

PATIENT SAFETY AND REPORTING

Within a culture of *safety*, there is continuous *reporting* of patient *safety events*, near misses and hazardous events. What is the importance of physician reporting? Each individual Physician provides a unique understanding which better identifies specific types of hazards and their contributing factors.

The Event / Incident Report is a factual account of the details of an event and provides a method for discovery and a means for an investigation of causes. The specific purposes are:

- To improve patient care by assuring that appropriate and immediate intervention is done on the patient's behalf and that there is a subsequent prevention of recurrence.
 - To provide a database to evaluate and develop adequate standards of care.
 - To provide a record of the occurrence as a basis for notification of a potential claim.
- The primary purpose of the report is not to place blame on individuals. Although individual employee counseling might be an outcome of the Event / Incident Report, the goal is to improve patient care.

What events gets reported & where? Report any occurrence that is not consistent with routine operations that may potentially or actually result **in** injury, harm, or loss to any patient

- **Patient / Facility** – Falls, medication errors, disruptive patient behavior, telemetry monitors all go down, etc.
- **Employee** – Employee injuries only
- **Visitor** – Any event involving visitors, such as falls, disruptive visitor behaviors
- **Complaints / Compliments** – Patient and family only
- **Disruptive Events** – Physician's and staff behaviors which disrupt patient care or undermine a culture of safety
 - ❖ Demeaning or intimidating behavior, such as name-calling
 - ❖ Inappropriate touching, sexual or otherwise
 - ❖ Outbursts of anger or violence, swearing
 - ❖ Racial or ethnic comments
 - ❖ Throwing Objects, etc.