

# Patient Safety in the AMEDD...

what you need to know in 5 minutes or less.



**JAN 1  
2011**

**Happy New Year! The MEDCOM PSC wishes each and every one of you a safe and joyous 2011!**

### **Patient Safety Reporting System (PSR)**

All MTFs in the NRMCC and three MTFs in the SRMC completed the on-site training and implementation of the PSR. The SRMC and WRMC will continue their implementation in Jan 2011.

The MEDCOM PSC is working with a team of Tri-Service Dental PSOs to review the PSR taxonomy for dental events prior to deploying the application to all the DENTACs. The team will meet in early Jan 2011 to discuss the reporting process.

We conducted an analysis of the medication event data in PSR. In an effort to streamline medication event reporting and highlight some of the PSR features, the MEDCOM PSC will conduct PSR Medication Event Reporting training sessions starting in January 2011. The training sessions will be coordinated by RMCs starting with the NRMCC MTFs. Stay tuned!

### **TeamSTEPPS®**

The MEDCOM PSC will now be offering a TeamSTEPPS Train the Trainer course in San Antonio. MTF's will be able to send training teams to this course to become trainers as well as develop a strategic plan to meet their TeamSTEPPS goals. Sites will be selected based on TeamSTEPPS assessment criteria. The course is centrally funded. The first training is scheduled for April 2011, we will conduct regularly scheduled trainings every four months.

For more information about TeamSTEPPS® you can go to the following site: [http://teamstepps.ahrq.gov/about-2cl\\_3.htm](http://teamstepps.ahrq.gov/about-2cl_3.htm)  
You can contact Phyllis Toor or Roberta Sjinin at MEDCOM PS for more information.

### **Patient Safety Manager Hails**

Don Hill, Patient Safety Manager, Camp Zama, Japan  
Cynthia K. Allen, Patient Safety Representative, Western Regional Medical Command

### **Patient Safety Dashboard**

The Patient Safety Dashboard is forthcoming in January and will be revealed at the quarterly PSM teleconference on 20 January 2011. RMC leaders will receive a sneak preview prior to the debut. Posted on the portal for PSMs and in the Command Management System for executive staff at all MTFs, the dashboard will provide reported events data and focused area never events data for inpatient falls, falls harm rate, wrong site surgery, retained foreign objects and sentinel events. The dashboard will provide individual MTF data as well as regional data for comparison.

### **Dental Command Patient Safety**

Dental Patient Safety continues to move forward with several initiatives. First, DENCOM had a Strategic Off-site meeting to develop an updated Balanced Score Card. It was determined by the DENCOM team that the new PS Dashboard will be utilized for measuring the culture of reporting throughout their organization.

For the upcoming January 2011 Basic Patient Safety Manager's course, seven dental providers will be attending the training in order to improve their understanding of PS.

### **Patient Safety in the News (Quick Reads)**

Barbara Rebold (ECRI Institute Blog, 2010) made a poignant analogy between Detroit Tigers' pitcher Armando Galarraga's pursuit of pitching a perfect game versus the stellar medical provider who makes an error. Rebold describes fans as having the opportunity to watch the instant replay whereas we, in patient safety, see the instant replay as we conduct our RCA. She goes on to write that since we cannot reverse the call (undo the error) we revert to the PRA to keep this error from repeating.

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### **Upcoming Events**

Basic Patient Safety Manager Course	Jan 10-14 & April 4-8, 2011
Quarterly Patient Safety DCO	Jan 20, 2011
Patient Safety Awareness Week	March 6-12, 2011
Tap Root Version 5 Webinar Overview (on PSLC)	Jan 13, 18, & Feb 9, 2011 2:00 PM - 4:00 PM EST

### **Did you know.....**

- From December, can you guess the number one harmful event reported under provision of care?  
Answer.....(drum roll)....delay in treatment!