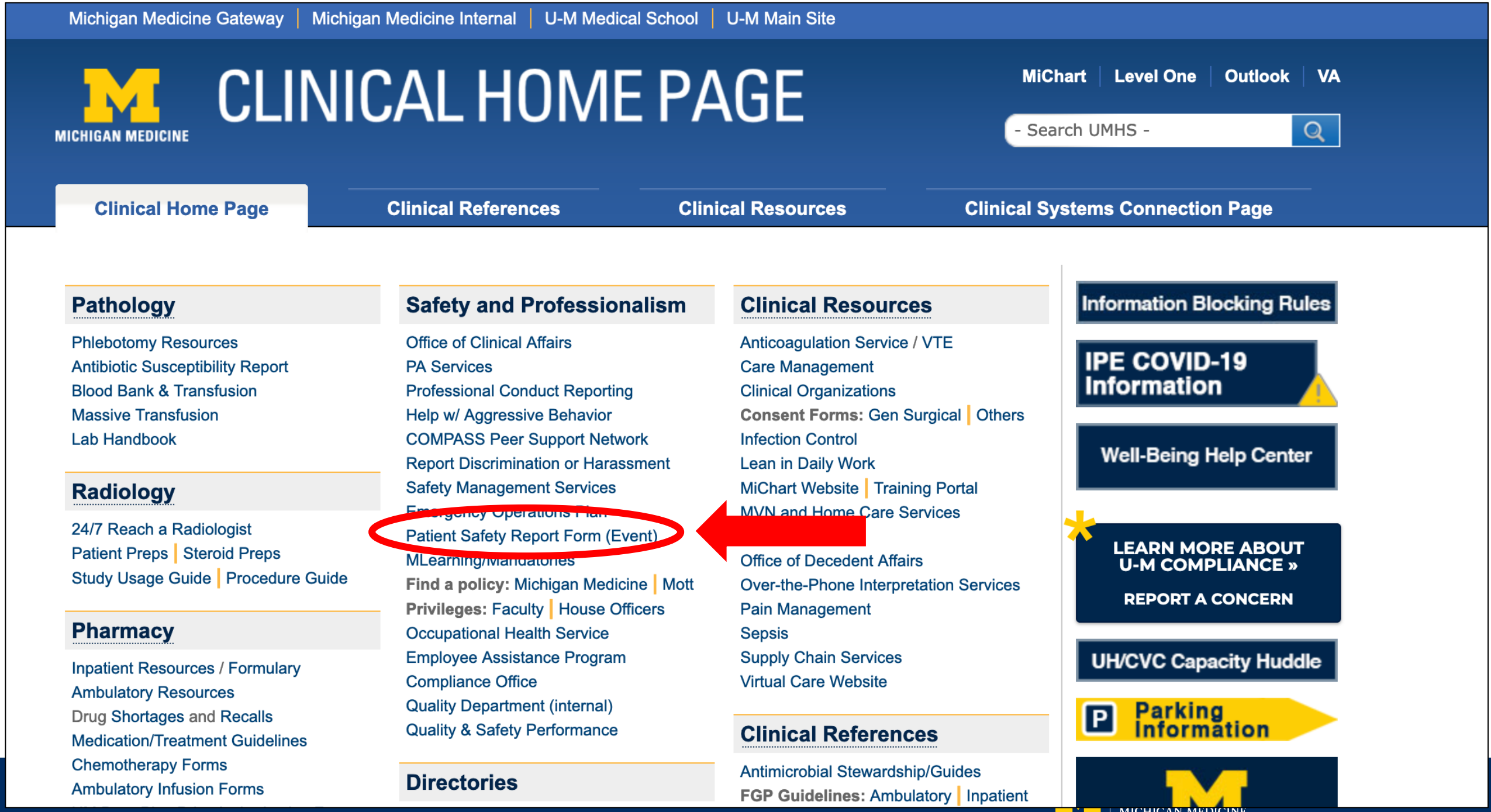
Patient Safety Reports

And how to submit one as a House Officer

Patient Safety Reports are NOT punitive & can be submitted ANONYMOUSLY

- Any faculty/staff can submit to express a safety concern
- Goals: uncover and address underlying systemic issues, improve safety culture
- Michigan Medicine Policy protects you from consequences of your submission - zero tolerance for retaliatory behavior.
  - You *cannot* be penalized for submitting a report and are always encouraged to submit whenever a concern arises
  - https://spg.umich.edu/policy/601.90

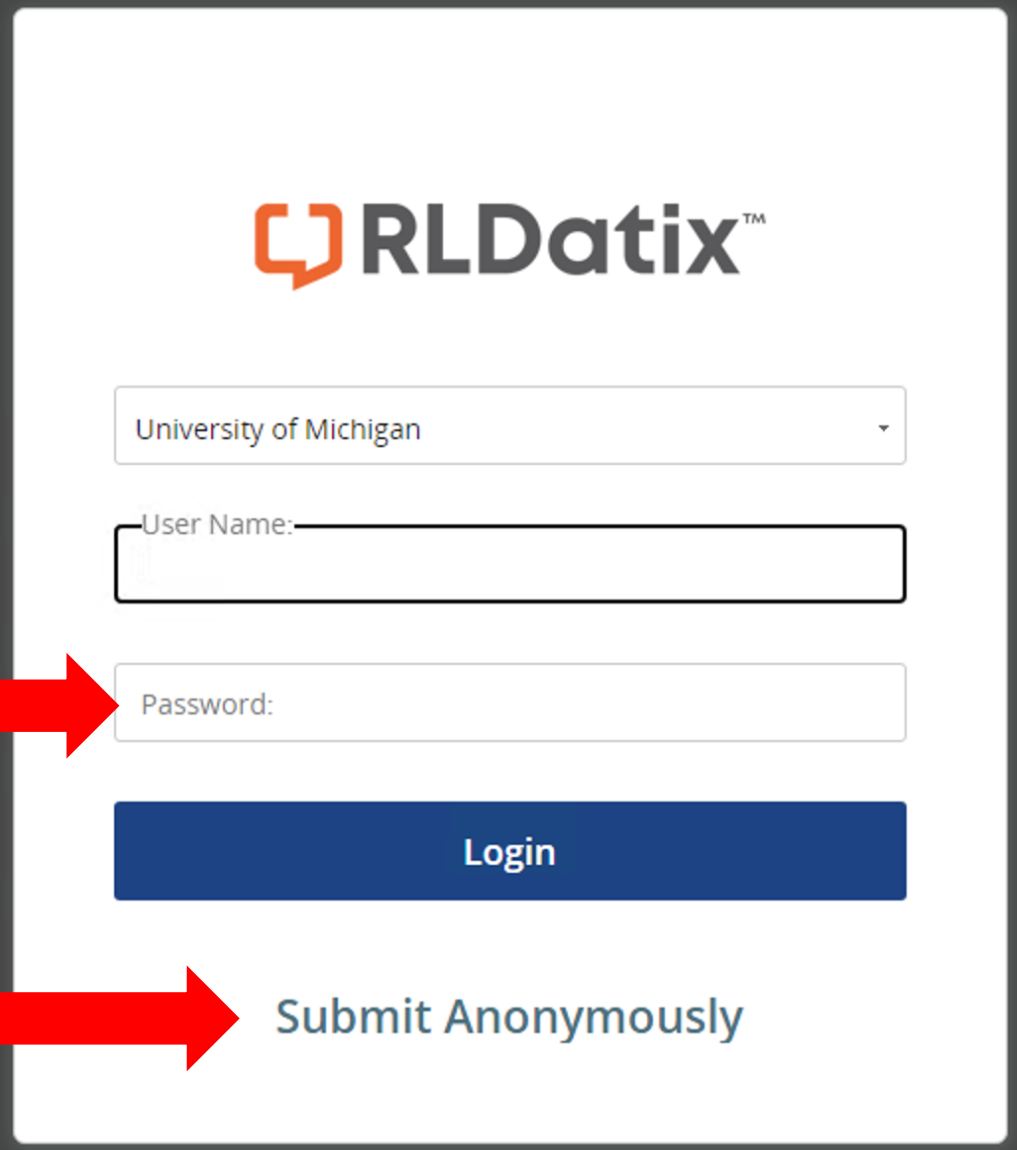

Michigan Medicine Gateway | Michigan Medicine Internal | U-M Medical School | U-M Main Site
MICHIGAN MEDICINE
CLINICAL HOME PAGE
MiChart | Level One | Outlook | VA
- Search UMHS -
Clinical Home Page
Clinical References
Clinical Resources
Clinical Systems Connection Page
Pathology
Phlebotomy Resources
Antibiotic Susceptibility Report
Blood Bank & Transfusion
Massive Transfusion
Lab Handbook
Radiology
24/7 Reach a Radiologist
Patient Preps | Steroid Preps
Study Usage Guide | Procedure Guide
Pharmacy
Inpatient Resources / Formulary
Ambulatory Resources
Drug Shortages and Recalls
Medication/Treatment Guidelines
Chemotherapy Forms
Ambulatory Infusion Forms
Safety and Professionalism
Office of Clinical Affairs
PA Services
Professional Conduct Reporting
Help w/ Aggressive Behavior
COMPASS Peer Support Network
Report Discrimination or Harassment
Safety Management Services
Patient Safety Report Form (Event)
Find a policy: Michigan Medicine | Mott
Privileges: Faculty | House Officers
Occupational Health Service
Employee Assistance Program
Compliance Office
Quality Department (internal)
Quality & Safety Performance
Directories
Clinical Resources
Anticoagulation Service / VTE
Care Management
Clinical Organizations
Consent Forms: Gen Surgical | Others
Infection Control
Lean in Daily Work
MiChart Website | Training Portal
Office of Decedent Affairs
Over-the-Phone Interpretation Services
Pain Management
Sepsis
Supply Chain Services
Virtual Care Website
Clinical References
Antimicrobial Stewardship/Guides
FGP Guidelines: Ambulatory | Inpatient
Information Blocking Rules
IPE COVID-19 Information
Well-Being Help Center
LEARN MORE ABOUT U-M COMPLIANCE »
REPORT A CONCERN
UH/CVC Capacity Huddle
Parking Information
MICHIGAN MEDICINE

If off campus, you will need a **VPN** or **Windows Virtual Desktop** to access

https://michmed.service-now.com/kb?id=kb_article_view&sysparm_article=KB0011406&sys_kb_id=209226bbdb6c51501f588168139619 35&spa=1

Level 2 password

Or anonymous



Icon Wall

Search

Please use the search above to narrow down your icon (General Event Type) options by using keywords to describe the event that you're wanting to report.

Additional features can be accessed using Navigation buttons on left.

Use the Infocenter to access any incomplete files.

Use the File Submission Tracker to view the status of files previously submitted

Anonymous Mode (click here to open a submission form anonymously)

Airway Management

Algorithm - Patient Placement

Blood Product

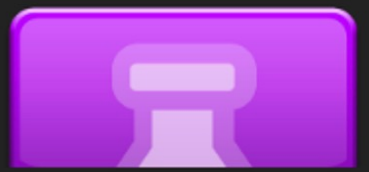
Care / Service Coordination

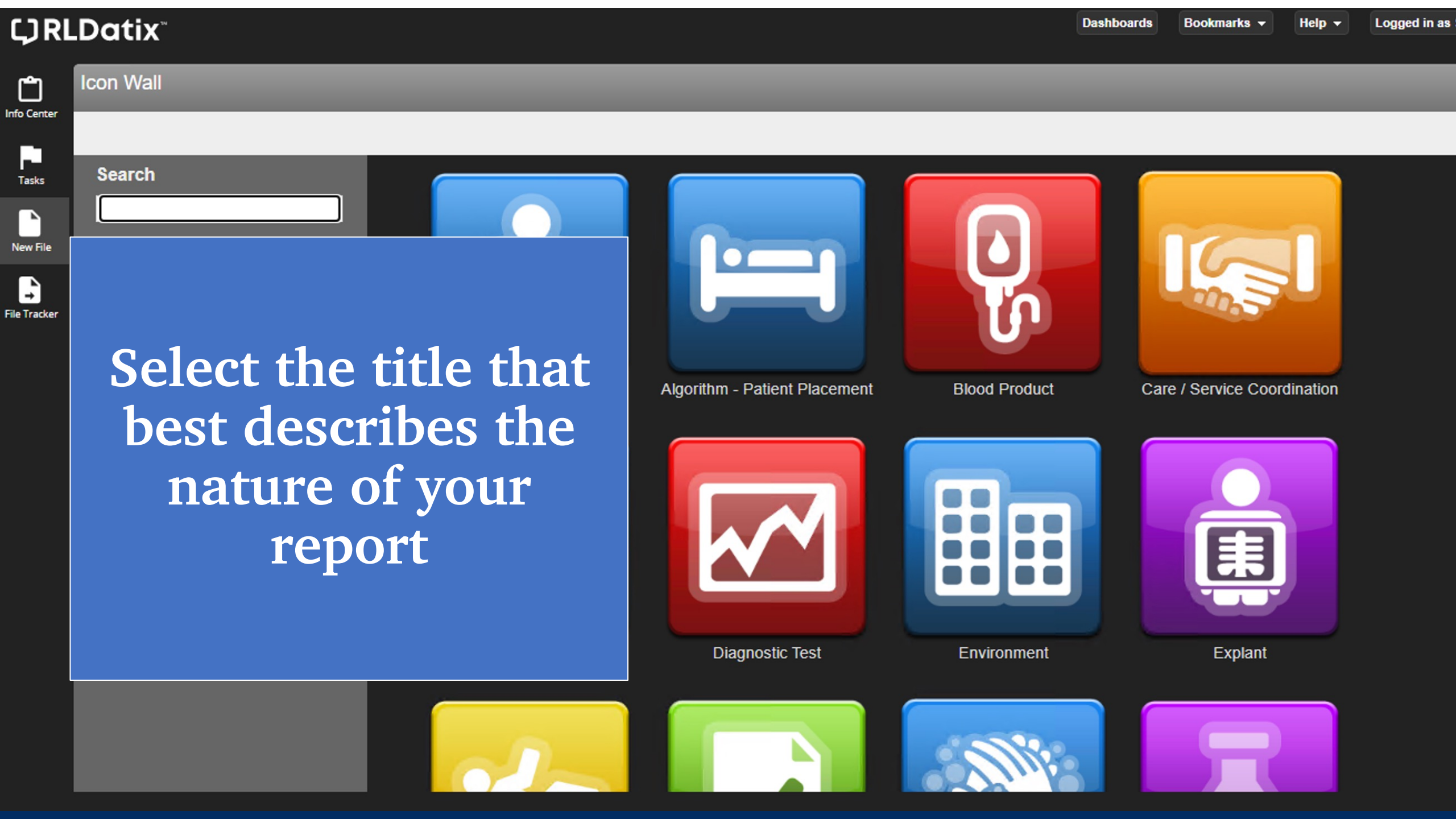
Diagnosis / Treatment

Diagnostic Test

Environment

Explant




RLDatix
Dashboards
Bookmarks
Help
Logged in as
Info Center
Tasks
New File
File Tracker
Icon Wall
Search
Algorithm - Patient Placement
Blood Product
Care / Service Coordination
Diagnostic Test
Environment
Explant
Select the title that best describes the nature of your report

RISK Quick Submission Form

Table of Contents

RL / Risk / Patient Safety Re...

General Event Information

Person Affected

Event Details

File Status

2 of 21 total fields completed.

1 of 15 mandatory fields completed.

MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN

RL / Risk / Patient Safety Reporting System

Confidential Quality Improvement/peer review document of Michigan Medicine. Unauthorized disclosure or duplication prohibited. Document protected from disclosure pursuant to MCL 333.20175; MCL333.21515; MCL 331.531; MCL 331.533.

If you need assistance with this form, contact HITS Service Now by calling 734-936-8000 (6-8000 from a campus phone or by clicking here.

If serious patient injury has occurred, page 1490 to reach Clinical Risk.

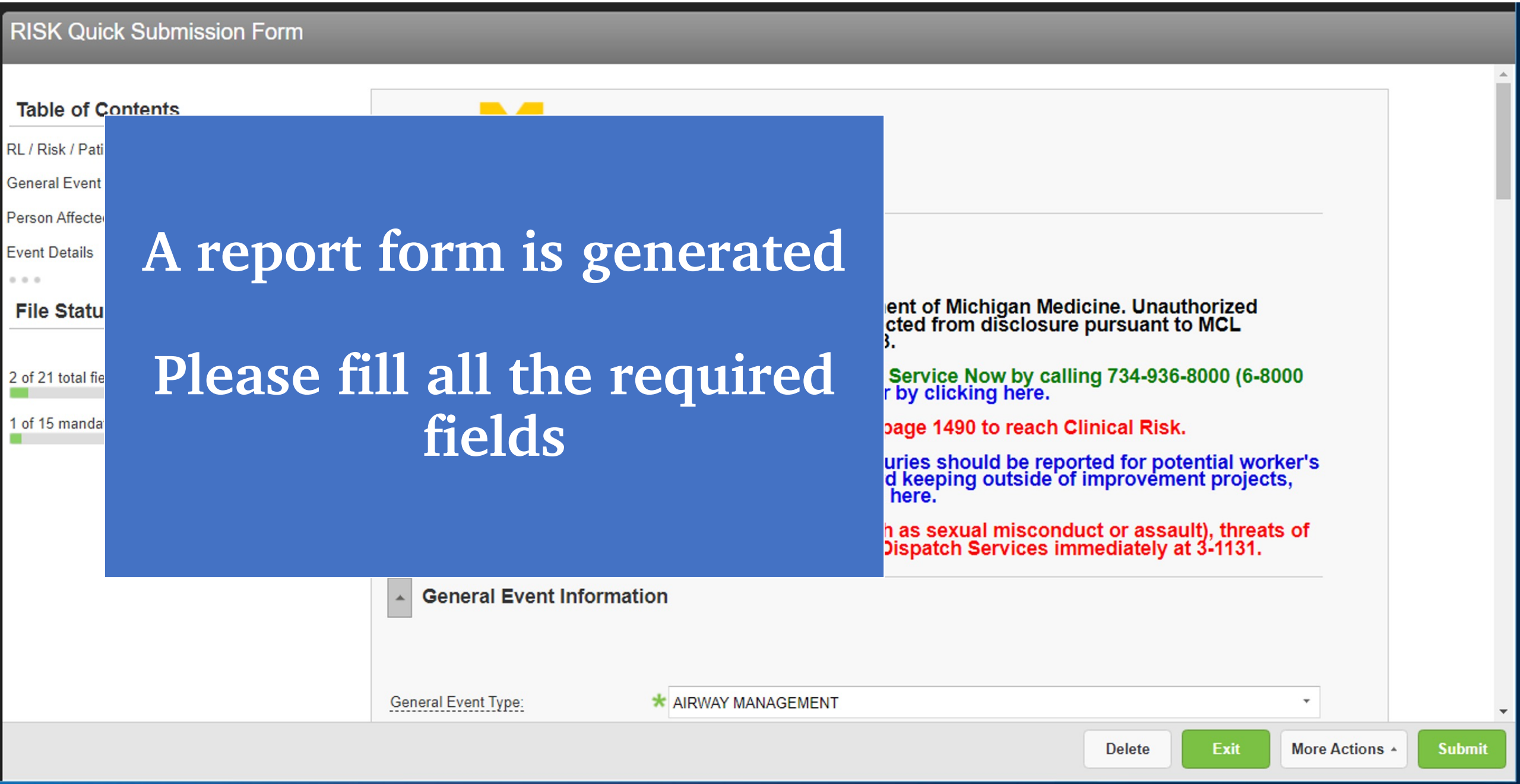
To access Work Connections, where all employee injuries should be reported for potential worker's compensation, recording time off, and other record keeping outside of improvement projects, please click here.

If your report relates to inappropriate behavior (such as sexual misconduct or assault), threats of harm, or child pornography, please call DPSS Dispatch Services immediately at 3-1131.

General Event Information

General Event Type: * AIRWAY MANAGEMENT

Delete | Exit | More Actions | Submit


RISK Quick Submission Form
Table of Contents
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Event Details
File Statu
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A report form is generated
Please fill all the required fields
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by clicking here.
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Dispatch Services immediately at 3-1131.
General Event Information
General Event Type:
AIRWAY MANAGEMENT
Delete
Exit
More Actions
Submit

Specific Event Details

Do NOT include names of staff or patients or MRN. Personal names can be entered in the "Parties Involved/Witnessed/Notified" section above.

Reports may be shared for quality purposes with daily safety huddles or other Michigan Medicine quality groups.

Brief Description (include treatment & outcome): *

Specific Event Type: *

Contributing Factors: * Not Specified
Add/Edit

Person Affected Outcome: *

Specific Event Details

Do NOT include names of staff or patients or MRN. Personal names can be entered in the "Parties

ddles or other Michigan Medicine

*

Specific Event Type:

Contributing Factors:

Person Affected Outcome: *

Please specify all details you think are important and relevant in this narrative

It is helpful to specify your specific concern or the broader question/concern at the end of the report

e.g. “delay in prelim to final radiology reports,” or “process for dealing with a rude parent”

Once Submitted:

- All safety reports are reviewed by House Officer Quality and Safety Committee (HOQSC) leadership; certain reports are chosen for further discussion at monthly meetings
  - Those discussed are selected based on several factors, including seriousness, whether they are recurrent or actionable, etc.

- Sentinel events (severe cases resulting in death or serious injury) also undergo review by the Sentinel Events Review Committee (SERC)

Take home points

- Any faculty/staff can submit about **any** patient safety concern
- **NOT** punitive and can be submitted **ANONYMOUSLY**, you are ENCOURAGED and URGED to submit whenever a patient safety concern arises
- Have a **low threshold** to submit reports!
  - At minimum, various quality groups will be aware of the issue
  - At maximum, the hospital system will change for the better