

HOW TO USE THE PATIENT SAFETY REPORTING SYSTEM

- On your computer desktop, click on the “PSR” icon to open the system.
- Fill out the “When, Where, & What” details.

A screenshot of the Patient Safety Reporting System (PSR) form. The form is divided into three main sections: 'When', 'Where', and 'What'. The 'When' section includes fields for 'Event date' and 'Event time'. The 'Where' section includes fields for 'Service location', 'Room/clinic', 'Department/Officer/Officer name', 'MOS', 'Check/Checklist', and 'Patient status'. The 'What' section includes fields for 'Event description', 'Event type', and 'Responsible person name'. Red brackets on the right side of the form group these sections under the labels 'When', 'Where', and 'What'.

- Fill out the next set of required information. Answering “Yes” to statements will cause corresponding additional sections of the form to appear.

A screenshot of the Patient Safety Reporting System (PSR) form, specifically the 'Optional Information' section. It contains several checkboxes: 'Was a patient involved?', 'Was this a medication event?', 'Was an animal-related incident?', and 'Are there any documents to be attached to this report?'. Below these are fields for 'Last Name', 'First Name', 'Phone', 'Email', and 'Telephone'. A red bracket on the right side of the form groups these sections under the label 'Optional'. A note at the bottom states: 'Do not report all information, subject to the Privacy Act of 1974, 5 USC 552 and 50 USC 3162. This is a protected quality assurance report.'

OPTIONAL: If you wish to be identified, provide your personal information in the space provided. If you provide your work email (.mil), you will receive a confirmation of your report.

- Complete and submit your report. Patient Safety Managers (PSMs) will then be able to log into PSR with their CAC cards and review and assign events to a reviewer, complete events or compile and print reports.

FOR MORE INFORMATION ON PSR:

Visit the DoD Patient Safety Program Web site:
<http://dodpatientsafety.usuhs.mil>

Contact your Service POC:

Army:
jorge.carrillo@amedd.army.mil

Navy:
carmen.birk@med.navy.mil

Air Force:
beverly.thornberg@lackland.af.mil

DoD:
michael.datena@tma.osd.mil



The DoD Patient Safety Reporting System (PSR)

A Tool to Improve Patient Safety



“To err is human, to cover up is unforgivable, and to fail to learn is inexcusable.” –Sir Liam Donaldson



WHY WE NEED TO IMPROVE PATIENT SAFETY

- In the U.S., between 44,000 and 98,000 people die in hospitals each year as the result of medical errors. (IOM)
- Medical errors cost the nation approximately \$37.6 billion each year; about \$17 billion is associated with preventable errors.

The DoD must do its part to protect our beneficiaries and help reduce medical events in the U.S.

INTRO TO THE PATIENT SAFETY PROGRAM

The DoD Patient Safety Program (PSP) supports medical personnel within the Army, Navy and Air Force by providing tools, training and education resources. Based in Falls Church, Virginia, the PSP supports DoD military treatment facilities (MTFs) within the United States, overseas and forward deployed units.

The mission of the PSP is to implement effective actions, programs and initiatives throughout MHS to improve patient safety and overall health care quality. The program targets health care leadership, health care professionals and beneficiaries, and outlines their roles in patient safety practices.

The Patient Safety Reporting System (PSR) is a new tool offered through the DoD that staff can easily use to help to protect patients.

WHAT IS THE PATIENT SAFETY REPORTING SYSTEM?

The PSR is a secure, web-based application for standardized reporting across the MHS enterprise by allowing the MHS to capture, track and trend health care events.

The PSR is an anonymous, secure, confidential and easily-accessible online tool. It incorporates intuitive point and click, drop-down menus, and free text boxes. By reporting events with PSR, you will help identify areas for patient safety improvement in your facility as well as your service in the MHS.



WHO USES IT?

All facility staff with a CAC card will use the PSR to report both medication- and non-medication-related events, including near misses, allowing for a consolidated and streamlined event monitoring system. You will have the option of reporting anonymously or including your name with the report if you wish confirmation of your report and to receive feedback.

WHY SHOULD WE REPORT EVENTS WITH PSR?

Patient Safety is everyone's business. The PSR helps to:

Improve patient safety

- Promotes understanding of the steps required to proactively improve patient safety
- Supports the local, Service and enterprise-wide safety improvement strategy through systematic methodologies and comprehensive analytic tools

Enable greater ability to learn and share safety information

- Consolidates both medication and non-medication events in one tool
- Standardizes data capture and taxonomy
- Centralizes capture, collection and aggregation of event level data

Promote fiscal responsibility

Facilitates cost avoidance by reducing preventable and avoidable health care events

PSR will help the DoD create a safer environment for patients:

1. Eliminate the current paper processes for reporting medical errors
2. Focus the process on capturing and learning from events and “near misses” vs. “finding blame”
3. Focus staff on improving processes through simple reporting of patient safety events and “near-misses”