

Incident Reporting

To every patient, every time, we will provide the care that we would want for our own loved ones.

Health, healing and hope.

Is Healthcare Safe?



- 1999 – Institute of Medicine: Estimated between 44,000 and 98,000 incidents of harm **every year**.
- That is equivalent to a jumbo jet crashing **every day**.

But, that was 1999.....Today

- 2010 – The Office of Inspector General reports that patients continue to experience harm in our nation's hospitals.
 - In October 2008 alone, 134,000 experienced at least one adverse event.
 - In 1.5% of hospitalized Medicare patients, a harm event contributes directly to the patient's death.
 - “44% of the harm is clearly or likely preventable.”
- 2012 – The Office of Inspector General reports that most errors go unreported.
 - Medication errors
 - Bed sores
 - Infections

Why Do Events Happen?

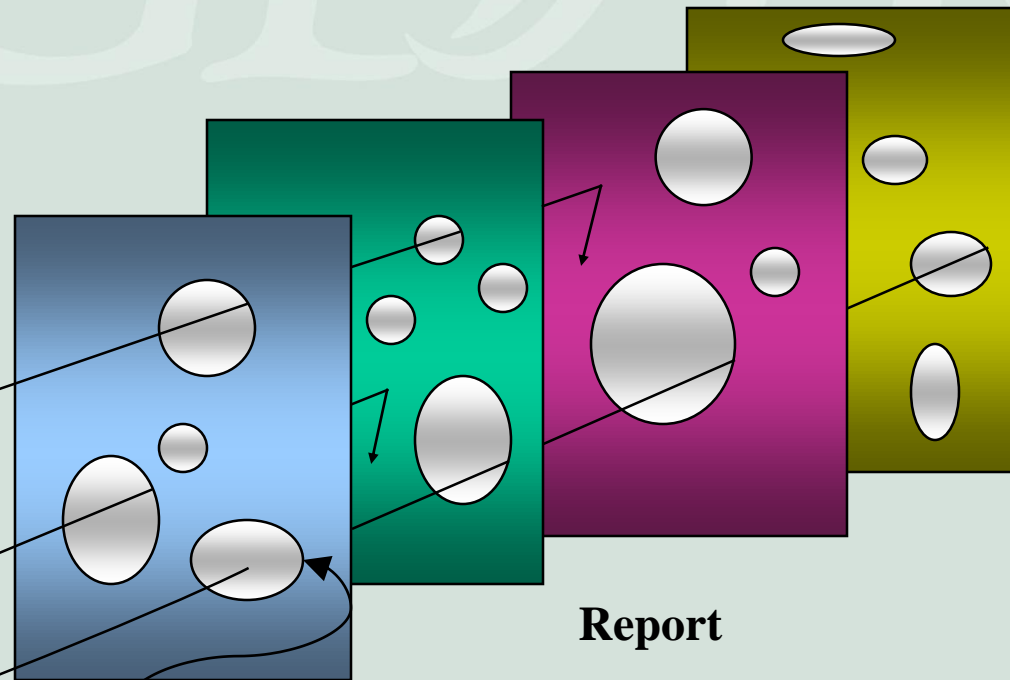
System Barriers to Stop Event

(Policies, Training, Self Checking etc.)

Significant
Events or
Injuries

Event Triggers

- Human Errors,
 - Equipment Failures or
 - External Events
- starts a chain of events



Report

How many barriers failed if there is a significant event? ... How many successful barriers to prevent an event?..

Based on Dr. James Reason, *Managing the Risks of Organizational Accidents*, 1997.

Reliability



What should happen,
happens

What shouldn't happen,
doesn't

We all make errors

- Even experienced, professional people
- Healthcare is a “high-risk” occupation
- Seriousness of errors increases in Healthcare



When An Error Happens...

We Need To Understand WHY

- **Human Error:** an accident; a mistake, a slip or lapse -- “did not mean to do it”
- **At-Risk Behavior:** A Choice when we don’t “see the risk” or understand it – or if we think it’s okay “this time” or is “justified”
- **Reckless Behavior:** Breaking the rules on purpose—making a choice with a conscious disregard to the outcome.

Questions To Ask To Foster Learning and Improve Systems

- What happened?
- What normally happens?
- What's supposed to happen?



Examples of Learning @ GBMC

- Incident Reporting:** Using Quantros
- Team Huddles** – Debrief/Update quickly every day
- Storytelling** – A person/family was touched
- Great Saves Wednesdays-** An email blast highlighting a great save weekly



What to report?

- Anything that happens, that shouldn't happen involving the care of patients
- Or any incidents involving injury or harm to visitors or patients

Examples Of What To Report

- Falls
- Pressure Ulcers
- Medication Errors
- Complications
- Delays in care
- Any injury to a patient
- Medical equipment failure
- Visitor falls

NOTE: Employee related injuries are NOT entered into Quantros at this time. Employees should notify their supervisor who will complete the appropriate form.

Why Reporting Is So Important?

- To continue to **learn** and improve
- To **prevent** it from happening again
- To **recognize** “good catches”
- Most importantly, it’s the **right thing** to do



Who Should Complete An Incident Report?

- If you were **involved** in an incident
- If you were **informed** of an incident
- If you **discovered** the incident

NOTE: It is OKAY if more than one person submits an incident report on the same issue



When Should I Report?

- As soon as it is reasonably possible (after you have taken care of any patient issues)
- ALWAYS before your shift is over



What Happens After I Report?

- Quality and Safety Department receives and reviews each incident
- The incident is reviewed by the department where incident occurred
- Opportunities to improve are identified and shared



Where To Report - Infoweb

GBMC InfoWeb - Windows Internet Explorer

http://infoweb/

File Edit View Favorites Tools Help

GBMC InfoWeb

GBMC.org | Find a Doctor | Site Map | Employee Center

Search

Departments & Services Human Resources MIS Nursing Policies & Procedures Physicians Service Excellence

The Employee Center - View Full List

- Analytics - Productivity
- Broadcast/Infoweb Form
- ePortfolio Report
- Incident Tool**
- Kronos
- Lawson Self Service
- Medical Library
- Medical Staff
- MicroMedex
- Net Learning
- OnBase Retrieval
- Scan Login

What's New -- View All News -- Search All News

In Action to Improve Our Care
What's similar between hotel room towels and hospital hand hygiene? Read Dr. Chessare's latest blog post, "In Action to Improve Our Care," to find out.

Employee Opinion Survey - Grand Prize Winner
The 2011 Employee Opinion Survey concluded on August 19. Thank you to all employees who participated! The survey's final grand prize winning code is in! Please check your...

Legacy Chase at Shawan Downs Car Raffle Tickets
Tickets are now on sale for the Legacy Chase at Shawan Downs Car Raffle. You can win a 2-year lease on a new 2012 Volkswagen Passat 2.5 LS. Or, win the cash prize of \$10,000 in lieu of the lease.

Café Menu

CEO Blog
A Healthy

Photo

When in doubt, fill it out!

Pulse eNewsletter
Subscribe to the latest edition of GBMC Pulse, a newsletter that provides employees with important information from executive leadership. Since broadcast emails are now reserved for significant news,....

Local intranet 100%

start Microsoft Office Dr. Duffy Andov... GBMC InfoWeb ... Z Novell Group... Follow-up Prese... Presentation2 5:01 PM

Quantros = User Friendly

Patient and Safety Event Manager - Windows Internet Explorer

http://infoweb/body.cfm?id=1796

File Edit View Favorites Tools Help

★ Patient and Safety Event Manager

- ▶ National Patient Safety Goals (NPSGs)
- ▶ Quality and Safety Concerns
- ▶ VSurvey Access
- ▶ VSurvey Training Reference Materials
- ▶ External Links
- ▶ Newsletter Archive

REPORT AN EVENT >>

NOTE: In addition to completing the report, please verbally notify your direct supervisor or the clinical coordinator of any incident that has resulted in harm.

Instructions:

- You may log on using your Novell password
- You may also complete an incident report
- Required fields are identified with an asterisk

Click here to enter an event

Patient Safety Resources

- [Click here](#) for a brief tutorial on how to submit an incident.
- [Click here](#) for a PDF of a PowerPoint presentation on incident reporting.
- [Click here](#) for a handout on who, when and how to report an incident.

If you have questions or need any assistance, please call:

- Carolyn Candiello, VP of Patient Safety
- Susan Fowble, Patient Safety Manager
- Cate O'Connor-Devlin, Nursing Manager
- Pain Nurses: Monday - Friday evenings; x. 6350

Event Reporting Tutorial

Local intranet 100%

Start Novell GroupWise - Mai... Just Culture TRAINING... 1-27-11draft GBMC InfoWeb - Wind... Patient and Safety E... 11:37 AM

GBMC - Greater Baltimore Medical Center Baltimore, MD

Baltimore



Enter an event ID to finish or view h

**Log in Using
Outlook Password
and User ID**

Registered Users

User name

Password

[Forgot your password?](#)

[Log In](#)

Guest or Anonymous Reporting

Report a Safety Event or Incident

[Click to report a safety event or incident](#)

**or Log in
Anonymously**

Thank you for helping make this facility a safer place.

GBMC

Fill out as much as you can. Required fields are marked with an RED ASTERISK (*)

Reporting Recap

- Tool is on the Infoweb
- **When in doubt, fill it out**
- It is easy and quick
- The learning opportunity is priceless

