Patient Safety Reporting System

HQ, US Army Medical Command
Fort Sam Houston, TX

19 Nov 2010
• **Mission**
  Establish an environment of trust, transparency, teamwork and communication to facilitate an interdisciplinary proactive approach to improving safety and preventing adverse events.

• **Vision**
  An integrated, responsive and proactive Patient Safety Program that facilitates the critical concepts of a patient safety culture.

• **Goals**
  - Engage leadership at all levels to foster a culture of Patient Safety
  - Analyze AMEDD Patient Safety cultural elements to drive program initiatives
  - Integrate teamwork concepts, knowledge, skills and attitudes to improve the quality of Patient Safety
  - Provide facilities with meaningful and useful data to identify safe practices, to mitigate potential risks and hazards and to improve clinical outcomes
Patient Safety Reporting (PSR) System
**PURPOSE:** To provide an overview of the Patient Safety Reporting System

- PSR capabilities
- PSR implementation
- Overview of event reporting & report management pages
- Overview of reporting capabilities
PSR Capabilities

• **Standardizes:** Reporting for MTFs and across the enterprise
• **Broadly applicable:** Commercial Off-the-Shelf (COTS) reporting system
• **Maintains confidentiality:** Supports anonymous reporting
• **Easily assessable:** Web-based
• **Secure:** Supports role-based security; CAC enforced (PSM, Reviewers)
• **Simple to use:** Intuitive point and click, drop downs, text for the user
• **Promotes information sharing:** Automates the non-standardized paper-based systems
Patient Safety Tools

PSR Capabilities

DA Form 4106

Medical MSR

Dental MSR

JAMRS
Patient Safety Tools

PSR System Implementation

• Limited Deployment - Apr to Sep 10
  – Kimbrough AHC, Martin ACH, Madigan AMC

• Full Deployment
  – Started in Nov 10
  – Will end in May 11

• Scheduled by RMC (with some overlap)
  – NRMC – Nov 10 to Dec 10
  – SRMC – Nov 10 to Feb 11
  – WRMC – Jan 11 to Apr 11
  – PRMC – Apr 11 to May 11
  – ERMC – May 11
  – DENCOM – Summer 11
Patient Safety Reporting System

- PSR Implementation Leadership Memo – Coming Soon
- Building the MTF Hierarchy
- Pre-Implementation Meetings (PIM)
  - 45, 30, and 15 day PIMs
- PSR Training
  - On-site
  - Virtual – MHS Learn
- Status of MSR and JAMRS
- Monthly Reporting of PS Data
Event Reporting Page (DIF 1)

This section asks you to detail When, Where and What happened.

- **When**
  - Event date
  - Event time
  - Discovery date

- **Where**
  - Service Affiliation
  - Service Region
  - Parent MTF
  - MTF
  - Department/Division/Directorate
  - Clinic/Service
  - Location Type
  - Patient Status

- **What**
  - Event description
  - Immediate action taken
  - Reporter’s Recommendations
  - Was the provider notified?
  - Was the patient in transit?
Patient Safety Tools

Event Reporting Page (DIF 1)

- Answering yes or checking these opens additional sections
- Optional
### Patient Safety Event Reporting Form

**Reporting is anonymous unless reporter detail is completed**

- ![A * indicates a required field.](image)
- Click the ![Icon](image) for help with a particular field.
- Click the ![Icon](image) button to view and select from the list of available options for that field.
- Once submitted the event report is locked. User may not save draft report.

#### Event Details

This section asks you to detail *When, Where and What happened.*

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event date</td>
<td></td>
</tr>
<tr>
<td>Event time</td>
<td></td>
</tr>
<tr>
<td>Discovery date</td>
<td></td>
</tr>
<tr>
<td>Service Affiliation</td>
<td></td>
</tr>
<tr>
<td>Service Region</td>
<td></td>
</tr>
<tr>
<td>Parent MTF</td>
<td></td>
</tr>
<tr>
<td>MTF</td>
<td></td>
</tr>
</tbody>
</table>
Patient Safety Tools

PSM and Reviewers – CAC Log-in

This Website has been Public Key Enforced

Please click on “CAC Access” below to access the application using your Common Access Card (CAC).

Make sure that your CAC is inserted into the CAC reader so that your identity certificate is available to the web browser.

If you need to update your Enterprise E-Mail Address, click the link below:
» Update your Enterprise E-mail Address

This is a web site of the Military Health System - The Pentagon.
For Help, please contact MHS Helpdesk. For Other Issues, please contact...

ActivClient Login

Please enter your PIN.
PIN: ********
OK Cancel
Patient Safety Officer/Manager Event Investigation Form (DIF2)

A * indicates a required field.

Click the icon for help with a particular field.

Click the button to view and select from the list of available options for that field.

The system will time out after 10 minutes of inactivity and current information will be lost.

Current record
Name and reference
Location
Details
Medication
Equipment/Material details
Event Classification
Notifications
Investigation
Action Plan
Feedback and general e-mail correspondence
Documents
Associated Events
PSM Notepad
Contacts for this event
Print
Printer Friendly
Listings
List all
New search

Name and reference

The Name is used as a label for the Event record, it is derived from the name of the patient involved: LASTNAME FIRSTNAME

If the Name is empty, enter a brief description, e.g. MISSING NOTES

* Name: WINFREY OPRAH

DATIX ID: 1063

Approval status: Awaiting final approval

Form reference: PSR-1232

Reported date: 02/10/2010

Opened date: 02/10/2010

Handler: Carrillo, Jorge - PSM & Parent MTF (Madigan)

Close Event

Event Closed date

Location
### Patient Safety Tools

#### Report Management Page (DIF 2)

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree of harm</td>
<td>Death</td>
</tr>
<tr>
<td>What do you think caused the event?</td>
<td></td>
</tr>
<tr>
<td>Reporter's Recommendations</td>
<td></td>
</tr>
<tr>
<td>Was the provider notified?</td>
<td>Yes</td>
</tr>
<tr>
<td>Root cause analysis?</td>
<td>Yes</td>
</tr>
<tr>
<td>RCA Reference Number</td>
<td>56789</td>
</tr>
<tr>
<td>Sentinel Event?</td>
<td>Yes</td>
</tr>
<tr>
<td>Sentinel Event Number</td>
<td>12345</td>
</tr>
<tr>
<td>Date The Joint Commission notified</td>
<td>02/17/2010</td>
</tr>
<tr>
<td>AAAHC Adverse Incident</td>
<td></td>
</tr>
</tbody>
</table>

**Medication**

<table>
<thead>
<tr>
<th>Stage of process</th>
<th>Prescribing and Ordering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medication Event Type</td>
<td>Prescribing error</td>
</tr>
<tr>
<td>Drug Involved</td>
<td>Penicillin G Potassium</td>
</tr>
<tr>
<td>- Form</td>
<td></td>
</tr>
<tr>
<td>- Dose and Strength</td>
<td></td>
</tr>
<tr>
<td>- Route</td>
<td></td>
</tr>
</tbody>
</table>

**AHRQ Harm Scale**
### Classify Event

**Model/size**

**Quantity defective**

**Date of manufacture** (mm/dd/yyyy)

**Last serviced** (mm/dd/yyyy)

**Date put in service** (mm/dd/yyyy)

**Batch/lot no.**

**Outcome code**

### Event Classification

- **Event type**: Medication / IV fluid / biological (includes vaccine)
- **Event sub-type**: Medication
- **Event detail**: Adverse reaction
- **Result/Outcome**: Death

### Notifications

Below are the people who were notified via e-mail when this event was first reported.

<table>
<thead>
<tr>
<th>Recipient Name</th>
<th>Recipient E-mail</th>
<th>Date/Time</th>
<th>Contact ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Davis, Elaine</td>
<td><a href="mailto:elaine.davis@amedd.army.mil">elaine.davis@amedd.army.mil</a></td>
<td>Feb 16 2010 9:48AM</td>
<td>1569</td>
</tr>
<tr>
<td>Peroga, Jeremy</td>
<td><a href="mailto:bfallon@valytcs.com">bfallon@valytcs.com</a></td>
<td>Feb 16 2010 9:48AM</td>
<td>635</td>
</tr>
<tr>
<td>Hurt, Williams Archie</td>
<td><a href="mailto:mferguson@valytcs.com">mferguson@valytcs.com</a></td>
<td>Feb 16 2010 9:48AM</td>
<td>621</td>
</tr>
<tr>
<td>Nguon, Kosal</td>
<td>kosal <a href="mailto:nguon@us.army.mil">nguon@us.army.mil</a></td>
<td>Feb 16 2010 9:48AM</td>
<td>1567</td>
</tr>
<tr>
<td>Copeland, Pamela</td>
<td><a href="mailto:copelandp@afip.osd.mil">copelandp@afip.osd.mil</a></td>
<td>Feb 16 2010 9:48AM</td>
<td>1564</td>
</tr>
<tr>
<td>Freeburn, Susan</td>
<td><a href="mailto:freeburns@afip.osd.mil">freeburns@afip.osd.mil</a></td>
<td>Feb 16 2010 9:48AM</td>
<td>1565</td>
</tr>
<tr>
<td>Rivera, Enrique</td>
<td><a href="mailto:enrique.rivera@us.army.mil">enrique.rivera@us.army.mil</a></td>
<td>Feb 16 2010 9:48AM</td>
<td>1335</td>
</tr>
<tr>
<td>Carrillo, Jorge</td>
<td><a href="mailto:jorge.carrillo@us.army.mil">jorge.carrillo@us.army.mil</a></td>
<td>Feb 16 2010 9:48AM</td>
<td>1336</td>
</tr>
<tr>
<td>Weishaar, Christian</td>
<td><a href="mailto:dilberta.wendt@amedd.army.mil">dilberta.wendt@amedd.army.mil</a></td>
<td>Feb 16 2010 9:48AM</td>
<td>1332</td>
</tr>
</tbody>
</table>
Patient Safety Tools

Report Management Page (DIF 2)

Investigation

Investigator(s)
Carrillo, Jorge - PSM @ Parent MTF (Madigan)
Rivera, Enrique - Clinic Reviewer @ Gen Strs

Date investigation started
02/16/2010

Action taken
A separate Allergies form has been created and must be checked before administering any drugs to patients.

Date investigation completed
02/16/2010

Outcome of investigation
New processes/procedures put into place

Further inquiry?
No other review required

Lessons learned
Please click on the question mark for examples of lessons learned.

Cost

Risk Assessment Matrix:

<table>
<thead>
<tr>
<th>Probability of recurrence (likelihood)</th>
<th>Insignificant</th>
<th>Minor</th>
<th>Moderate</th>
<th>Major</th>
<th>Catastrophic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost Certain - Will undoubtedly recur, possibly frequently</td>
<td>☺</td>
<td>☺</td>
<td>☻</td>
<td>☻</td>
<td>☻</td>
</tr>
<tr>
<td>Likely - Will probably recur, but is not a</td>
<td>☻</td>
<td>☻</td>
<td>☻</td>
<td>☻</td>
<td>☻</td>
</tr>
</tbody>
</table>
### Patient Safety Tools

#### Report Management Page (DIF 2)

<table>
<thead>
<tr>
<th>Communication (written and verbal)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.01 Care plan not followed (e.g., dropped consult)</td>
</tr>
<tr>
<td>1.02 Distractions-Audit</td>
</tr>
<tr>
<td>1.03 Distractions-Visual</td>
</tr>
<tr>
<td>1.04 Distractions-Spat</td>
</tr>
<tr>
<td>1.05 Interruptions-By</td>
</tr>
<tr>
<td>1.06 Interruptions-By</td>
</tr>
<tr>
<td>1.07 Interruptions-By</td>
</tr>
<tr>
<td>1.08 Eligible handw</td>
</tr>
</tbody>
</table>
Contacts for this event

A next to any of the individuals listed below indicates that the Contact has yet to be verified.

In order to verify a Contact:

1. Click on **Save**, at the bottom of the form;
2. Click onto the contacts name below;
3. Scroll to the bottom of the form and click the **Check for matching contacts** button;
4. If there is an appropriate match, click **Choose**. If not, click **Cancel**;
5. Click the **create new link** button.

**VERIFICATION OF CONTACTS IS ONE OF THE MOST IMPORTANT PARTS OF THE SYSTEM - PLEASE ENSURE THAT ALL CONTACTS ARE CHECKED BEFORE THE RECORD IS GIVEN FINAL APPROVAL.**

### People Affected

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Status</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oprah Winfrey</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Create a new Person link

### Employees Involved

**No Employees Involved.**

Create a new Employee link

### Other Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Status</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jorge Carrillo</td>
<td>Civilian</td>
<td>Reporter of Event</td>
<td></td>
</tr>
<tr>
<td>Teresa Castillo</td>
<td>Active Duty Service Member</td>
<td>Member of Staff directly involved in Event</td>
<td>Provider</td>
</tr>
</tbody>
</table>

Create a new Contact link

---

All information is subject to the Privacy Act of 1974, 5 USC 552 and 10 USC 1102. This is a protected quality assurance document.
Design a Report

Report Generator - Event Reporting

Design a report

Some selection criteria have already been defined using a query by example.

Query: Choose
Report type: Choose

Run report
Patient Safety Tools

Reports

All Events grouped by Event Category for a Specific Data Range

All Events by Month

DATIX Crosstab Report

<table>
<thead>
<tr>
<th>Category E - Temporary harm, intervention required</th>
<th>Category F - Temporary harm, prolonged hospitalization</th>
<th>Category G - Permanent harm</th>
<th>Category H - Intervention required to sustain life</th>
<th>Category I - Death</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9</td>
</tr>
<tr>
<td>Feb 2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Mar 2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>Apr 2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>24</td>
</tr>
<tr>
<td>May 2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>29</td>
</tr>
<tr>
<td>Jun 2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Jul 2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Aug 2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Sep 2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>98</td>
</tr>
</tbody>
</table>
Questions ??

Army Patient Safety Center Webpage
https://www.qmo.amedd.army.mil/ptsafety/pts.htm