

Health PEI

Provincial Safety Management System Training Session

ONE ISLAND FUTURE



ONE ISLAND HEALTH SYSTEM

PSMS Application is

- An electronic events management system that is
- Web based (2011)
- Communication Tool
- User friendly
- Efficient
- Strong reporting capability with tracking abilities
- Accreditation Standard (ROP)



Definition

- **Incident:** Any event, accident or unusual situation which is not consistent with the routine operation of the:
 - Facility
 - Service
 - Routine care of the patient



Patient Safety Incident

An event or circumstance which could have resulted, or did result, in unnecessary harm to the patient

(Health PEI Patient Safety Incident Reporting)

ONE ISLAND FUTURE

ONE ISLAND HEALTH SYSTEM



Purpose of PSMS

- Guide the practice of reporting incidents throughout all Health PEI
- Allows for 24/7 notification
 - ▶ Ensures continual access to reporting
 - Paper version was less efficient



Role of PSMS

- A component of PEI Health's commitment to safe and quality care
 - Patients
 - Visitors
 - Staff
- Focuses on "**System**" Improvements
- Promotes a "**JUST CULTURE**"



When to Report

- Incidents that you have been involved in
- Incidents that you may have witnessed
- Incidents that caused no harm or minimal harm
- Incidents with a more serious outcome
- Prevented patient safety incidents
 - ▶ known as 'near misses'.

Requirement: all employees must **promptly report** the occurrence of all incidents, adverse events, near misses before the end of their shift or **within 24 hours**



Incident Reporting – How?

- **Be Factual:** do not speculate
- **Be Brief:** provide the details as concisely as possible
- **Be Thorough:** complete all sections as appropriate
- **Be Timely:** submit the report before the end of your shift
- **Be Confidential:** this is essential
- **Be Sure:** to document the incident in the medical record
- **Be Assured:** incident reports are for quality improvement purposes!



Incident Severity Levels

- ▶ Level 1 – Near Miss/Good Catch
 - ▶ Event was resolved before reaching the patient
 - ▶ Wrong patient called into room/no images taken
- Level 2
 - ▶ Event did reach the patient, but no harm resulted
 - Incorrect labeling of specimen
- Level 3
 - ▶ Minor injury to patient
 - Skin abrasions
- Level 4
 - ▶ Serious injury /requires intervention
 - ▶ Stitches , x-ray
- Level 5
 - ▶ Death occurs as result of incident

See *What is a Harmful/No Harm Incident Handout*



Documenting Process for an Incident

- ▶ An incident report must be completed in PSMS
- ▶ Should be a **factual account**
 - Try to avoid any assumptions or blame
 - If you didn't see what happened.... say that
- ▶ *******Note**
Incident is FOIPP able
(Freedom of Information & Protection of Privacy)
allows individuals to access their own personal information



The *Freedom of Information and Protection of Privacy Act*

(FOI/PP)

- The *Freedom of Information and Protection of Privacy Act* (FOI/PP)
 - ▶ Allows individuals a right of access to their own personal information
 - ▶ Quality Risk Management can release to a patient without the patient making an Access to Information (FOI/PP) request
 - ▶ Third party information is **removed** prior to releasing disclosing personal information



ONE ISLAND FUTURE

ONE ISLAND HEALTH SYSTEM

“Take Aways” from PSMS

- Improved communication of incidents/events with staff/supervisor/manager/administration (real time)
- Easier follow-up between units/managers/administration as the incident can be managed electronically
- Tasks can be assigned
- Staff will have the opportunity to check status of incident.
- Incidents/compliments and complaints will all be housed in one system
- More inclusive reporting potential
 - ▶ Ie lab,pharmacy,DI



Roles & Scopes

- User role-
Functionality of what you can do
- User Scope-
Dictates what you can see
- Front line scope
- Supervisor scope
- Manager scope
- Risk/OH&S scope



Work Flow of an Event

Event discovery

Event observed by staff

User submits Event



Event Management

Manager does follow-up

Task/work done on event file



Event Resolution

Follow-up completed

Sign off occurs



PSMS Roles

- **Manager**
 - ▶ reviews & resolves the incident report
 - ▶ documents any actions taken in response to the incident
- **Quality Risk Coordinator**
 - ▶ Responsible to review incident
 - ▶ Follow up with the Manager as required
 - ▶ Assesses trends
 - ▶ Facilitates the process for changes in practice



Logging In

- Logging into “Production”
- http://psmsapp01.health.pe.ca/RL6_Prod
- Your Network ID: This is your username and password provided when logging into computer (i.e: username: jdoe / password: welcome123)

