

Event Reporting in UMMSafe & Professionalism Enhancement Initiative

WHO CAN REPORT?

Anyone who has knowledge of, or has been involved in an event, can report it in RL Solutions.

WHAT TO REPORT?

Types of things to consider reporting include:

- An unexpected event or complication which is not solely a result of the patient's underlying condition
- An error during provision of care to a patient
- An injury to visitors
- Any condition or equipment malfunction which might be hazardous to patient or visitor safety
- Near misses/close calls (adverse events that were prevented and did not reach the patient)
- **Professional conduct concerns**
- UMMC's Incident Reporting policy is Policy Stat ID 4716380

A link to the UMMSafe event reporting system can be found on your hospital's intranet home page OR in the "Links" section in Epic.

The screenshot shows the UMMC Insider homepage. The navigation bar includes links for DEPARTMENTS & SERVICES, NURSING & PATIENT CARE SERVICES, POLICIES & PROCEDURES, HUMAN RESOURCES, MANAGEMENT ADMIN TOOLS, and PHYSICIANS. The main content area features sections for Announcements & News, Staff Quick Links, and Patient Care Quick Links. The Staff Quick Links list includes links to 1Call Facilities Help, AP Customer Support, Corporate Compliance, Courtyard Café, Employee Discounts, Employee Support Programs, HR Connections Online, IT Helpdesk, Joint Commission Resources, Kronos Overview & Resources, Parking & Transportation, Positive Points Recognition, Tracers & Training Materials, UMMC in the Community, UMMC Official Scrubs Store, and UMMS U. The Patient Care Quick Links list includes links to Antibiotic Guidelines, Clinical Information Systems, Doc Halo Info & Log-In, Downtime Information (UMMC), Formulary/Drug Shortages, Infection Prevention, Laboratory Test Menu, Lippincott Procedures, Patient Education Dashboard, Pharmacy Services, Policies & Regulations, PolicyStat, Portfolio Log-in & Micromedex, Risk Management, and Submit a Great Catch. The "UMMSafe Event Reporting" link is circled in red.

Here are a few steps to help you easily enter an event report:

Login Information:

- Login by selecting UMMS from the top dropdown on the UMMSafe Login Page
- Your UMMSafe Login is the SAME as your Epic username and password

Reporting the Event:



Hospital System/Organization * UMMC

Hospital/Facility *

Care/Service Area *

Unit/Department - Start typing *

If you need to undo your location selection, click on the trash can

Confidential? * No Yes

Once you select UMMC, the "Confidential?" field will pop up for the Professional Conduct form.

- If you select "No," the event report will go to the managers & directors who routinely review all of your dept. events & to the UMMC Professionalism Enhancement Committee.
- If you select "Yes" the report will go instead to the UMMC Professionalism Enhancement Initiative Committee.

Why take the time to report?

- Event reporting is not about blame; it is about improving patient safety & fostering a culture of safety & professionalism. Getting facts of an event while still fresh in your mind helps in these main ways:
 - All types of events can help identify patient safety issues and improve processes. Events are reviewed in multiple forums. Ie, information is reviewed and used by managers, hospital leadership, quality departments, risk management, etc.
 - No one wants to be involved in a lawsuit but it is sometimes the harsh reality of the work we do. If a lawsuit or claim is filed, having accurate and timely information helps to better evaluate and manage those legal actions. The event report is preserved as a protected file.
 - Professional Conduct events are one type of event that can be reported. These events will be reviewed by UMMC's Professionalism Enhancement Initiative Committee.