Partnering on Patient Safety: Improving Engagement with Event Report Reviews

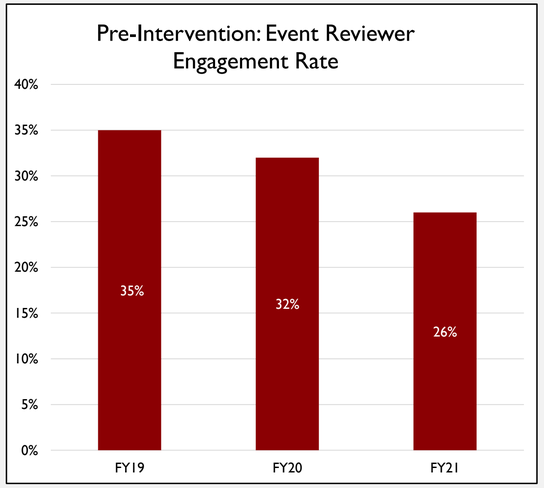
THE UNIVERSITY OF CHICAGO UChicago Medicine | Center for Healthcare Delivery Science and Innovation

Joseph Shine – Maria Macias – Paquita Tokamov

AT THE FOREFRONT UChicago Medicine | Risk Management & Patient Safety

Problem

- Over the past 10 years, a concerted effort has been made to increase patient safety event reports to identify improvement opportunities. As a result, event reports increased from a baseline average of 7k in FY12-16 to avg of >15k in FY19-22
- Each event report is auto-assigned to local unit leadership for review. Additional physician or ancillary staff leaders are added as reviewers by the Risk Management team the next business day. On average, 4 "Event Reviewers" are assigned per Event Report
- From FY19 to FY21, there was a decrease in the rate of completed reviews, falling from 35% in FY19 to 26% in FY21
- While this still represents one completed review per event report, the decreased trend showed the need for collaboration with frontline leadership.
- Suspected causes include an increased total volume of event reports, staffing shortages post pandemic and new leadership turnover



Goal

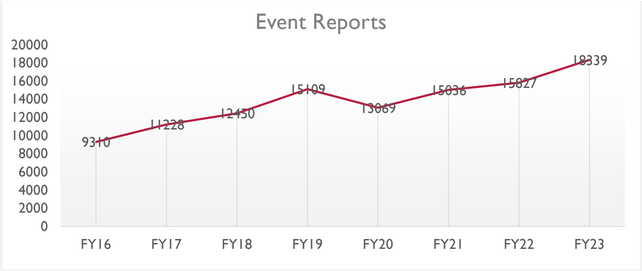
- Increase engagement and follow-up for event reports by frontline leadership and discuss with frontline teams
- Improve Culture of Safety Scores in Annual Employee Engagement Survey (EES)
- Incorporate Diversity, Equity, and Inclusion lens into event report data for all staff
- Improve/increase communication amongst leaders/staff to target quality improvements

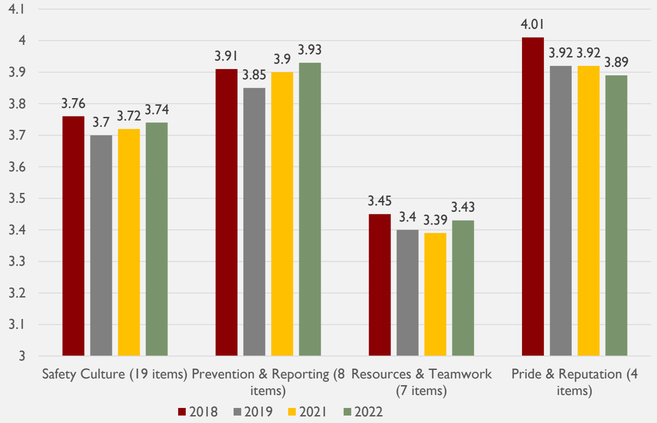
Intervention Design

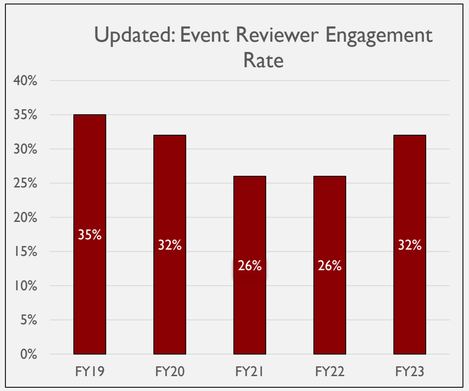
- Fall 2021: Initiated monthly Leadership Training sessions led by Risk Managers
  - All newly assigned frontline leaders enrolled if added when assigned as an event reviewer
  - Open to all other leadership as needed
  - Included event reporting info, providing feedback to reporters, culture of safety, and event review process
- Fall 2022: Initiated weekly reports for inpatient directors showing the status of their PCM/APCM reviews
- Winter 2023: Initiated quarterly Patient Safety Awards
  - Awarded to departments based on reporting of near-miss events and leadership engagement
- Spring 2023: Partnered with the Data/Analytics team to build a Patient Events Dashboard
  - De-identified data allowing the leadership team to review/track trends with their staff
  - Included Equity Breakout to view trends based on race, ethnicity, gender, or language
- Summer 2023: Partnered with Comer Children's Hospital leadership team on initiation of weekly Solutions for Patient Safety event reviews

Results to Date

- Event Reporting Trend continues to increase
- Leadership Event Review trend improved from 26% to 32% in the most recent FY
- 2% increase in Culture of Safety Score from FY 21 and FY22. FY 23 pending results







Next Steps

- New Leaders auto-enrolled in training sessions
- Unifying Event Reporting System for Ingalls Memorial Hospital for implementation across system
- Weekly reports for ambulatory directors on Practice Manager/Nurse Manager reviews

Acknowledgements

- Risk & Patient Safety Team: Chit Au, Jennifer Bronars, Martina Buttilgero, Emina Cirkic, Jessica Curran, Latoya Lewis, Samantha Ruokis.
- Data/Analytics: Jessica Street, Mark Conolly, HR: Wally Smith,
- Comer Children's Hospital: Jeff Murphy, Allison Bartlett