Safety Intelligence Frontline Reporting

Online Variance Reporting System
Safety Intelligence (SI) is

- A voluntary, real-time web-based event/variance reporting system used by the staff to report variances.
- Non-punitive.
- Used to improve patient safety

Reporting of patient related events as well as unsafe conditions are strongly encouraged.
To access Safety Intelligence from the PAWS website use the arrows on the Quick Access bar to scroll until you see the icon. Once you click on the icon, the link will take you directly to where you will enter an adverse patient event or unsafe condition.
Patient Event Types

- Adverse reaction
- Anesthesia event
- Behavioral event
- Care coordination/communication
- Complication of surgery or anesthesia
- Complication of care (unanticipated, non-surgical)
- Equipment/Devices
- Event related to surgery or invasive procedure
- Fall*
- Food/nutrition
- Healthcare-associated infection (HAI)

- Laboratory test
- Maternal
- Medical records/patient identification
- Medication related
- Neonatal
- Omission/errors in assessment, diagnosis, monitoring
- Other/miscellaneous
- Radiology/imaging test
- Respiratory care
- Skin integrity
- Supplies
- Transfusion

*Note: All Patient Event types have Event Categories you will have to select with the exception of Fall. Most Event Categories have Event Subcategories to further narrow down your selection. If no specific Event Category and/or Event Subcategory is available, select Not applicable.
Patient Events Type with Event Categories and Event Subcategories Example 1

Event Type: Complication of care (unanticipated, non-surgical)

- Glucose management
  - HYPERglycemia
  - HYPOglycemia
- IV site complications
  - Air embolism
  - Extravasation of vesicant drug (extravasation of radiologic contrast, see Radiology/imaging test)
  - Phlebitis, bruising, infiltration

* Note: All Patient Event types have Event Categories you will have to select with the exception of Fall. Most Event Categories have Event Subcategories to further narrow down you selection. If no specific Event Category and/or Event Subcategory is available, select Not applicable.
Patient Events Type with Event Categories and Event Subcategories Example 2

Event Type: Event related to surgery or invasive procedure

- Count incomplete or not done
- Count incorrect
  - Instrument fragment
  - Needles
  - Sponges
  - Towels
  - Whole instrument

* Note: All Patient Event types have Event Categories you will have to select with the exception of Fall. Most Event Categories have Event Subcategories to further narrow down your selection. If no specific Event Category and/or Event Subcategory is available, select Not applicable.
Patient Events Type with Event Categories and Event Subcategories Example 3

Event Type: Medication related

- **Wrong dose**
  - Extra dose
  - Missed/omitted dose
  - Overdose
  - Underdose
  - Unknown

- **Wrong rate (IV)**
  - Too quickly
  - Too slowly
  - Unknown

*Note: All Patient Event types have Event Categories you will have to select with the exception of Fall. Most Event Categories have Event Subcategories to further narrow down your selection. If no specific Event Category and/or Event Subcategory is available, select Not applicable.*
## Harm Scores

<table>
<thead>
<tr>
<th>Harm</th>
<th>Reached the Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>9-Death</strong></td>
<td><strong>5-Additional treatment</strong>: Injury limited to additional intervention during admission or encounter and/or increased length of stay, but no other injury. Treatment since discovery, and/or expected treatment in future as a direct result of event</td>
</tr>
<tr>
<td><strong>8-Severe permanent harm</strong></td>
<td><strong>4-Emotional distress or inconvenience</strong>: Mild and transient anxiety or pain or physical discomfort, but without the need for additional treatment other than monitoring (such as by observation; physical examination; laboratory testing including phlebotomy; and/or imaging studies). Distress/inconvenience since discovery, and/or expected in the future as a direct result of event</td>
</tr>
<tr>
<td><strong>7-Permanent harm</strong></td>
<td><strong>3-No harm evident, physical or otherwise</strong>: Event reached the patient, but no harm evident</td>
</tr>
<tr>
<td><strong>6-Temporary harm</strong></td>
<td></td>
</tr>
</tbody>
</table>

Please notify **Risk Management** for a Harm Score of 6 or higher:
- Telephone at 1-RISK or 1-7475
- In Person in room BA 8277
- Pager at #7475
- After Hours – Contact Administrator on call
Near Miss

- **2-Near miss (requires selection of one of the following):**
  - Fail-safe designed into the process and/or safeguard worked effectively
  - Practitioner or staff who made the error noticed and recovered from the error (avoiding any possibility of it reaching the patient)
  - Spontaneous action by a practitioner or staff member (other than person making the error) prevented the event from reaching the patient
  - Action by the patient or patient’s family member prevented the event from reaching the patient
  - Other
  - Unknown

- **1-Unsafe condition**
Unsafe Conditions Event Types

- Environmental issues
- Equipment safety
- Inappropriate staff behavior
- Infection control
- Infrastructure failure
- Medication-related issues
- Security issues
- Other (specify)

* Note: All Unsafe Conditions Event types have Event Categories you will have to select with the exception of Inappropriate staff behavior and Other. If no specific Event Category and/or Event Subcategory is available, select Not applicable.
Safety Intelligence (SI) Pearls

• **DO NOT** document that a “SI has been filed in the patient’s medical record.”

• Please **notify Risk Management for a Harm Score of 6 or higher:**
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  - In Person in room BA 8277
  - Pager at #7475
  - After Hours – Contact Administrator on call

• **Remember to maintain Patient Confidentiality**
  - Complete SI entry before leaving computer!
What **NOT** to Report in SI?

- Visitor events
  - Reported to Hospital Safety and Security
  - 721-4787

- Employee events
  - Reported to Employee Health and Wellness
  - 721-3418
Questions

Contact Quality Management Department

• Telephone 721-4324
• Location BB2536