, from developed countries to emerging markets. We are pleased to serve some of the largest and most prestigious healthcare systems in the world with an clinically rich, scientifically rooted, and technically innovative offering.

If you have any questions about our capabilities, or how we can bring to bear the expertise and best practices that we've accumulated from having served the most demanding and complex healthcare systems in North America, Europe, the Middle East, and Asia, please do not hesitate to contact us. For more information about how we might help manage your risk, please email marketing@pascalmetrics.com.

Our Group

We aspire to help make patients safer globally, enabling every hospital to measure culture and to manage related risk using the best analytics —all in support of data-driven intervention to improve healthcare.

Strategy

Pascal Metrics was founded to bring the scientific rigor of academic research together with the clinical expertise of practical experience and, along with a technology infrastructure, support evidence-based, data-driven solutions in patient safety and risk management. Pascal Metrics' name is inspired by Blaise Pascal, a French mathematician who is widely credited for being father of modern risk by innovatively applying probability theory.

recently the Director for Patient Safety at Partners Healthcare, lead our clinical engagements with hospitals and healthcare systems around the world. Pascal Metrics has an internal research team enjoys collaborative relationships with world-class patient safety and quality researchers in leading academic institutions in various countries. Drew Ladner, a technology executive and international business veteran, heads the enterprise as President & CEO to make Pascal Metrics a global leader in clinical risk management.

Values

The Pascal Metrics offering to hospitals and healthcare systems around the world is based on our professional commitment to rely upon evidence, methodology, results, openness, and technology. On a personal level, each member on our team aspires to having an attitude of always learning from others, an intellect that's inquisitive and innovative, and a work ethic that simply gets it done. Most of all, we all want to make a difference.

Leadership

The leadership of Pascal Metrics reflects our philosophical approach in the patient safety field: clinical expertise, scientific research, and technology & toolsets are all required by healthcare systems aiming to make patients safer. Dr. Michael Leonard, long the physician leader for patient safety at Kaiser Permanente, and Dr. Allan Frankel, most



Our Solutions

Measurement

Pascal Metrics measures patient safety culture attitudinally and behaviorally. The attitudinal instruments used in our Cultural Survey Subscription, the scientifically validated Safety Attitudes Questionnaire (SAQ) and the AHRQ Hospital Survey on Patient Safety Culture, are supported by Pascal Metrics' survey-agnostic infrastructure. The behavioral instrument, the Teamwork in Context Observation Tool (TiCOT), is used in our Cultural Observation Subscriptions, identifying and tracking behavioral markers that are associated with driving higher levels of risk.



Our engagements range from measuring safety culture in single clinical areas to managing risk across entire healthcare systems. We specialize in providing comprehensive solutions that support healthcare leadership with Social Apgar™ Consulting, and yet provide subscription services that enable institutional capacity to develop and manage sustainable patient safety culture programs on an ongoing basis.

Analytics

The Pascal Metrics Online Platform provides a wide range of effective reports and tools to help clients – from the bedside to the boardroom – to understand their healthcare environment from a human factors perspective. The Pascal Metrics Online Platform makes client data accessible, interpretable, and actionable. Our research & development process uncommonly brings together the scientific rigor of academic research with the practical feasibility of the world's leading clinical expertise. Finally, the analytics ride on top of enterprise-grade technology infrastructure, built by innovative engineering and supported by a highly experienced operations team.

Intervention

At the core of Pascal Metrics' mission are metrics and analytics. However, for those clients who desire, we also offer internationally renowned intervention services through our clinical group, led by Principals Dr. Michael Leonard and Dr. Allan Frankel, pioneer of WalkRounds. Data-driven Teamwork Training, WalkRounds™, and other tailored interventions are available upon request or through Social Apgar™ Consulting. In addition, Pascal Metrics offers more focused clinical intervention services, e.g. targeting obstetrics, perioperative, ICU, emergency department, interventional radiology, and other high risk clinical areas.

Support & Services

Pascal Metrics offers a range of services and support for hospitals and healthcare systems developing sustainable patient safety culture programs. Our services are delivered in a framework that engages leaders, places a premium on measurement and analytics, and data-driven intervention. Whatever the context, Pascal has a track record in helping clients to develop comprehensive solutions tailored to specific needs.

Leadership Engagement

Many of our clients lead with Social Apgar™ Consulting to create a program architecture or to design an intervention. Our work with boards, CXOs, patient safety & quality executives, and front-line caregivers is based on the premise that team leadership is not innate but learned and that intervention should be targeted at the clinical area level.

Cultural Survey Subscription

Pascal Metrics is the only group worldwide that provides commercial support for the two scientifically validated cultural assessment instruments for measuring caregiver attitudes: the Safety Attitudes Questionnaire (SAQ) and the Agency for Healthcare Research and Quality (AHRQ) Hospital Survey on Patient Safety Culture.

Cultural Observation Subscription

Consistent with its commitment to and investment in innovation, Pascal Metrics has pioneered and offers a commercially robust observation offering that enables hospitals and healthcare systems to measure not only attitudinally but also behaviorally.

Teamwork, WalkRounds™ & More

Pascal Metrics delivers team training, executive WalkRounds™, and other interventions intended to support ongoing culture change efforts. We help hospitals develop full programs in teamwork and human factors to engage leaders and entire units in achieving an environment of safety and reliability, while also increasing joy in work.



Questions? Email marketing@pascalmetrics.com