



The Residents Role in Patient Safety

Jan Manilla

Missy Polito

Objectives

1. Describe the prevalence of errors in healthcare
2. Explain relationship between systems and errors
3. Describe path for event and near miss reporting
4. Describe how residents can get involved in patient safety activities throughout the institution

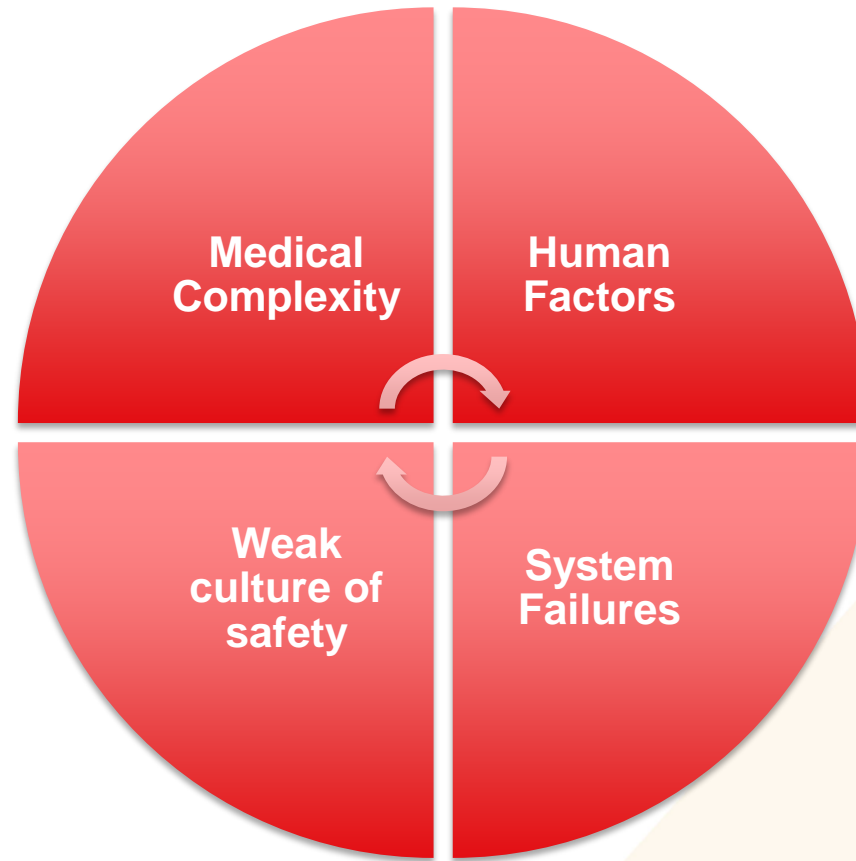


Definition of Patient Safety

Patient safety is the “absence of preventable harm to a patient during the process of health care.”

WHO. (2013). Patient Safety. <http://www.who.int/patientsafety/about/en/index.html>

Healthcare Can Be Dangerous



Patient Safety Vocabulary

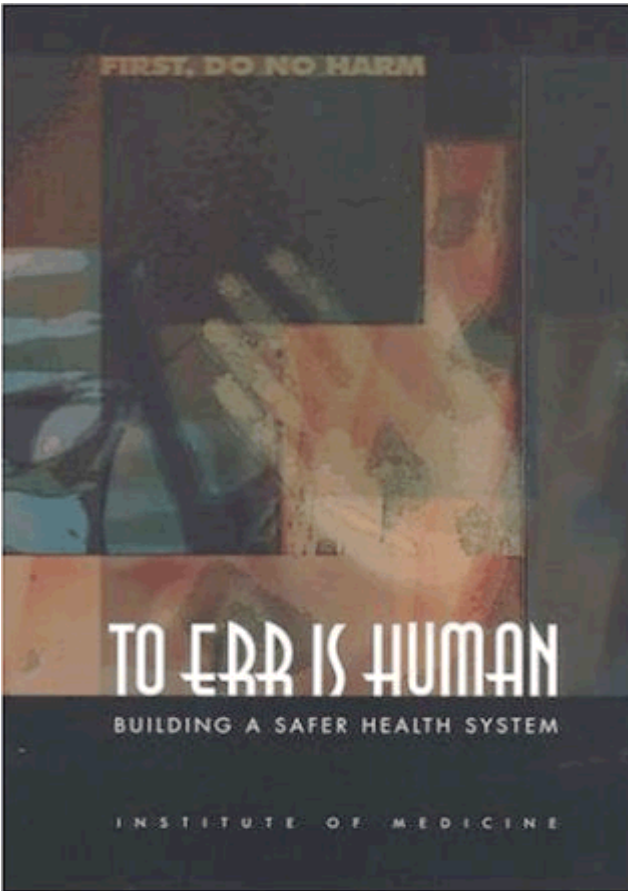
- Medical Error
 - The failure of a planned action to be completed as intended or the use of the wrong plan to achieve an aim
- Adverse Event
 - Injury caused by medical care rather than the patient's underlying disease
- Near miss
 - An error that could have caused harm but did not reach the patient....error intercepted

Why do we care about SAFETY?

- Part of our responsibility as healthcare workers
- Moral obligation
- It is the right thing to do.
- If I'm not safe, I may injure myself or others.
- I can get in BIG trouble if I am not safe.



To Err is Human



- Published by Institute of Medicine in 1999
- Estimated 44,000-98,000 Americans die
 - More than from breast cancer or motor vehicles
- 7% of patients suffer a medication error
- Lucian Leape: 1.7 mistakes per day in ICU (out of 200 pt-care activities)
 - 1% error rate

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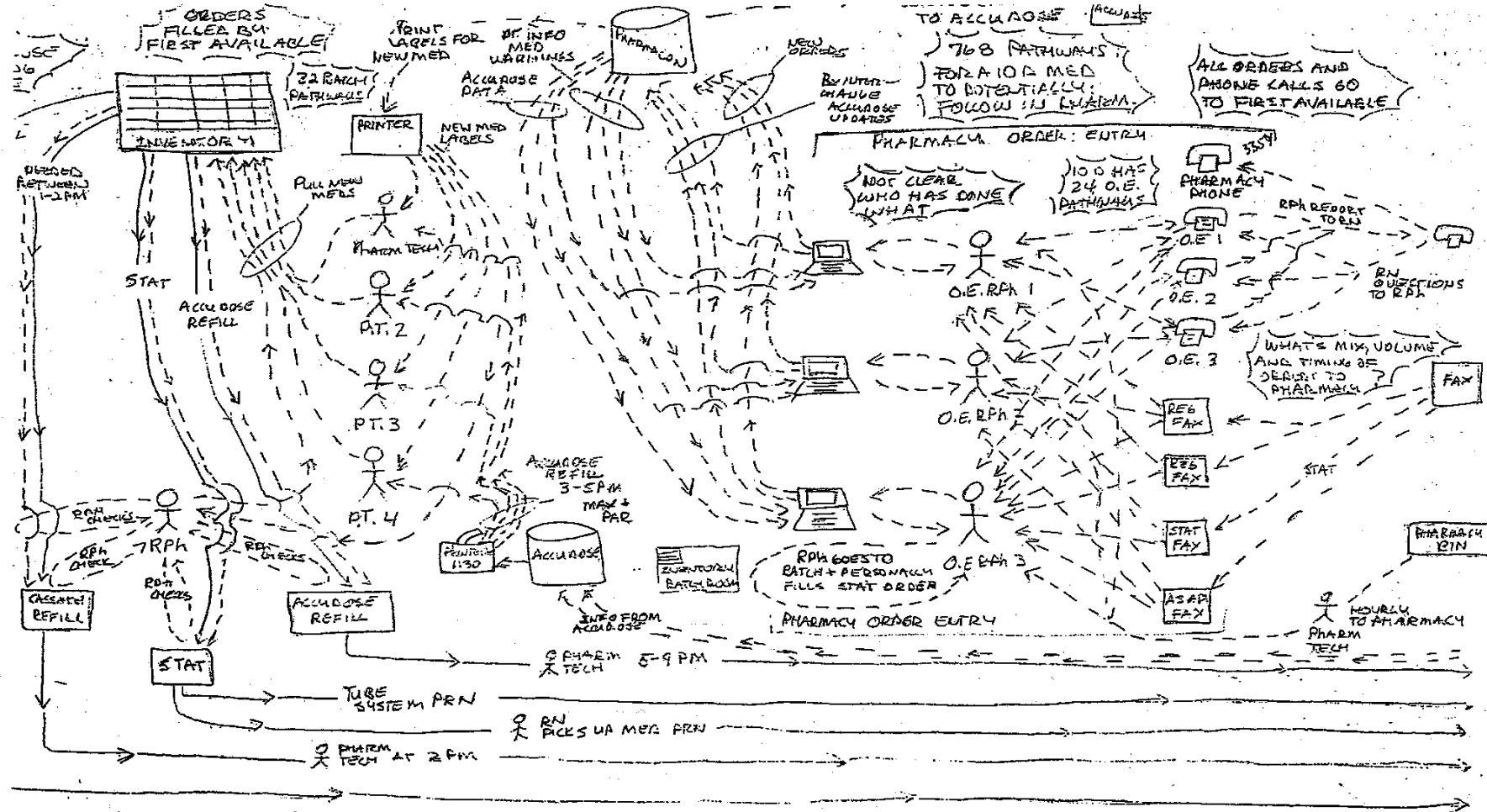


- Medical errors leading to patient death are much higher than previously thought
- 210,000 to 400,000 deaths a year
- Medical errors the 3rd leading cause of death behind heart disease and cancer, according to Centers for Disease Control and Prevention statistics

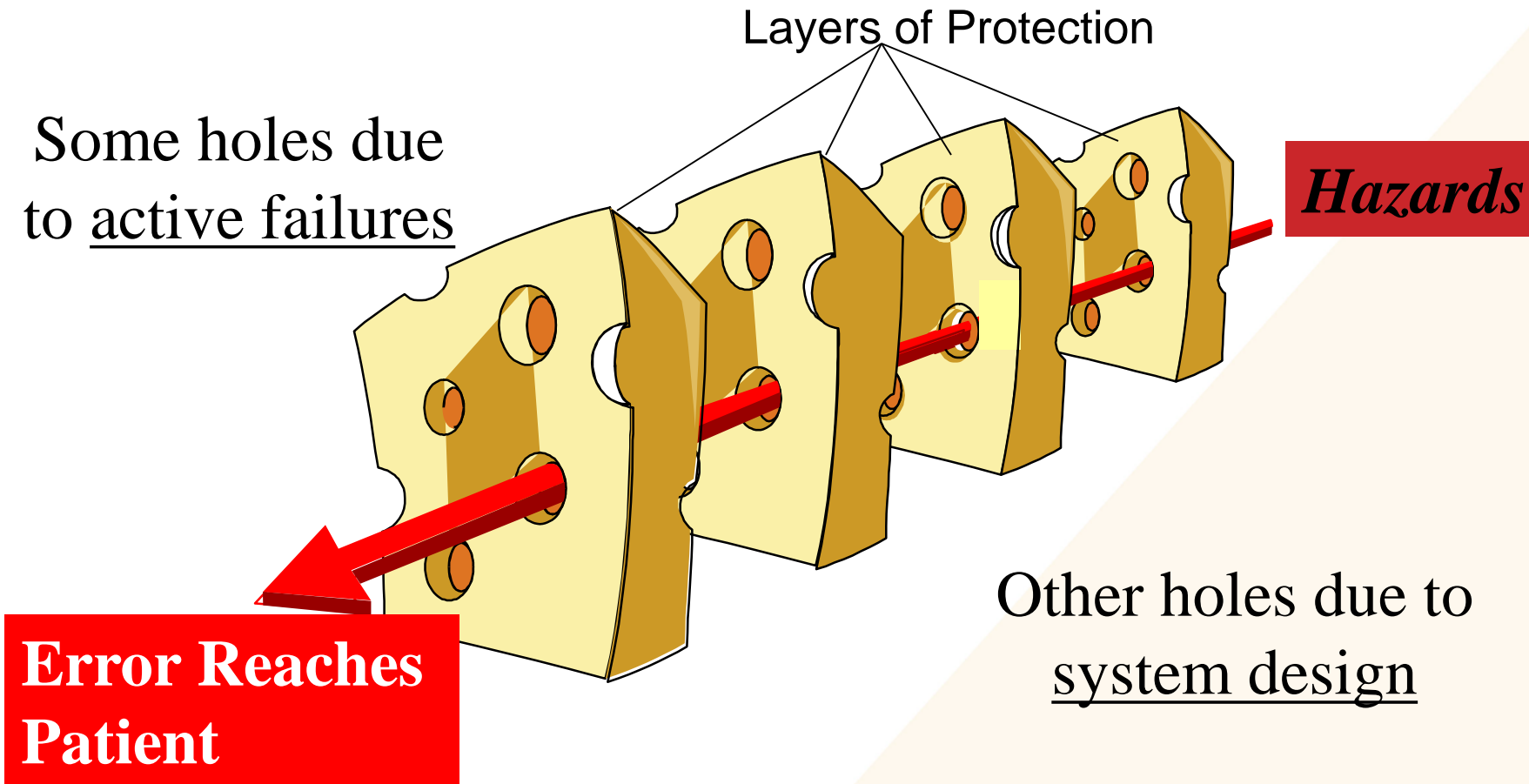
Science of Safety

- Safety as science: healthcare processes lacking reliability
- Healthcare as system: parts include people, equipment, environment
- Parts interact to achieve goal
- Every system perfectly designed to achieve the result it gets
- System failures: 85% of time
- People failures: 15% of time

Medication-Use System



The Swiss Cheese Model of Safety



Just Culture

- Single greatest impediment to error prevention is that we punish people for making mistakes
- If we find out who made the errors and punish them, will we solve the problem?

Accountability

- Human error: inadvertent action, slip, lapse, mistake
- At-risk behavior: a choice that increases risk where risk is not recognized or believe to be justified..... DRIFT
- Reckless behavior: choice to consciously disregard a substantial and unjustified risk



What happens when there's an Event?

- Do you report them?
- Do you know how to access our safety reporting system?

Safety Reports on CONNECT

Policies

Mission, Vision & Strategy

Standards of Behavior

HR & Training

Health, Wellness & Rx Delivery

Departments

Safety Reports

Quality & Service

Our Patients

Reference Tools

Applications

Publications

Branding Toolbox

Announcements

Clean sweep: WVU Healthcare adding polish with high-level clean-up project

Project begins Wednesday, May 13, throughout Ruby Memorial Hospital.

William Petros named interim director of Cancer Center

Stairs From Chestnut Ridge to Parking Lot D to temporarily close

The stairs will be closed from Monday, May 11, through Wednesday, May 13, for resurfacing.

Sanford Emery named director of surgical services, interim chair of Department of Surgery

Tweaks to PI Plan lead to more focused approach

New WVU Healthcare primary clinic to open by fall

The Wellness Program seeks employee feedback

Two more departments headed to ROC 2

Health Information Management and Release of Information are moving to this location. The campus mailing address, phone numbers and fax numbers will remain the same

Celebrate Nursing Services Week May 6-12

Summer Fun  Tickets

C-L-E-A-R Safety Campaign

GOLD BLUE & YOU 

Facility Expansion 

InsideView 

Upcoming Events

Tuesday

May
12

Fidelity Financial
Counseling

Thursday

May

Diabetes Support
Group



Safety Reports from EPIC

Web Search Links

- Health Sciences Center
- Epic/Clarity Report Request Form
- WVU Hospitals
- Epic Systems
- Clarity Reporting Dictionary
- Radar E-Learning Module
- Staff ID's
- On-Call
- Tip Sheet
- Merlin Suggestions!
- WVUHealthcare Connect

Useful Medical Links

- Analgesic Guidelines
- Radiology Centricity Web
- WVUH Antimicrobial Guidance Website
- The Journal of the American Medical Association (JAMA)
- Physicians Weekly
- MedScape
- Physician's Desk Reference
- Medline / PubMed
- UpToDate Clinical Info
- Clinical Pharmacology
- Staff IDs
- The New England Journal of Medicine
- Incident and Patient Complaint Reporting
- Micromedex
- Drug Shortages
- Agency for Healthcare and Quality (AHRQ)
- Mayo Medical Laboratories
- Controlled Substances Rx Database
- Restricted Medications
- ACR Appropriateness Criteria-Diagnostic Imaging
- Ask a Drug Information Expert
- WHIN



Links

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[Contact Us](#)

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[Mistreatment / Supervision
Button](#)

[Professionalism Button](#)

[Patient Safety Reports](#)

[Transitional-Year](#)

[Physician Wellness](#)



Radiology

Radiology residents learn to use technology in providing imaging services to our patients.



The West Virginia University School of Medicine is fully accredited by the Accreditation Council for Graduate Medical Education (ACGME) and is a participating member of the National Resident Matching Program (NRMP), Postdoctoral Application Support Service, and other advanced residency matching programs.

Approximately 410 residents are enrolled in 20 core programs, 1 combined program, 18 fellowship programs and 8 other programs.

Applicants for post-MD or DDS Positions: applications along with letters of recommendation are sent directly by the standard application services to the program to which you are applying.

International Graduates: All graduates of foreign medical schools must be certified by the Educational Commission

SAFETY REPORTS

[Home](#) [Patient Safety Net \(PSN\)](#) [Forms](#) [Contact Us](#)

We're focused – every day – on ensuring our patients receive the highest possible standard of patient care and clinical effectiveness. The information that you provide via the online safety reports will help us identify unsafe situations and address safety concerns. Your input is critical to helping us provide a safe environment for the patients we serve.

Patient Safety Net (PSN)

This [web-based reporting tool](#) captures information about adverse events, near misses and unsafe conditions that involve patients, staff and visitors. If you want to follow up on a report, please contact the manager listed in the auto-response email generated following the report submission.

Employee Injury / Exposure Form

This [form](#) is to be used when an employee has sustained a potential injury or exposure. If medical care is required, visit Employee Health. Report to the Emergency Department if it's a true emergency.

Patient Compliment / Complaint Form

This [form](#) is to be used to record patient feedback. Whether it's positive or negative, we want to hear about it. We're also looking for service recovery details.

Related Policies

- [III.040: Safety/Privacy Reporting](#)
- [III.041: Sentinel Event](#)

If you have questions about the Safety Reports, please contact [Jan Manilla](#) or [Melissa Polito](#).

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Patient Safety Net: Event Report

Welcome to the PSN Front Line Reporter Form.

- A ★ indicates a mandatory field.
- Click the  icon for help with a particular field.
- Click the  button to view and select from the list of available options for that field.
- Some fields allow you to select more than one entry. These can be identified by looking for the  icon next to the field. Single click each option (highlighted in gray) to add them. Once added, highlight the option and click  to remove.

If you have any questions or require assistance with completing this form please contact your on-site administrator.

Start

★ Who was affected by the event?

Event basics

★ Event Type

Example:

Medication related

★ Event Category


Refer to Quick Reference Guide

★ Event Subcategory

★ Event discovery date

Event discovery time

Use the military time format. Leave blank if unknown.

★ Event occurrence date (MM/dd/yyyy) 

Leave blank if unknown

★ Event occurrence time (hh:mm)

Use the military time format. Leave blank if unknown.

Event location

Medication Events

★ What type of medication or substance was involved?

★ If a medication was involved, what type of medication?

★ Select the prescribed or intended medication(s) / substance(s) involved in this event

Do not hit the drop down arrow to locate medications. Type in the first few letters of the desired medication and wait for the selections to appear in the drop down box.

If you hit the drop down box, PSN will attempt to load thousands of medications for you to select from. This will take approximately an hour and will most likely freeze the screen and close out of the report



Please follow instructions

Was medication scanned prior to administration?

Order type

Given Medication

★ Select the incorrect medication(s) / substance(s) GIVEN (or almost given) to the patient:

Do not hit the drop down arrow to locate medications. Type in the first few letters of the desired medication and wait for the selections to appear in the drop down box.

After you submit a report, you will receive a notification indicating the person that received your report.

Please contact that person for follow-up, if desired.

[New Form](#) | [Login](#)

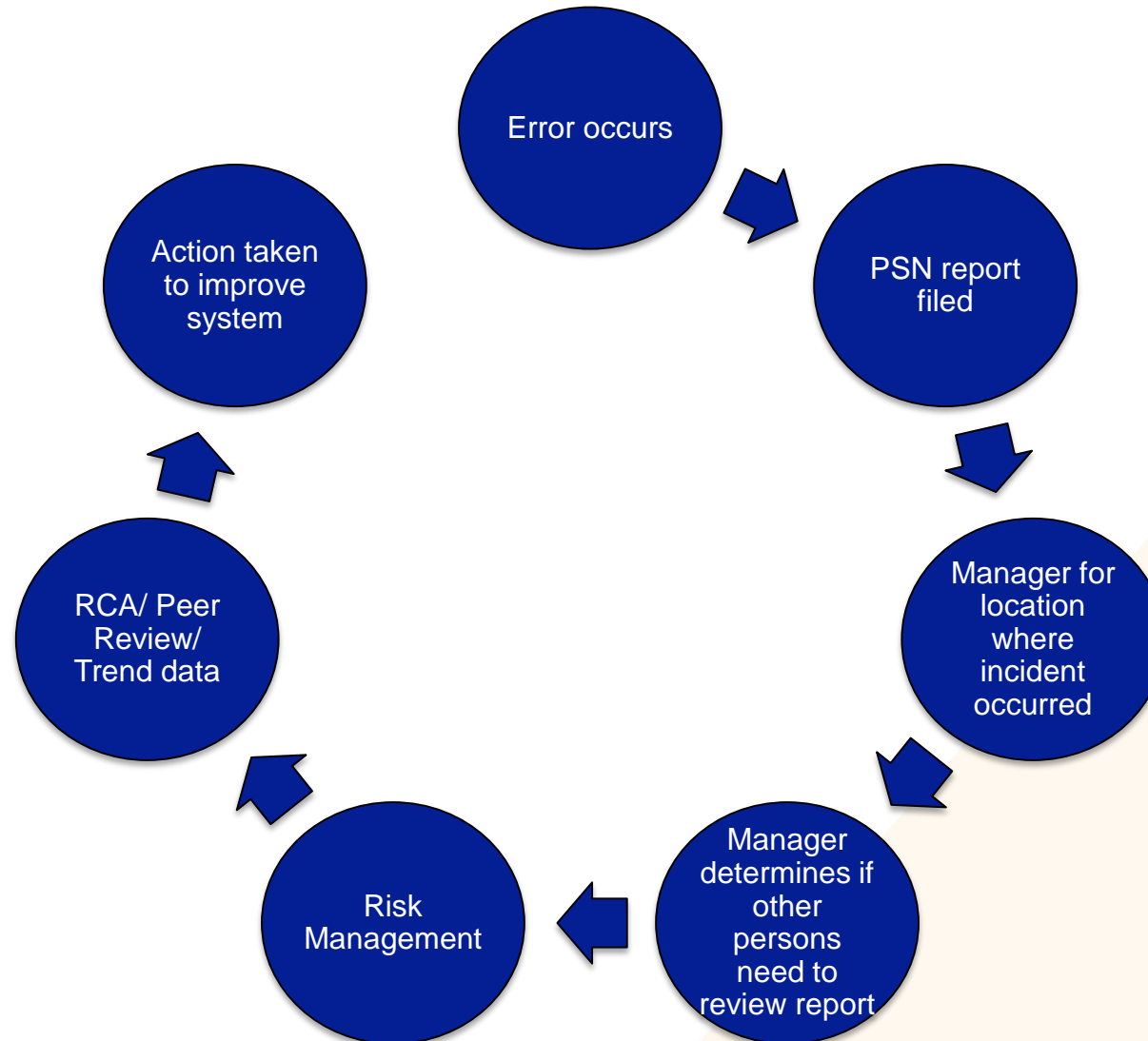
Event reference PSN-6337
The event has been saved. The reference number is PSN-6337
Emails were sent to the following users:
Director Risk Management and Patient Relations Jan Manilla

Add another record

Risk Management/Patient Safety Administrators

- Jan Manilla, Director of Risk Management
 - manillaja@wvuhealthcare.com
 - 7-4167
- Missy Polito, Patient Safety Coordinator
 - politom@wvuhealthcare.com
 - 7-5824

PSN Safety Reports



Contact Risk Management or House Supervisor



Risk Management 7-4182

House Supervisor 7-2207
or Pager # 5353

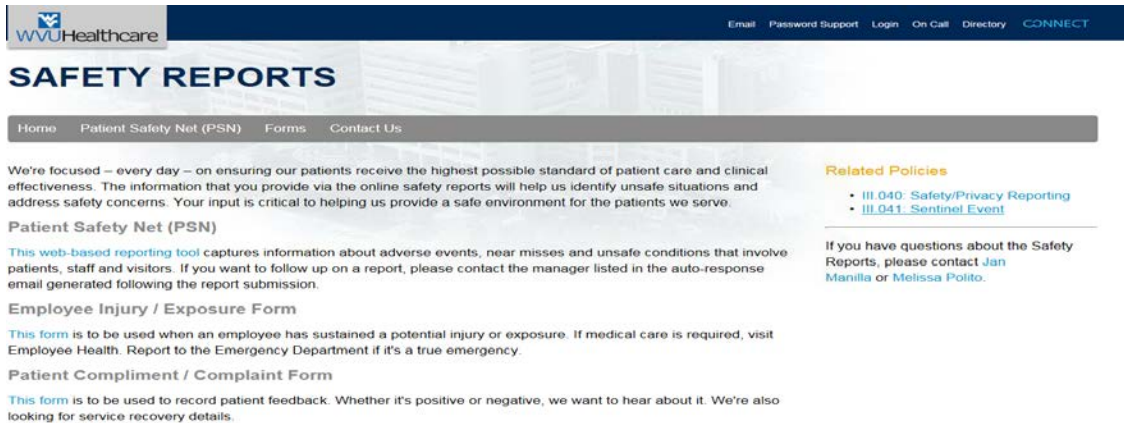
Morbidity and Mortality Conferences



Committees

- Blood Utilization
- Cancer Review
- Carotid Stenting
- CPR
- Care Management
- Pharmacy, Nutrition, and Therapeutics
- Legal Electronic Health Record
- Infection Control
- Ethics
- Pain Management
- Operating Room
- Practitioner Health
- Quality of Care
- Performance Improvement

Take Home Points



The screenshot shows the WVU Healthcare website's "SAFETY REPORTS" section. The header includes the WVU Healthcare logo and navigation links: Email, Password Support, Login, On Call, Directory, and CONNECT. Below the header is a sub-header with links: Home, Patient Safety Net (PSN), Forms, and Contact Us. The main content area is divided into two columns. The left column contains a paragraph about patient safety, a section for the Patient Safety Net (PSN) with a description of the web-based reporting tool, and links to the Employee Injury / Exposure Form and Patient Compliment / Complaint Form. The right column features a "Related Policies" section with links to III.040: Safety/Privacy Reporting and III.041: Sentinel Event, followed by contact information for Jan Manilla or Melissa Polito.

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Home Patient Safety Net (PSN) Forms Contact Us

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