



Near Miss/Error Reporting Non-punitive Response to Errors

Marilyn Grafstrom



- ▶ Roseau
- ▶ 25-bed CAH
- ▶ Any further north, you'll be in Canada
- ▶ Known for hockey and Polaris snowmobiles

Services

Medical Services

[Ambulance](#)
[Behavioral Health](#)
[Birthing Center](#)
[Cancer Care](#)
[Convenience Care](#)
[Diabetes Center](#)
[Emergency Department](#)
[Endoscopy](#)
[Imaging Services](#)
[Laboratory](#)

Medical Surgical Nursing

[Outpatient Cardiac Services](#)
[Outpatient Procedures](#)
[Rehabilitation Services](#)
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[Social Services](#)
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Overview of Project

Hospital Survey on Patient Safety Culture August '08

(Rural Patient Safety Culture Project – Stratis Health)

Our targeted areas based on the findings:

- Work on increased reporting on near misses and incidents
- Do a better job of communicating changes made based on near misses and incidents

Overview of Project, continued

- ▶ Make reporting as easy as possible
- ▶ Reward the reporters
- ▶ Monthly feedback on incidents/near misses reported and what has been done to prevent errors (Prove it)
- ▶ Reward the readers
- ▶ Just Culture education for leaders

Results

Significant improvement in targeted areas of the Hospital Survey on Patient Safety Culture – October '09

Barriers

- ▶ Departmental silos
- ▶ Just Culture is not just education

If we did it again, we would ...

- ▶ Do more work on Just Culture
- ▶ Do more team building between leaders of critical departments

Advice

- ▶ Look for opportunities to recognize and reward staff members who make safety suggestions—you can't celebrate too much!!
- ▶ Prove it - every chance you get
- ▶ Make sure all involved leaders are on the same page

Contact Information

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