

Project Title

It's a Good Catch!

Project Lead and Members

- Ivy Goh Hui Qi
- Elaine Wee Geok Ling
- Karen Perera

Organisation(s) Involved

Singapore General Hospital

Project Category

Quality Improvement, Safety, Culture Transformation

Keywords

Singapore General Hospital, Quality Improvement, Safety, Patient Safety, Safety Culture, Organisation Culture, Culture Transformation, Open Communications, Risk Management, Incidents Prevention, Accessibility & Simplicity, Nursing, Nursing Safety & Quality, Near Miss Data, Root Cause Analysis, Infopedia Page, Electronic Form, Data Extraction, Corrective Measures

Name and Email of Project Contact Person(s)

- Ivy Goh Hui Qi, Pat Care Services & Prof Affairs Admin, Singapore General Hospital, ivy.goh.h.q@sgh.com.sg
- Elaine Wee Geok Ling, Infection Prevention & Control, Singapore General Hospital, elaine.wee.g.l@sgh.com.sg



Singapore Healthcare Management 2018

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Ivy Goh Hui Qi, Elaine Wee Geok Ling & Karen Perera
Singapore General Hospital



INTRODUCTION:

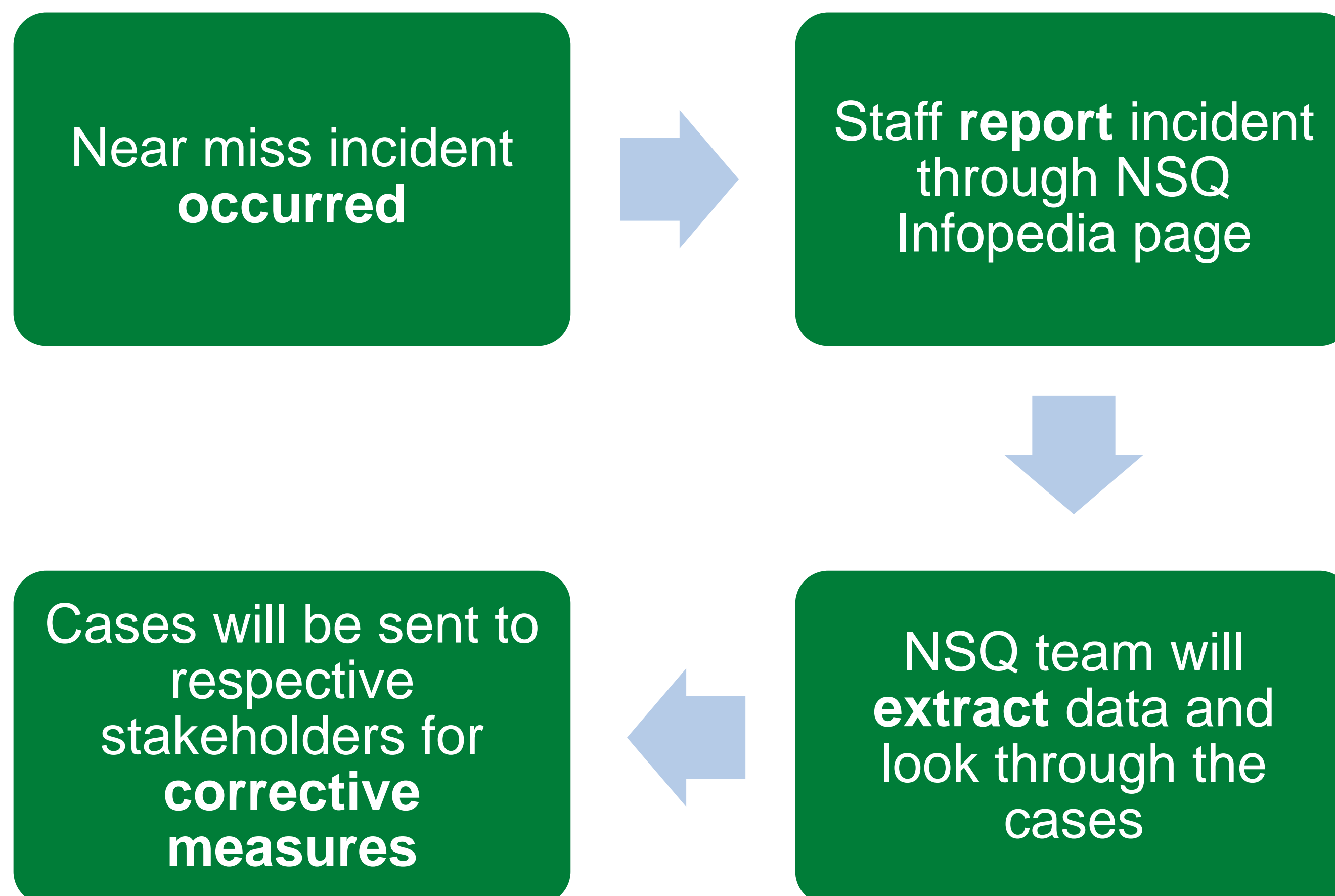
Creating a safety culture is always a top priority for hospitals. The current Risk Management System (RMS) was not suitable in reporting near miss cases as there were no option for near miss category. Hence, many near misses which happened were not reported and tracked.

AIM:

To build a safety culture among nurses and provide an environment where staff is confident to be open and frank in reporting

Methodology:

The team brainstormed on ways for nurses to report any near misses with no investigation or root cause analysis needed after reporting.



- ✓ **No follow up actions required** from the reporting staff or supervisors after near miss reporting
- ✓ Staff is not required to submit their name when reporting near miss
- ✓ Time taken is lesser

The electronic form for near miss reporting was designed with few triggered questions for easy reporting and analyzing the data into the specific categories. E.g. stage of the day, classification of the incidents, and etc. Hence, reporting staff do not required to spend much time in writing the details.

Sample of the e-form on Nursing Safety & Quality Infopedia page:

Good-Catch Report - New Item

1. What stage of the day did you encounter the issue?

2. How would you classify this event?

3. What happened?

4. Location of Incident?

5. What could have prevented it?

6. What action did you take to ensure that it will not happen again?

7. What could have contributed to this?

8. Party involved?

9. Please rate the seriousness of this event (think about the actual and potential consequences.)

10. How often do you encounter events like this in your practice?

Save Cancel

- Communication
- Documentation
- Patient Identification
- Medication related
- Infection control practices related
- Procedure related
- Delayed treatment
- Lack of adequate facilities/ equipment

- Coming on shift
- Taking over
- Administering medications
- Doctor's rounds
- Administering treatment
- Follow-up with administrative tasks (appointments, transfers etc)
- Hand-off
- Others

Results:

The Nursing Safety & Quality Infopedia page was enhanced to create a platform to report near misses. Near miss data will be used by Nursing Safety & Quality team for opportunities to prevent future incidents and explore corrective measures to promote patient safety.



There were a total of **319** cases raised in year 2017.

Conclusion:

This platform of reporting near misses provide accessibility and simplicity for nurses.