

Objective

In order to create a safe and reliable environment at Hawarden Regional Healthcare (HRH), our objective was to create a user-friendly system of reporting near miss safety events to identify process safety gaps, and to promote a safe environment for reporting problems.

Background

- Safety incident reporting rate (IRR) was the new key metric for FY22 for MercyOne. Because of this, HRH created a Safety Culture committee which meets monthly.
- HRH uses the VOICE system for reporting unplanned occurrences, in which staff select a category of event (falls, equipment issues, medication errors, etc.) and describe what occurred.
- The Safety Culture committee discusses the VOICE reports and categorizes those as Near Miss, Precursor Events, and Serious Safety Events, using a Safety Event Classification (SEC) algorithm.
- We determined that the VOICE system is not user-friendly for reporting near miss events, and staff need a simple, accessible system to increase reporting compliance.
- We wanted to create a safe, transparent system that allows near miss reporting in just a few minutes.

Actions Taken

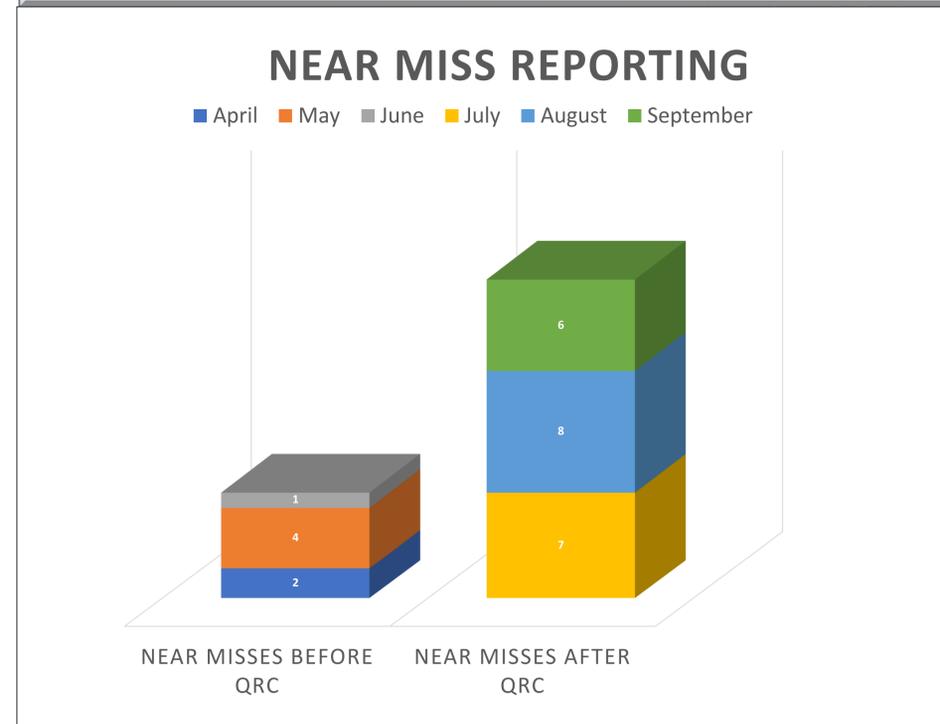
- We created an online form for reporting near miss events, allowing simple reporting without patient data. Staff can choose to submit anonymously if desired
- We created a QR Code for the form, enlarged it, and posted it in every hospital and clinic department.
- We educated all staff members via in-person meetings and via email on how, when, and why to use the near miss reporting system.

Culture of Safety: Near Miss Reporting by All Hospital Staff Using a QR Code

Hawarden Regional Healthcare Safety
Culture Committee

Metrics

- Near miss events reported in April, May, and June, 2022
- Near miss events reported in July, August, and September, 2022



Near-miss events are errors that occur in the process of providing medical care that are detected and corrected before patients are affected or harmed.



Analysis

Near miss reporting has tripled since the QR Code project was initiated July 1. Seven near miss reports were made between April and June, and 21 reports were made between July and September.



Next Steps

- The Safety Culture committee meets monthly to discuss VOICE and near miss reports. As the committee identifies unplanned occurrences, solutions are discussed and enacted.
- Information about the progress made by the Safety Culture committee is disseminated to the entire organization.
- Information pertinent to specific near miss reports is discussed with involved individuals and teams as needed.
- As the Safety Culture committee presents solutions for near miss events, our goal is to prevent Precursor Safety Events, or worse, Serious Safety Events.
- We encourage staff to use our simple QR Code reporting system as we work toward an organizational culture of safety and excellence.

