



# Patient Safety Reporting System Workshops

NASA Ames Research Center Moffett Field, California January, 2002

### THE PATIENT SAFETY REPORTING SYSTEM OVERVIEW

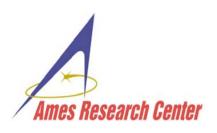
The Who, What, Where, and Why

### The NASA/VA Collaboration to Improve Patient Safety



Ms. Linda Connell, Director
NASA Aviation Safety Reporting System
NASA/VA Patient Safety Reporting System

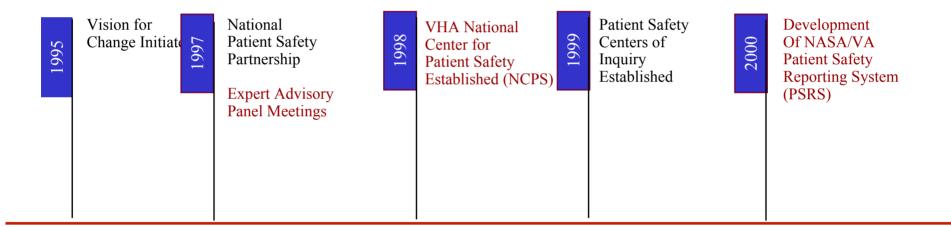




## The VA's Efforts Towards Patient Safety Improvements



#### The VA Vision for Patient Safety Change Was Initiated in 1995



The PSRS Is An Expansion of the VA's Commitment to Quality and Safety



# VA and NASA Launch Agreement for PSRS



- May '00 Interagency Agreement signed between NASA and Department of Veterans Affairs
  - Dr. Thomas Garthwaite, Under Secretary of Health
  - Dr. Henry McDonald, Director, NASA Ames Research
     Center
- NASA Ames Research Center, Moffett Field, CA and VA National Center for Patient Safety, Ann Arbor, MI are collaborating to maximize patient safety efforts
  - Dr. Jim Bagian, Director of NCPS
  - Ms. Linda Connell, Director of PSRS

# TO ERR IS HUMAN

FIRST, DO NO HARM

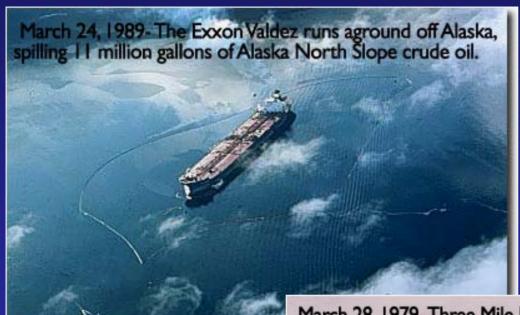
BUILDING A SAFER HEALTH SYSTEM

INSTITUTE OF MEDICINE

# HUMAN PERFORMANCE CONTRIBUTION TO ERROR





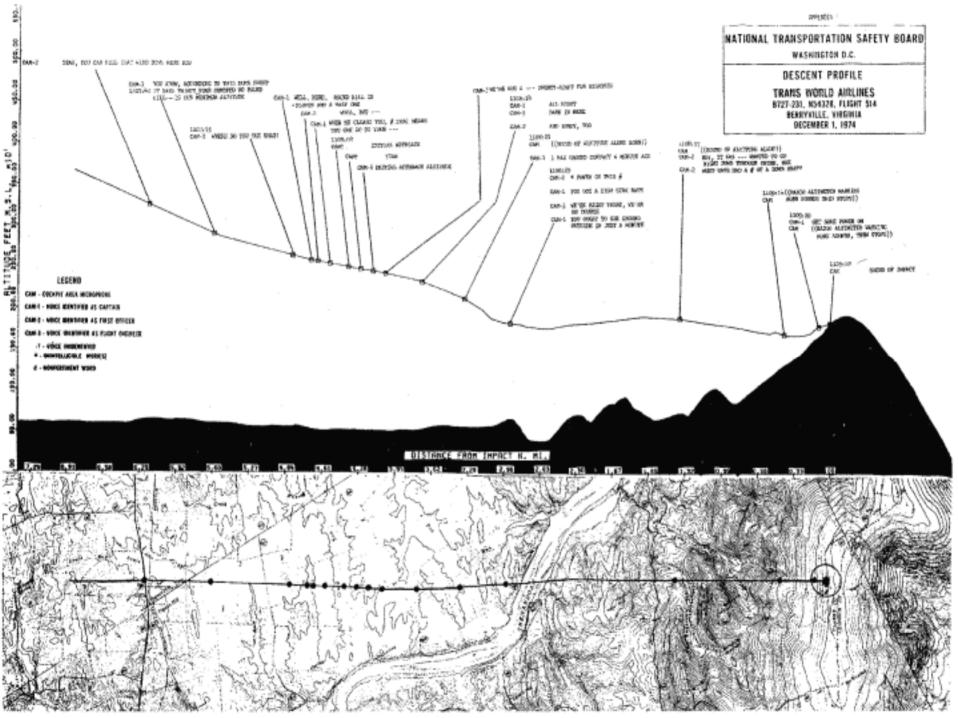






# AVIATION SAFETY REPORTING SYSTEM (ASRS)







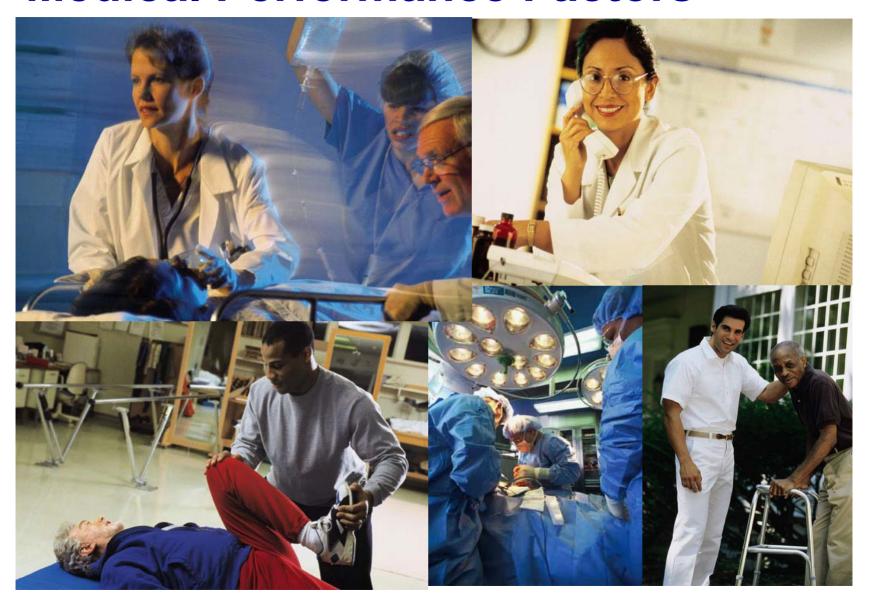


# **ASRS - A National Safety Data Resource**

- Identifies aviation system problems and issues
- Generates research hypotheses
- Provides unique human factors and operational insights

ASRS is *trusted* and has a *rich 25-year history* of contributions to aviation safety

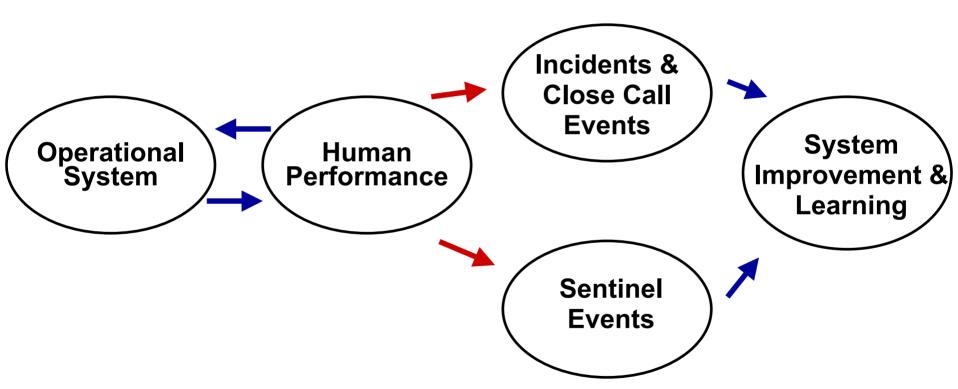
### **Medical Performance Factors**





### **Event Chain**

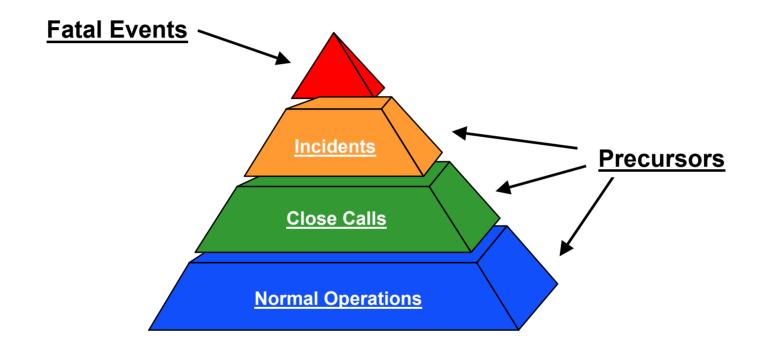






### **Event Occurrences**





PSRS is Complementary to Other VA Systems of Reporting

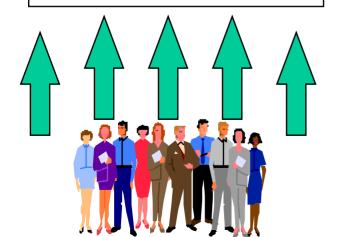


### THE PSRS PURPOSE



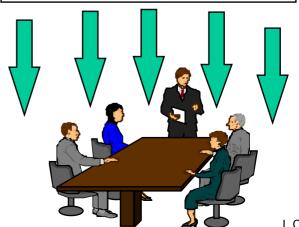
### **ALERTS**

Identify Hazards and Safety Issues "Early Warning"



### **LEARNING**

Provide Data for Planning and Improvements



The Incident Reporting Model (Dr. Charles Billings) **Alerting Messages, Special Studies** Narrative Reports Analysis by Experts Input Process Indexing **Incident Reporting** Corrective and Analysis is Action Reporters **Database** an Iterative Loop Industry & Practitioners Research (Users) (Potential Reporters) by Experts Publication of Findings Study & Synthesis Learning **Human Factors, Risk** Identification, Safety **Assessment, Insights** 



# A confidential program that collects, protects, and uses incident data to improve patient safety in VA medical facilities

The

Patient Safety

System (PSRS)

Reporting

### Patient Safety Reporting System (PSRS) Report Form IDENTIFICATION STRIP: Please fill in all blanks to ensure return of strip. NO RECORD WILL BE KEPT OF YOUR IDENTITY. This section will be returned to you. (SPACE BELOW RESERVED FOR PSRS REPORT RECEIPT STAMP)

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ADDRES	S to which you w	ant your confirn	nation of report rec	eipt mailed:	PLEASE SUPPLY A BRIEF DESCRIPTION OF THE EVENT OR SITUATION YOU ARE REPORTING
	NAME				
	ADDRESS/PO B	30X			
					DATE OF OCCURRENCE
	CITY		STATE	_ZIP	LOCAL TIME (24 hr. clock)

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What is your current position? h Physician Specially h Physician's Assistant h Nurse Practitioner h Nurse Anesthetist Registered Nurse Licensed Practical/vocational Nurse h Nurse's Aide h Pharmacist h Medical Technologist Lab Technician'Assistant h Respiratory Therapist h Other	How many years have you worked in your current position?  How many years have you worked at your current facility?  Have you had previous experience in other medical professions?  h Yes (specify)  h No	Type of Medical Facility where the event occurred:  h Inpatient h Outpatient  What shift were you working when the incident occurred? h Days h Evenings h Nights h Other
EVENT LOCATION	ENVIRONMENTAL FACTORS	OTHER FACTORS
Where did the event occur? (check all that apply) h Patient Hospital Room	Environmental factors that contributed to the event (check all that apply):  h Lighting	Were any of the following a factor in the event? (check all that apply)  h Medical Device
h Hospital Hallway h Operating Room Intensive Care Units Service Delivery Area Emergency Department Pharmacy Radiology Laboratory Physical Therapy Clinic (specify) Long-Term Care / Nursing Home Hother	h Noise Level h Temperature h Work Space Configuration h Other	h Medications h Procedures h Transport h Patient Record Documentation h Imaging and X-rays h Laboratory and Diagnostics h Equipment h Home Care h Other
	EVENT DESCRIPTION	

Keeping in mind the topics shown below, discuss those which you feel are relevant and anything else you feel is important. Include what you believe really CAUSED the problem, and what can be done to PREVENT a recurrence, or CORRECT the situation. (Continue on the other side and use additional paper, if needed.)

CHAIN OF EVENTS

How the problem arose
 How it was discovered

Contributing factors
 Corrective actions

HUMAN PERFORMANCE FACTORS

Perceptions, judgments, decisions
 Actions or inactions
 Factors affecting the quality of human performance

PSRS/ NASA Form, March 2001 Continued other side...



### **VA Staff Invited to Participate**



Any VA staff or personnel working in VA facilities are invited to submit voluntary reports concerning medical safety

- Physicians
- Nurses
- Laboratory
- Radiology
- Pharmacy
- Rehabilitation
- Dietitians
- Support Staff
- Others

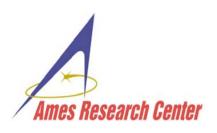


### **PSRS** Reporting Form



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# **Examples of Potential Reports to PSRS**



- Patient almost receives 100 units of insulin instead of 10.0 units of insulin
- Patient receives wrong side surgery prep due to failure to properly identify site
- Elderly patient is over-medicated and falls
- Needle is found in clean laundry
- Unsecured X-ray arm falls on patient's abdomen
- Patients and staff slip and fall after a change in floor waxing product



# PSRS GUIDING PRINCIPLES



### **VOLUNTARY PARTICIPATION**

VA staff voluntarily submit reports concerning events related to safety for the purpose of understanding and learning

### **CONFIDENTIALITY PROTECTION**

Protection of identity is provided by NASA through deidentification of persons, facilities, and any other information

### **NON-PUNITIVE**

"VA/VHA will not use, nor will NASA provide, any report submitted for inclusion under PSRS guidelines or information derived therein for use in any disciplinary or other adverse action."



# Patient Safety Reporting System (PSRS)



# The PSRS is being initiated progressively throughout the VA Networks nationwide

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- PSRS is a prototype system for confidential reporting of actual and potential adverse events related to patient safety
- PSRS is a proof-of-concept system for the medical community



# Patient Safety Reporting System (PSRS)



- PSRS is independent. It will be managed and operated by the NASA Ames Research Center.
- PSRS is modeled after the successful aviation incident reporting program that has been a collaboration between NASA and the FAA called the ASRS (Aviation Safety Reporting System).



### **PSRS Executive Committee**



- NASA will establish PSRS Executive Committee of representatives from stakeholder groups within the VA (unions, safety, quality, physicians, nurses, NCPS, etc.) that will:
  - Advise NASA on policies, procedures, and products of the PSRS
  - Provide consultation on safety issues
  - Assist in dissemination of safety information



### SUMMARY



- Confidential reporting provides rich, dynamic safety information.
- Narratives written by event reporter's express a first-hand view from the unique perspective of the frontline user.
- Realistic descriptions of human performance enhances Human Factor Learning in diverse concept areas in order to improve patient safety.



The Flying Hospital at Moffett Field, August 2001