

SIU MEDICINE

ALERT Event Reporting

Your Role in Risk Prevention at SIU Medicine

How can you help?

When you see something that did not go according to plan or you had a near miss, we ask that you report it through the ALERT event management system.

Reporting gives us opportunities to find causes of harm or potential harm and correct it.

You have protections.

SIU policy prohibits any employee who reports an event in good faith from being retaliated against for doing so.

You should not document within the medical record that an ALERT report has been filed, nor print or share this information.



ALERT

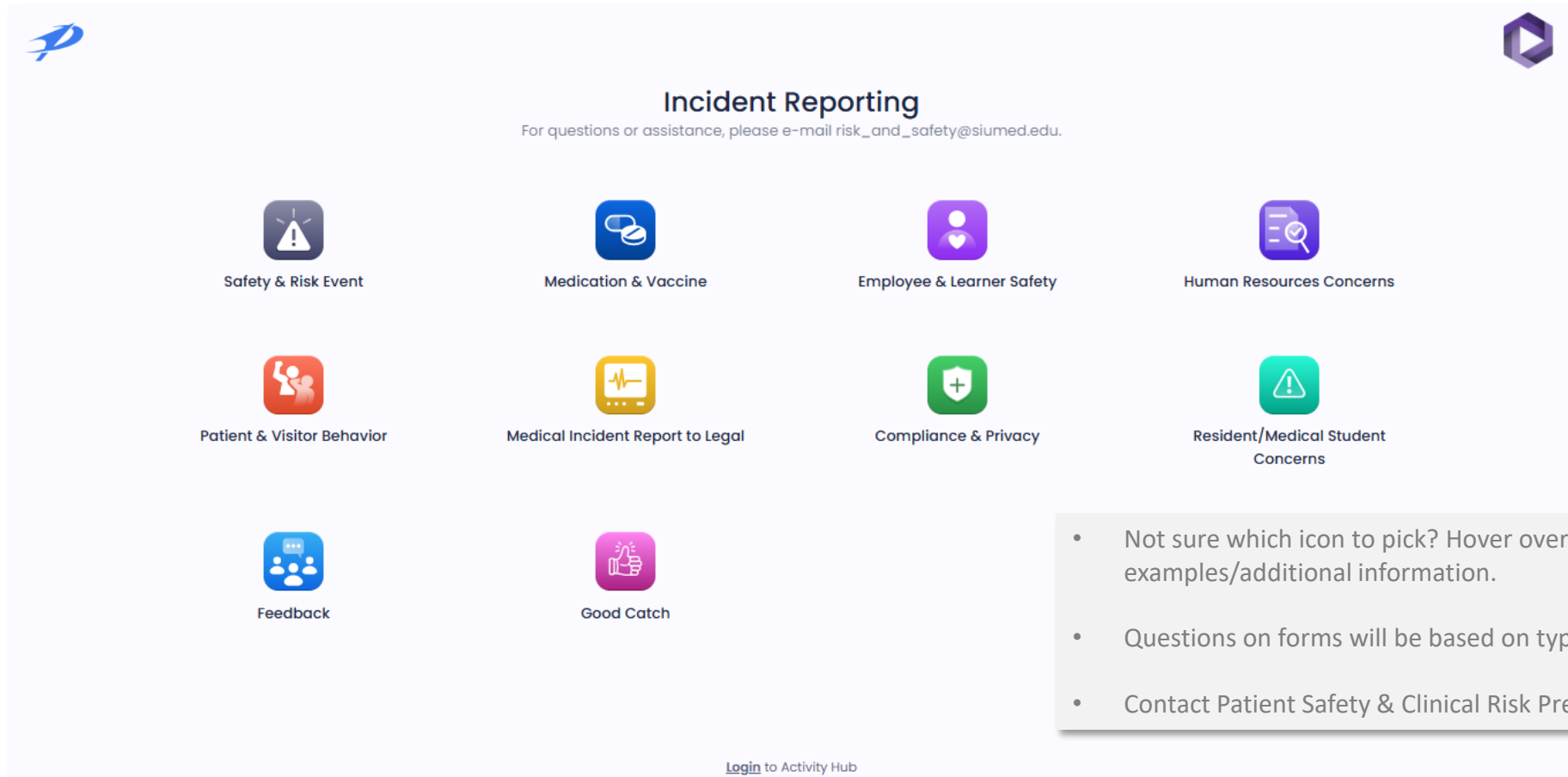
- Automated Logging and Event Reporting Tool
- ALERT is the SIU incident management system
- Links located on the Hive, Citrix, my.siumed.edu
- Bookmark it!



Resident/Fellow Incident Entry

- Incident entry in hospital incident reporting system
 - Event occurs with patient/staff in hospital
 - Needlestick/exposure occurs in hospital
- Incident entry in SIU ALERT reporting system
 - Event occurs with patient/staff in SIU clinic
 - Needlestick/exposure occurs in SIU clinic
- If unsure, enter in ALERT system and we can address/assist to ensure correct parties are notified

ALERT Launch Page



The screenshot shows the ALERT Launch Page with a light blue background. At the top left is a blue logo, and at the top right is a purple play button icon. The main heading is "Incident Reporting" in bold black text, followed by the text "For questions or assistance, please e-mail risk_and_safety@siumed.edu." Below this, there are eight icons arranged in a 3x3 grid (with the bottom-right cell empty). Each icon is a colored square with a white symbol, and below it is a label. The icons and labels are: Safety & Risk Event (dark blue square with a white exclamation mark), Medication & Vaccine (dark blue square with a white pill), Employee & Learner Safety (purple square with a white heart and person), Human Resources Concerns (purple square with a white magnifying glass over a document), Patient & Visitor Behavior (red square with a white person and speech bubble), Medical Incident Report to Legal (yellow square with a white ECG line), Compliance & Privacy (green square with a white shield and plus), Resident/Medical Student Concerns (teal square with a white exclamation mark inside a triangle), Feedback (blue square with a white speech bubble and three dots), and Good Catch (pink square with a white hand holding a checkmark). At the bottom center, there is a link that says "Login to Activity Hub".

Incident Reporting
For questions or assistance, please e-mail risk_and_safety@siumed.edu.

- Safety & Risk Event
- Medication & Vaccine
- Employee & Learner Safety
- Human Resources Concerns
- Patient & Visitor Behavior
- Medical Incident Report to Legal
- Compliance & Privacy
- Resident/Medical Student Concerns
- Feedback
- Good Catch

[Login](#) to Activity Hub

- Not sure which icon to pick? Hover over icon for examples/additional information.
- Questions on forms will be based on type of event.
- Contact Patient Safety & Clinical Risk Prevention for help.

Report, Report, Report

☐ Workplace Violence Events*

- ☐ Verbal abuse
- ☐ Disruptive behavior
- ☐ Drug seeking

☐ Medication Errors

- ☐ Adverse reactions
- ☐ 7 Rights of Medication

☐ Medical Care and Treatment

- ☐ Missed/delayed diagnoses
- ☐ Unexpected/adverse outcomes
- ☐ Inadequate evaluation/treatment

☐ Lab/Specimen

- ☐ Delays
- ☐ Lost specimens
- ☐ Labeling issues
- ☐ Results delays
- ☐ Ordering issues

☐ Good Catch

☐ General Liability

- ☐ Falls
- ☐ Equipment issues

☐ Surgery/Procedure

- ☐ Complications
- ☐ Contamination/infection control
- ☐ Informed consent

☐ Diagnostic Imaging

- ☐ Delays
- ☐ Results delays/issues
- ☐ Ordering issues
- ☐ Exposure

☐ Infection Control

- ☐ Hand hygiene compliance
- ☐ Sterilization issues
- ☐ Suspected infections/exposures

☐ Patient Privacy**

- ☐ HIPAA violations
- ☐ Privacy/breach of patient confidentiality

☐ Patient Experience

- ☐ Complaints regarding care/treatment
- ☐ Communication difficulties

☐ Compliments/Job Well Done

☐ Employee/Student Injuries

- ☐ Needlestick***
- ☐ Bloodborne pathogen exposure***
- ☐ Injuries
- ☐ Hazardous material exposure

☐ Unprofessional Behavior

- ☐ Abusive/intimidating behavior
- ☐ Defamatory statements
- ☐ Destruction/removal of property
- ☐ Discrimination/harassment
- ☐ Sexual misconduct
- ☐ Suspected alcohol/substance abuse

*Contact HR/Security as needed prior to entering

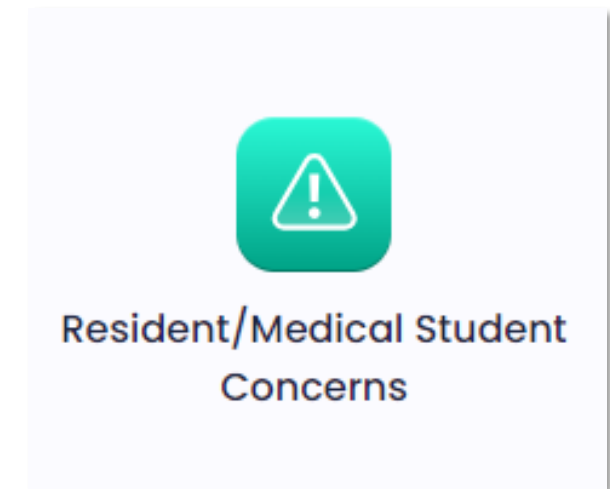
**Contact Compliance for questions

***Contact Employee Health immediately

When in
doubt, report
it out

Resident/Medical Student Concerns

- Icon specifically for residents/medical students to report concerns of mistreatment
 - Within hospital or SIU clinics
- Report sent to GME or OSA for follow up
 - Resident concerns to Associate Dean of Graduate Medical Education
 - Medical Student Concerns to Associate Dean and Assistant Dean for Student Affairs



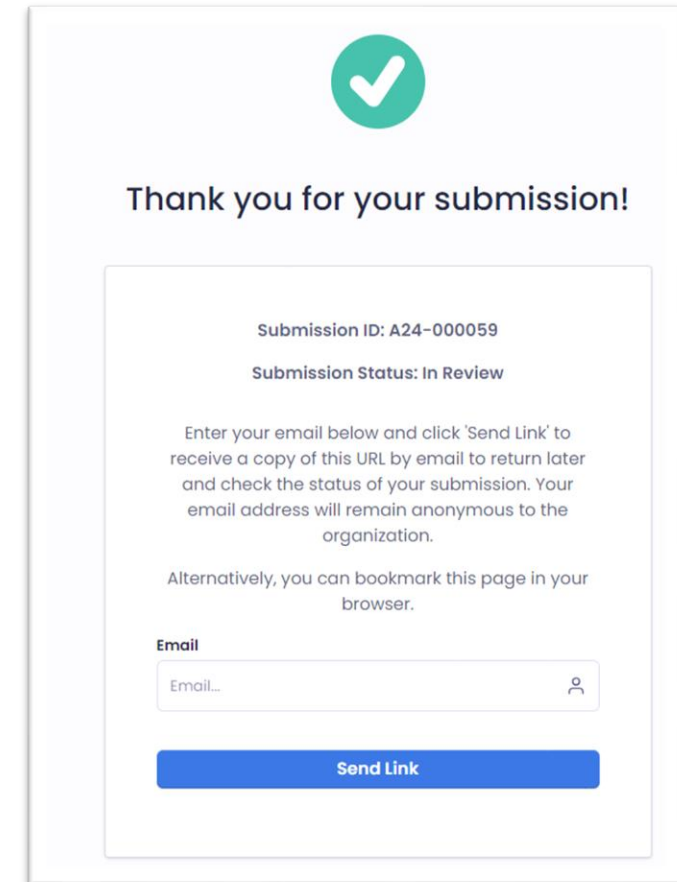
Tips

- Make brief but accurate description of issue/event and clarify patient expectations
- Ensure all concerned individuals are listed
- Make sure location is correct
- Document actions taken
- Use quotations to provide what was said and tell story

Can staff see status of report?

After submitting a report, you are given option to receive a link to check status of report.

This does not give details of follow up.



A screenshot of a web page with a light blue background. At the top center is a green circle containing a white checkmark. Below this, the text "Thank you for your submission!" is displayed in a bold, black font. A white rectangular box with a thin grey border contains the following information: "Submission ID: A24-000059" and "Submission Status: In Review" in bold black text. Below this, a paragraph of text reads: "Enter your email below and click 'Send Link' to receive a copy of this URL by email to return later and check the status of your submission. Your email address will remain anonymous to the organization." This is followed by another paragraph: "Alternatively, you can bookmark this page in your browser." Below the text is an email input field with the placeholder text "Email..." and a small person icon on the right. At the bottom of the white box is a blue button with the text "Send Link" in white.

What is next?

- After submitting, your report is routed to appropriate reviewer or department for follow up.
- Reported data is monitored to help organization review trends to determine if further action or process change to be considered.

Links

[ALERT Launch Page](#)

Click to go to ALERT launch page for report entry.

[ALERT Training on the Hive](#)

Click to see training available on the Hive.

Patient Safety Help

We are glad to help!

- Immediate concerns requiring Patient Safety, Security or other areas' immediate attention should be phone call or Halo
- Patient Safety can be reached through e-mail or Halo for questions

Thank you for reporting!



Patient Safety & Clinical Risk Prevention

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“SIU Patient Safety and Clinical Risk Prevention”

