

Eye on Safety Aggregated Data

2020

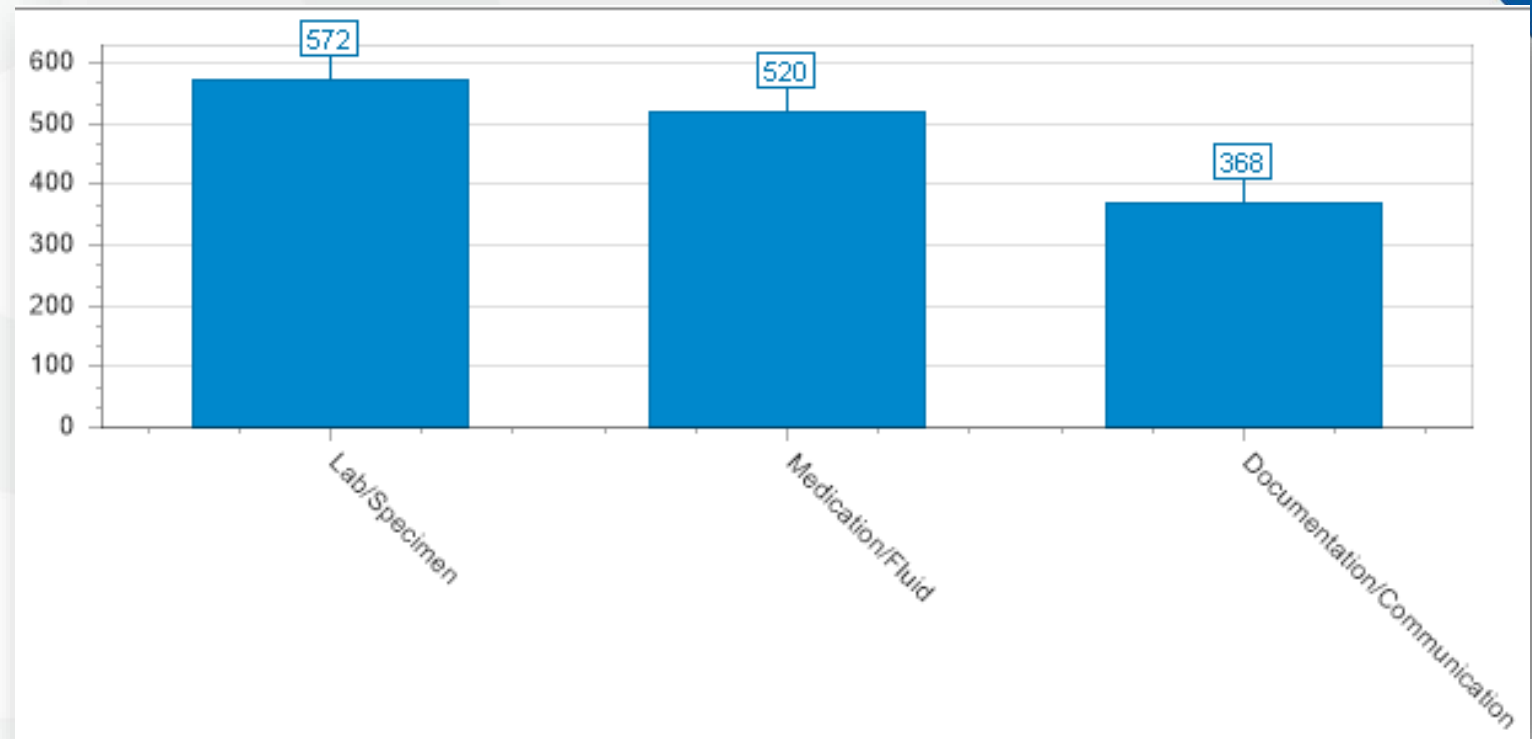
Q1 and Q2

RLDatix Top General Events Reported

1Q & 2Q 2020: Total number of events: 3186

Top Three Event Types

- Lab/Specimen = 572 (18%)
- Medication/Fluid = 520 (16%)
- Documentation/Communication = 368 (12%)

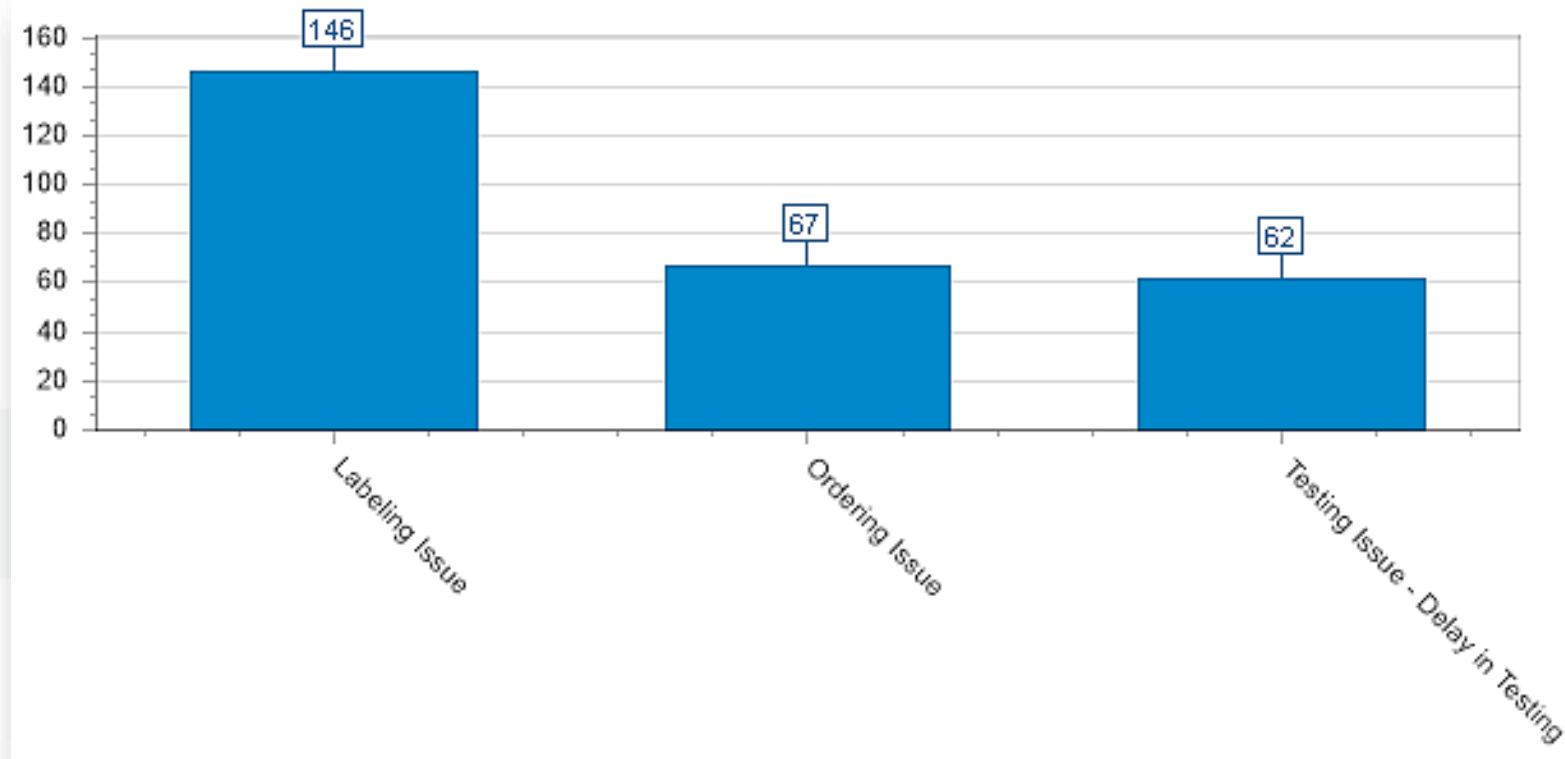


Top Eye on Safety Reports General & Specific Event Type

General Event: Lab/Specimen = 572

Specific Events:

- Labeling Issue = 146 (26%)
- Ordering Issue = 67 (12%)
- Testing Issue = 62 (11%)



Lab/Specimen Action Items

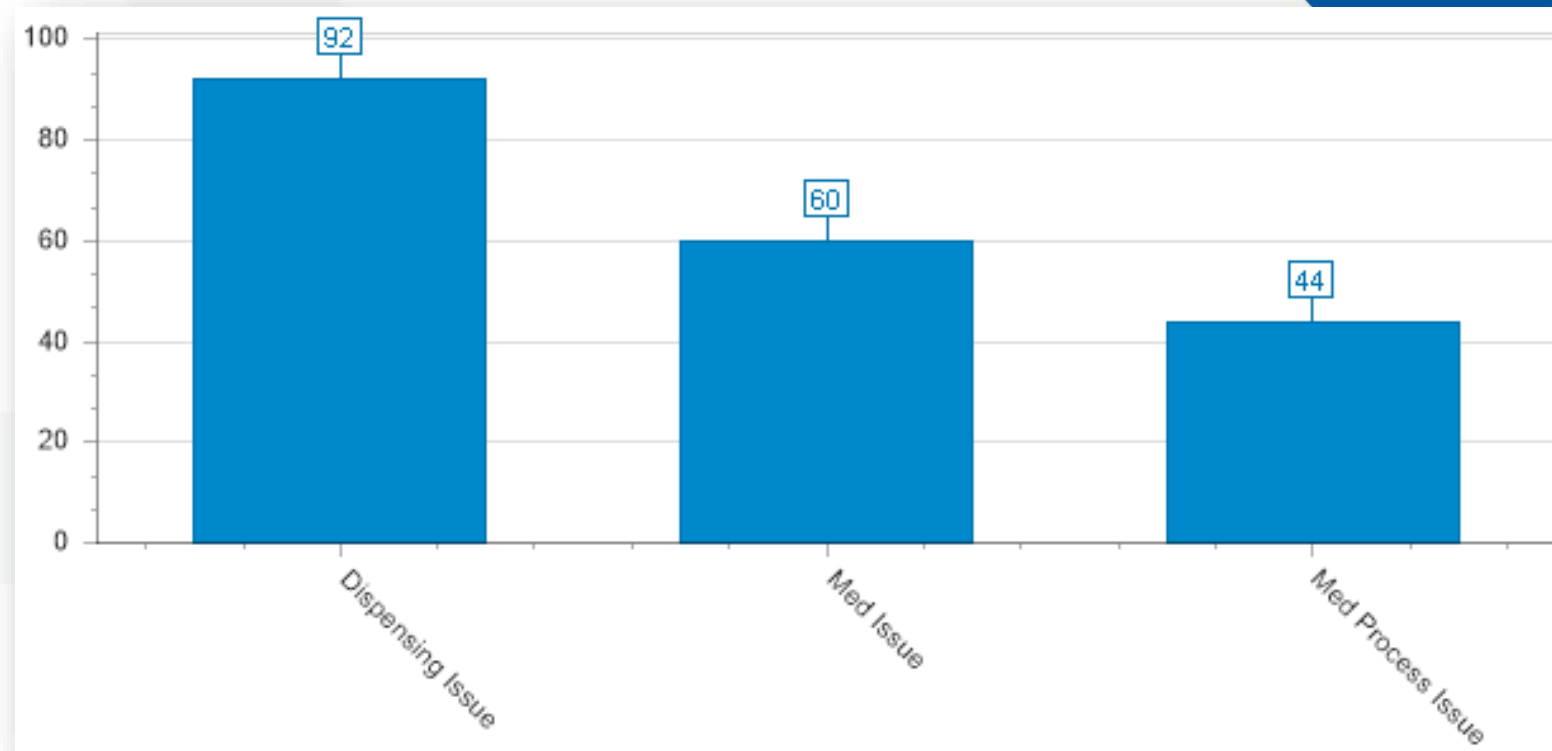
- Took to Nursing Shared Governance
 - Plan to have lab educator collaborate with nurse for further education on specific trends

Top Eye on Safety Reports General & Specific Event Type

General Event: Medication/Fluid = 520

Specific Events:

- Dispensing Issue = 92 (18%)
- Med Issue = 60 (12%)
- Med Process Issue = 44 (8%)



Medication/Fluid Action Items

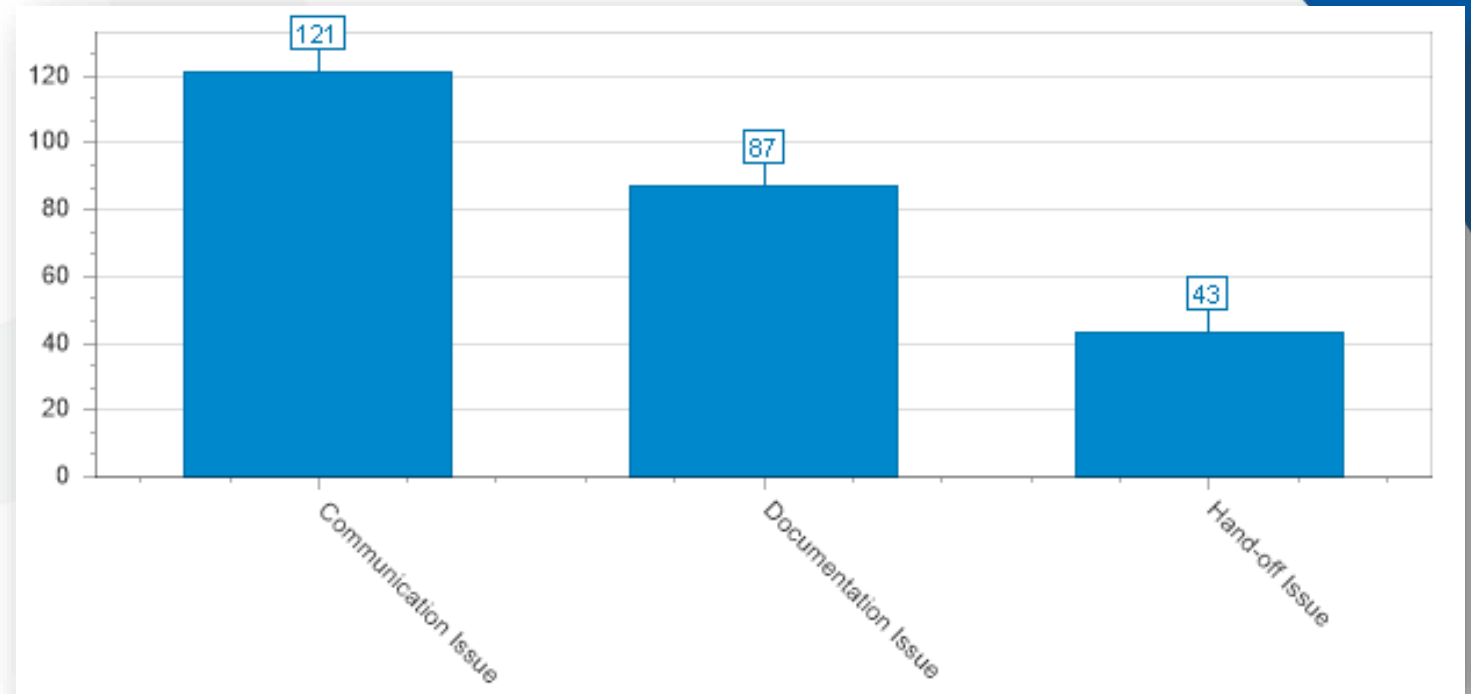
- Pharmacy working on standardizing medication scheduling and dispensing times
- EPIC Dispense Tracking: Will allow tracking of IV/oral medications for follow up of delivery errors

Top Eye on Safety reports General & Specific Event Type

General Event: Documentation/Communication = 368

Specific Events:

- Communication Issue = 121 (33%)
- Documentation Issue = 87 (24%)
- Hand Off Issue = 43 (12%)



Documentation/Communication Action Items

- New pre-procedure handoff checklist in development by CCU
- Voalte feature added for surgeons
- Standardizing pre-procedure verification checklist done prior to time out
- Optimizing overhead paging (*e.g., volumes*)
- Standardized definitions of Within Defined Limits (WDL) and Exceptions (X) for RN's

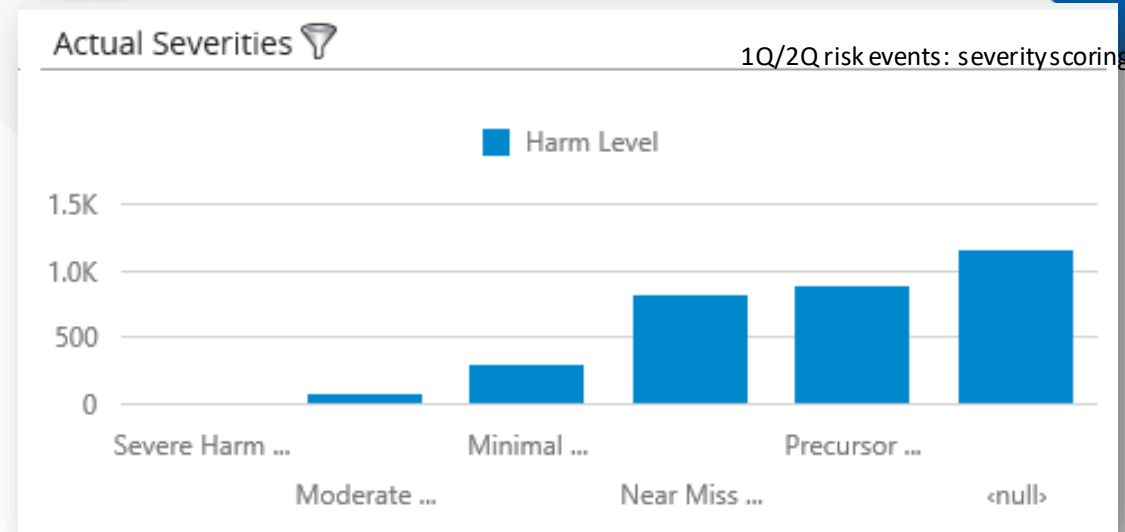
Documentation/Communication Action Items

- Reminder:
 - Method of communication should match the level of urgency/concern
 - Text versus Phone call versus Face-to-face

Additional Actions

Severity scoring (3186 events):

- Severe: 0
- Moderate: 64 (2%)
- Minimal: 281 (9%)
- Near Miss: 815 (26%)
- Precursor: 870 (27%)
- **Not scored: 1149 (36%)***
**scoring coming soon!*



Future state: This will assist in identifying systemic process deviations, support continuous patient safety improvements, and strengthen harm prevention.

Additional Actions

More detailed, aggregated data and trends to be analyzed on the department/unit level.

- Completed at least biannually
- Conversations led by Quality & Patient Safety with area leadership

Goal

- Discuss relationship to strategic plan/priorities
- Guide communication on action plans
- Develop process for sharing Eye On Safety's with front line staff

