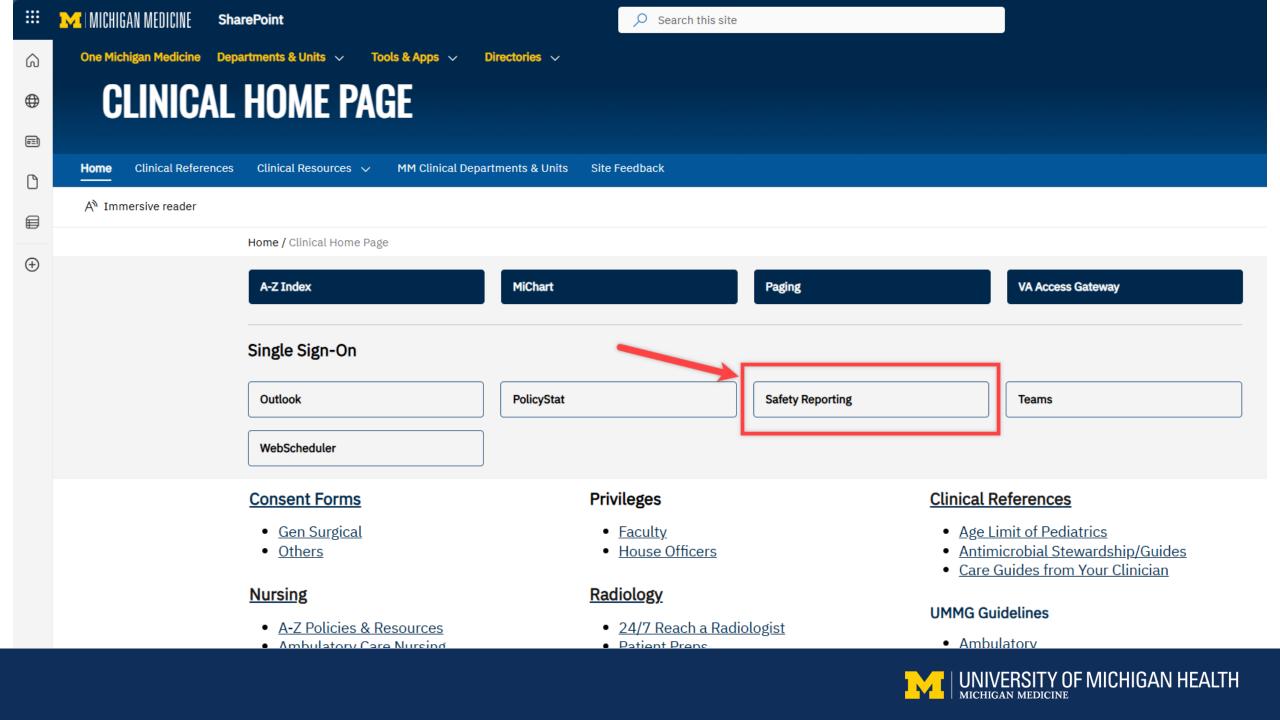
## **Patient Safety Reports**

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 - <u>zero tolerance</u> 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



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

https://michmed.servicenow.com/kb?id=kb\_article\_view&sysparm\_article=KB0011406&sys\_kb id=209226bbdb6c51501f58816813961935&spa=1







Info Center









New File









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 ar \_\_vailable.

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



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



Algorithm - Patient Placement



Anesthesia



**Diagnostic Test** 

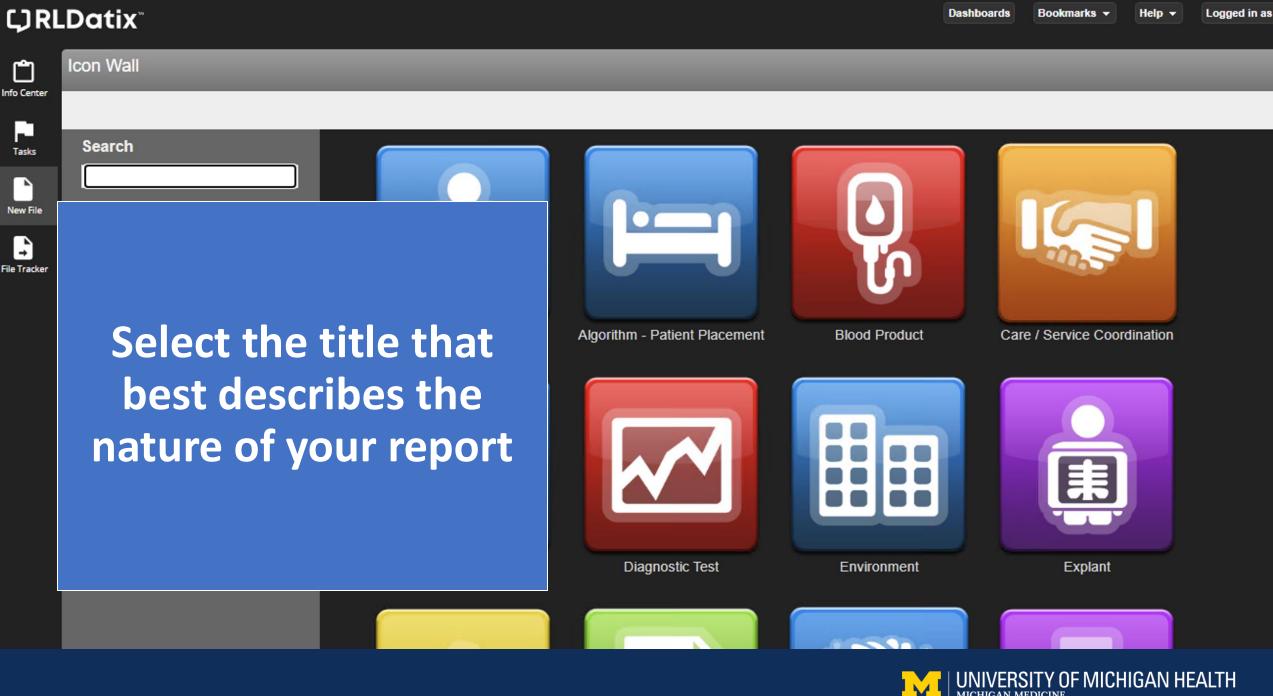


**Environment** 



**Explant** 





#### **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.



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

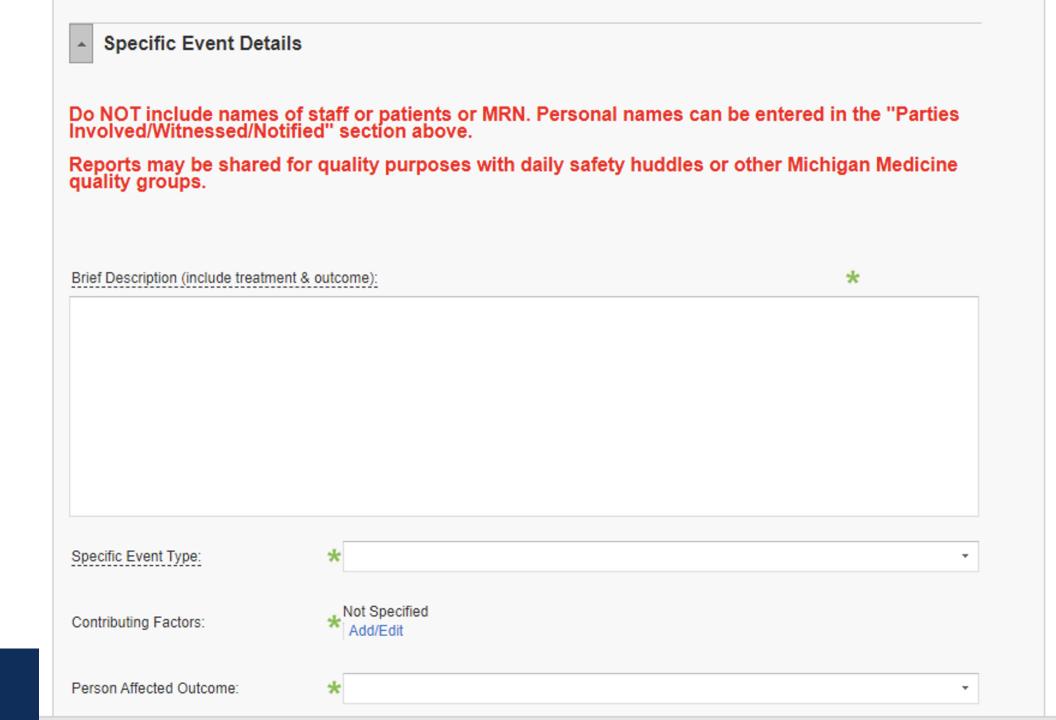
Exit

More Actions \*

Submit



#### RISK Quick Submission Form Table of Contents RL / Risk / Pati General Event Person Affected **Event Details** A report form is generated ent of Michigan Medicine. Unauthorized File Statu cted from disclosure pursuant to MCL Service Now by calling 734-936-8000 (6-8000 r by clicking here. 2 of 21 total fie Please fill all the required fields 1 of 15 manda page 1490 to reach Clinical Risk. uries should be reported for potential worker's d keeping outside of improvement projects, here. n as sexual misconduct or assault), threats of Dispatch Services immediately at 3-1131. **General Event Information** \* AIRWAY MANAGEMENT General Event Type: Delete Exit More Actions \* Submit MICHIGAN MEDICINE



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

sonal names can be entered in the "Parties safety huddles or other Michigan Medicine

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

Specific Event Type:

Contributing Factors:

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

AIN FICALTH

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 <u>any</u> patient safety concern
- NOT punitive, you are ENCOURAGED and URGED to submit whenever a patient safety concern arises
- Have a <u>low threshold</u> to submit reports!
  - At minimum, various quality groups will be aware of the issue
  - At maximum, the hospital system will change for the better