



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE

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HEALTH AFFAIRS

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (M&RA)
ASSISTANT SECRETARY OF THE NAVY (M&RA)
ASSISTANT SECRETARY OF THE AIR FORCE (M&RA)
DIRECTOR OF THE JOINT STAFF
COMMANDER, JOINT TASK FORCE- NATIONAL CAPITAL
REGION MEDICAL

SUBJECT: Implementation and Support of the Patient Safety Reporting System

The Patient Safety Reporting System (PSR) has successfully met the Program Acquisition Full Deployment Exit Criteria and is approved for full worldwide implementation within Military Health System (MHS) direct care facilities. PSR responds to the requirement in the 2001 Defense Authorization Act that the Secretary of Defense establish a patient care error reporting and management system. The purpose is:

- To study the occurrences of errors in patient care
- To identify systemic factors that are associated with such occurrences
- To provide for action to be taken to correct the identified systemic factors

Patient safety is of great interest to the MHS and the nation as a whole. The Institute of Medicine 1999 report extrapolated that between 44,000 and 98,000 people die each year as a result of medical errors, costing between \$17 billion and \$29 billion in lost income, production, disability, and health care costs. Over half of this cost represents health care costs. In 2009, within the MHS direct care system, there were over 128,000 reported medical events with approximately 2,800 resulting in some degree of patient harm.

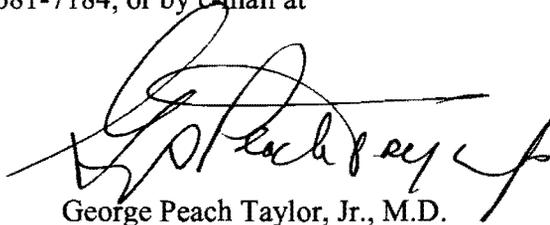
PSR is an intuitive, Web-based, anonymous, commercial off-the-shelf (COTS) reporting system that automates the non-standardized paper-based systems currently in use. PSR is CAC enforced and supports role-based security. The benefits of PSR include:

- Improved patient safety—by promoting the collection of information necessary to proactively improve patient safety by supporting improvement strategies at all levels with enhanced tracking, trending, and analytic capabilities
- Enables greater ability to learn and share safety information—by standardizing taxonomy and data capture, consolidating medication and non-medication events in one tool and centralizing capture, collection and aggregation of event level data
- Promotes fiscal responsibility—by facilitating cost avoidance by reducing preventable and avoidable adverse events

The implementation of PSR does require your facilities, and especially your Patient Safety Managers to be fully engaged. Experience has shown that to successfully implement PSR with the least impact to your Military Treatment Facilities (MTFs), we need your assistance with the following:

- Full participation in all Pre-Implementation Meetings (PIMs) to include the hierarchy meeting
- Completing hierarchy tasks on or before deadline
- Identifying personnel involved in the patient safety event review workflow and timely completion of required access request forms
- Encouraging full participation and reporting at your MTFs

I highly encourage all Department of Defense MTFs to report all medical events and embrace the use of PSR to the fullest extent. The point of point of contact is Mr. Mike Datena, who may be reached by telephone at (703) 681-7184, or by e-mail at Michael.Datena@tma.osd.mil.



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Deputy Assistant Secretary of Defense
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Performing the Duties of the
Assistant Secretary of Defense
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cc: SURGEON GENERAL OF THE ARMY
SURGEON GENERAL OF THE NAVY
SURGEON GENERAL OF THE AIR FORCE
JOINT STAFF SURGEON