Safety Event
Submission & Follow-up Tool

INSTITUTIONAL REQUIREMENTS:

- 3.2.a.   Patient Safety: The Sponsoring Institution must ensure that residents/fellows have access to systems for reporting errors, adverse events, unsafe conditions, and near misses in a protected manner that is free from reprisal.

- 3.2.a.1   The Sponsoring Institution must ensure that residents/fellows have opportunities to contribute to root cause analysis or other similar risk-reduction processes.

COMMON PROGRAM REQUIREMENTS:

- 6.1.   Culture of SafetyVI.A.1.a).(1).(a) The program, its faculty, residents, and fellows must actively participate in patient safety systems and contribute to a culture of safety.

- 6.2.   Residents, fellows, faculty members, and other clinical staff members must know their responsibilities in reporting patient safety events and unsafe conditions at the clinical site, including how to report such events.

- 6.2.a.   Residents, fellows, faculty members, and other clinical staff members must be provided with summary information of their institution's patient safety reports.

GMEC REQUIREMENTS:

- <u>By the end of their first year of training at SIU, all residents must provide de-identified documentation that they have submitted an electronic patient safety event via the official electronic reporting mechanism of SIU HealthCare or Affiliated Hospitals. It will be the responsibility of the program to monitor this.</u>

Report, Report, Report

Workplace Violence Events*
- Verbal Abuse
- Repeated difficult, disruptive behavior
- Drug seeking behaviors

Medical Care and Treatment
- Missed/delayed diagnoses
- Unexpected/adverse clinical outcomes
- Unexpected death
- Inadequate evaluation/treatment

Lab/Specimen
- Delays in testing/reporting
- Lost specimens
- Labeling issues
- Wrong tests
- Critical values not called

Surgery/Procedure
- Surgical complication of care (surgical site infection)
- Complications of sedation
- Contamination/breach of infection control practices
- Procedural informed consent

Compliments/Job Well Done

Medication errors
- Adverse drug reactions
- 7 Rights of Medication

Diagnostic Imaging
- Exam problems (wrong site, order issues, incorrect patient, incorrect/incomplete study
- Delayed results
- Radiation exposure
- Interpretation issues

Infection Control Issues
- Hand hygiene compliance issues
- Sterilization issues
- Suspected infections
- Isolation breaches/cleanliness of facility

Patient Privacy**
- HIPAA Violations
- Privacy and/or breach of patient confidentiality
- Errors in mailing or faxing

Obstetrics
- Prenatal management
- Obstetrical complications

Unprofessional Behavior*
- Abusive or intimidating behavior
- Defamatory statements
- Destruction or removal of property
- Clinical practice or prescribing issues
- Sexual misconduct
- Suspected alcohol or substance abuse

Employee/Student Injuries
- Needlestick/bloodborne pathogen exposure***
- Exposure to hazardous materials (chemical spills)

General Liability
- Falls (patients, visitors, staff)
- Equipment issues

Patient Experience
- Complaints regarding quality of care/treatment
- Communication difficulties

Good Catch

When in doubt, report it out

* Contact HR/Security as needed prior to entering
** Contact Compliance for questions
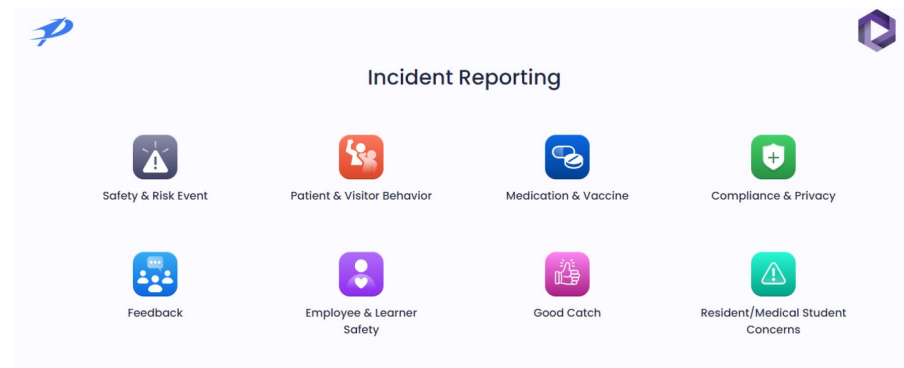*** Contact Employee Health Nurse immediately

SIU School of Medicine – Springfield

SIU ALERT
Citrix Gateway Bookmarks

- ALERT (Automated Logging and Event Reporting Tool) – and incident management system.

ALERT Icons

Incident Reporting

Safety & Risk Event	Patient & Visitor Behavior	Medication & Vaccine	Compliance & Privacy
Feedback	Employee & Learner Safety	Good Catch	Resident/Medical Student Concerns

- After submitting a report, you are given an option to receive a link to check the status of a report. This does not give details of follow-up.

Thank you for your submission!

Submission ID: A24-000059

Submission Status: In Review

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.

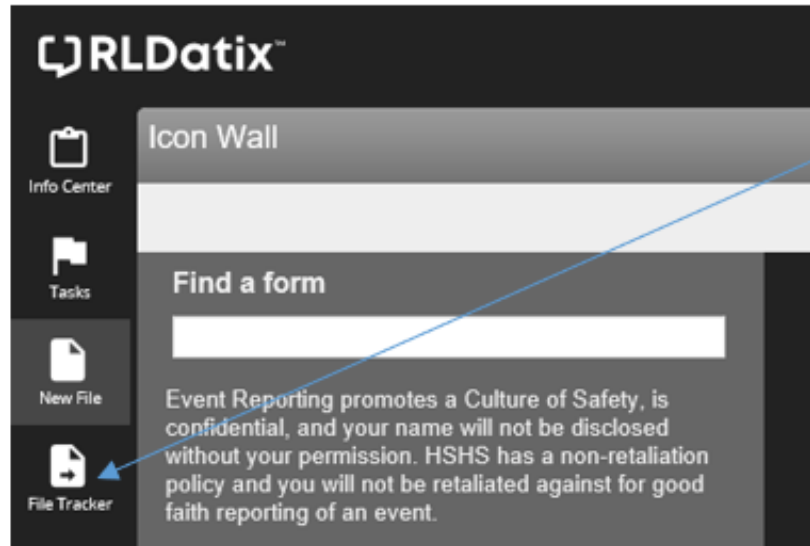Alternatively, you can bookmark this page in your browser.

Email

Email...

Send Link

HSHS St. John's Hospital

<u>St. John's</u>

After you have logged into the IRIS system and completed a file, choose the File Tracker icon on the lower left:
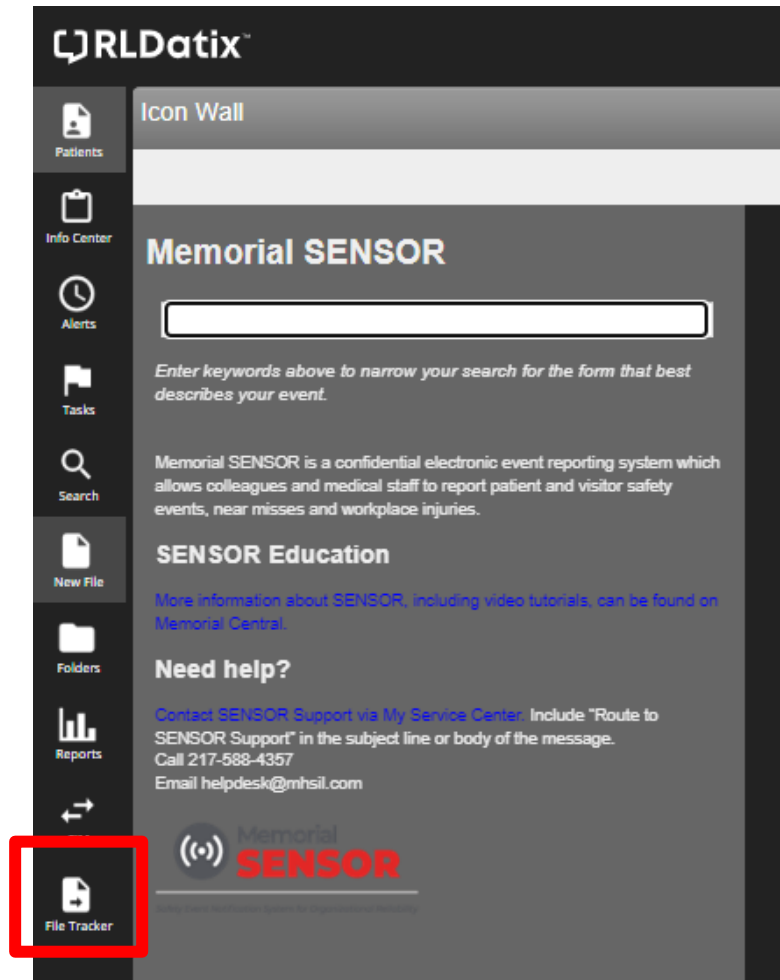

Take a screen capture of your *File Tracker* by pressing the *Print Screen (PrtScr)* button on your keyboard. Open a word document and paste the screen print. Print the word document or send it as an email attachment to the program director. Do not paste the screen captures directly into an email.

Make sure there is not any confidential or personal health information on the screen captures.
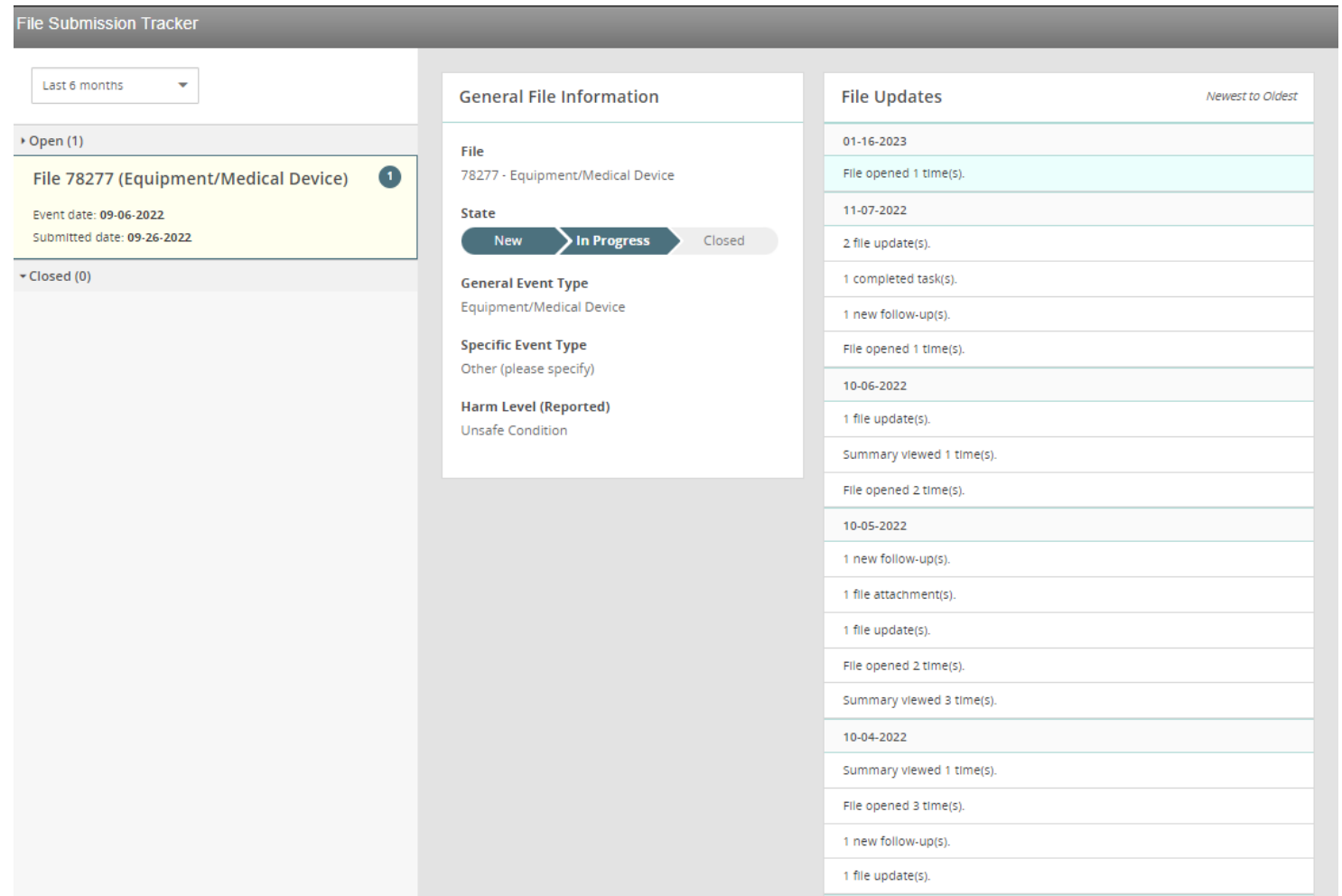
Springfield Memorial Hospital
Decatur Memorial Hospital

SMH & SIU will provide quarterly reports directly to the GME office, who will enter this information into New Innovations.
You do not have to provide anything to your program for submissions made into SMH SENSOR or SIU ALERT systems.

Memorial Health SENSOR Directions

Providers can find SENSOR from **Citrix Home Page (under Tools)** **OR** **within Cerner PowerChart** (in top tool bar)

Memorial Health
Favorites
Clinical Apps
External Organizations
Clinical Resources

Tools
- AskHR
- Budget System
- HealthStream-Audio
- IHFS MEDI
- Infor-Lawson
- Memorial Health Brand Center
- MHS Workforce Management
- O365 Web App
- SAETS
- SENSOR
- ServiceNow Agent
- Session Recording Player Prod
- Session Recording Player Prod CSS
- The Library
- Workforce Scheduling

PowerChart Organiza...
Task Edit View Patient Chart Links Notifications Navigation Help
CareCompass Patient List Message Center Multi-Patient Task List COVID19 Worklist Care Transition Worklist
Exit Calculator AdHoc PM Conversation Batch Charge Entry Conversation Launcher Encounter Loca...
Pyx... SENSOR Bridge GFR Calculator...

CareCompass
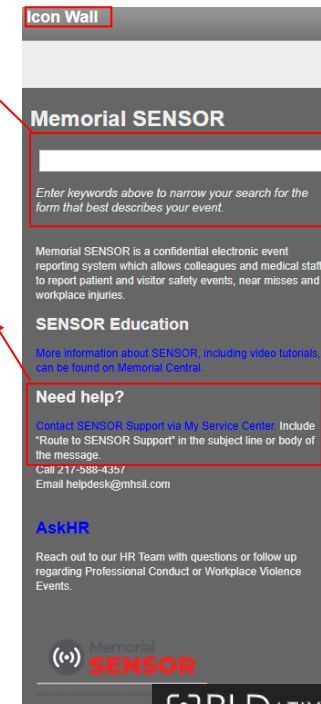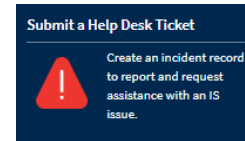Patient List: List Maintenance Add Patient Establish Relationships

Which Event Form to submit?

Enter "Key Word" into Search Bar on Icon Wall

Need Help?

Email the "Help Desk" using link on the Icon Wall and Submit a Help Desk Ticket

Submit a Help Desk Ticket
Create an incident record to report and request assistance with an IS issue.

Icon Wall

Memorial SENSOR
Enter keywords above to narrow your search for the form that best describes your event.

Memorial SENSOR is a confidential electronic event reporting system which allows colleagues and medical staff to report patient and visitor safety events, near misses and workplace injuries.

SENSOR Education
More information about SENSOR, including video tutorials, can be found on Memorial Central.

Need help?
Contact SENSOR Support via My Service Center. Include "Route to SENSOR Support" in the subject line or body of the message.
Call 217-588-4357
Email helpdesk@mhsil.com

AskHR
Reach out to our HR Team with questions or follow up regarding Professional Conduct or Workplace Violence Events.

Memorial SENSOR
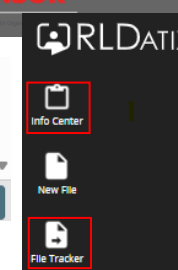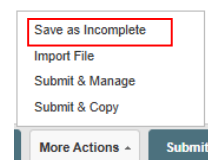
Tips & Tricks

- Complete from top to bottom
- *Green * signify the mandatory questions
- The patient safety team review events each morning and can ensure the event is in the right "bucket" to notify the appropriate leaders.
- **Use Search Function** to find "Person Affected"
- **Save as Incomplete** (bottom right corner) if you run out of time.
- Update Incomplete SENSOR in **Info Center** (Top Left Side)
- Monitor your submission using **File Tracker** in Info Center (Top Left Side)
- **Harm Scale**

Unsafe	**Unsafe Condition**	Any circumstance that increases the probability of patient safety event
Near Miss	**Near Miss**	Event that did not reach the patient
No Harm	**No Harm**	Event reached patient, but no harm was evident
Mild	**Mild Harm**	Injury resulting in minimal symptoms or loss of function, or injury limited to additional treatment, monitoring and/or increased length of stay
Moderate	**Moderate Harm**	Injury adversely affecting functional ability or quality of life, but not at level of severe harm
Severe	**Severe Harm**	Injury (including pain or disfigurement) that interferes significantly with functional ability or quality of life
Death	**Death**	Death at time of assessment

DURATION OF HARM
- **Temporary** Less than one year
- **Permanent** One year or greater

Unexpected Clinical Outcome
Unexpected clinical outcome due to medical condition/diagnosis.
No error occurred.

Save as Incomplete
Import File
Submit & Manage
Submit & Copy
More Actions Submit

RLDatix
- Info Center
- New File
- File Tracker

WHERE TO REPORT SAFETY EVENTS

SIU ALERT

Memorial SENSOR
Safety Event Notification System for Organizational Reliability

Epic ▼   IRIS

SIU   **SMH/DMH**   **HSHS**

SIU: ALERT is exclusively for instances in SIU.
Memorial: SENSOR is exclusively for instances at Memorial.
HSHS: IRIS is exclusively for instances at HSHS.

Access these systems through the physician
portals of any of the institutions.
Select the appropriate category icon for the event you are reporting.

Memorial SENSOR: Bias/Discrimination—Use "Professional Conduct"
Or email SMH: inclusion@mhsil.com

You can also always notify the following:
-Your immediate supervising physician
-The nurse manager, charge nurse, or manager of the
respective unit or area

NEEDLESTICKS

Immediately wash the exposed site with soap and water. Then call employee health **at the facility where the event took place.** The employee health nurse will provide you with instructions on what you need to do next.

Springfield Memorial Hospital
Colleague Health Services: 217-788-3459, M-F, 7a-4p
After hours or weekend: 217-588-7595

St. John's Hospital
Amber Harmon, Workers Compensation Clinical Claims Specialist, 217-492-6290, M–F, 7a to 3:30p
After hours or weekend, contact house supervisor at 217-544-6464, ext. 2051555

SIU Clinics

SIU Employee Health Nurse, pager number 217-492-2446 or Halo: SIU Employee Health Nurse if no reply to page, M–F, 8a-4:30p
After Hours call 217-545-8000 and ask for ID provider on call

Alton Memorial Hospital

- Follow-up is given to the nurse managers who follow-up with resident/fellow.

- Future plans to have a "Follow-up" icon for resident/fellow to look up submission action.

- Program Coordinators, have your residents take a screen shot to show you their submission (without Patient Information). This way you can enter it into New Innovations and forward to OGME. This will ensure your program will be in compliance with ACGME & GMEC requirements.

Blessing Hospital - Quincy

Program Coordinators, have your residents take a screen shot to show you their submission (without Patient Information). This way you can enter it into New Innovations and forward to OGME. This will ensure your program will be in compliance with ACGME & GMEC requirements.

Southern Illinois Healthcare Carbondale

- The Midas program does not have the ability for providers to view data entered or outcomes.

- Patient Relations team does however share a high-level review of the numbers of patient safety reports that get entered with the resident groups annually at Memorial.

- Program Coordinators, have your residents take a screen shot to show you their submission (without Patient Information). This way you can enter it into New Innovations and forward to OGME. This will ensure your program will be in compliance with ACGME & GMEC requirements.