

Patient Safety Reports

And how to submit one as a House Officer

Patient Safety Reports are NOT punitive

- 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>



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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=209226bbdb6c51501f58816813961935&spa=1

-  Patients
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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 **Info Center** to access any incomplete files.

Use the **File Tracker** to view the status of files previously submitted.

Have a question about RL6?
Please email the Office of Patient Safety at
MM_RL_Admin_OPS@med.umich.edu

25 results are available.

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

If you prefer not to be identified, please select ☒ Anonymous Mode



Icon Wall

Search

Select the title that
best describes the
nature of your report



Algorithm - Patient Placement



Blood Product



Care / Service Coordination



Diagnostic Test



Environment



Explant

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.



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

Table of Contents

RL / Risk / Pati

General Event

Person Affected

Event Details

...

File Status

2 of 21 total files

1 of 15 mandatory

A report form is generated

Please fill all the required fields

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Service Now by calling 734-936-8000 (6-8000
r by clicking here.

page 1490 to reach Clinical Risk.

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here.

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Dispatch Services immediately at 3-1131.

General Event Information

General Event Type: * AIRWAY MANAGEMENT



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

Personal names can be entered in the "Parties" field.
Safety huddles or other Michigan Medicine



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

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"

Specific Event Type:

Contributing Factors:

Person Affected Outcome:



Once Submitted:

- All safety reports are reviewed and triaged by the Patient Safety Event Team (PSET)
 - You may be asked to give feedback or information about a harm or near miss event
 - You may be asked to serve on a review team – House Officer perspectives and insight into our processes is essential
 - All information is used for event analysis and learning, not for blame
- Serious Safety Events (significant harm) undergo comprehensive review with Action Plans developed to prevent recurrence
 - Near miss or lower harm events will undergo an analysis at the local level
 - UMH Patient Safety Improvement Oversight (PSIO) monitors for concerning trends and supports Action Plan implementation
- Thank you for speaking up for safety!

Take home points

- Any faculty/staff can submit about any patient safety concern
- **NOT** punitive, 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