Clinical Safety & Effectiveness
Cohort #16 Team 11
Improving Internal Medicine Resident Reporting of Patient Safety Concerns at the University Medical Center Brackenridge
Our Team

Members:

- Alejandro Moreno, Leader
- Clarissa Johnston
- Mrinalini Kulkarni-Date
- John Luk
- Sherine Salib
- Beth Miller
- Kirsten Nieto
- Thanh Pham
- Gunjan Antaal
- Raquel Lyn
- Yizhi Li
- Hope Nora, Facilitator

Sponsored by:

- UT Austin Dell Medical School & Seton Healthcare Family

Special thanks to:

- Jonathan MacClements (DMS) and Steven Conti (SHF)
Internal Medicine residents will refer patient safety concerns via a new process for 5 weeks ending on May 31, 2015, starting with 0% as the baseline.
### Project Milestones

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Date</th>
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<tbody>
<tr>
<td>Team Created</td>
<td>January 2015</td>
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<tr>
<td>AIM statement created</td>
<td>Jan 21 2015</td>
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<tr>
<td>Weekly Team Meetings</td>
<td>Weekly</td>
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<tr>
<td>Background Data, Brainstorm Session</td>
<td>Feb – Mar 2015</td>
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<tr>
<td>Workflow and Fishbone Analyses</td>
<td>Feb 2015</td>
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<tr>
<td>Interventions Implemented</td>
<td>April 13 – May 31, 2015</td>
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<tr>
<td>Data Analysis</td>
<td>June 1 – 4, 2015</td>
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<tr>
<td>CS&amp;E Presentation</td>
<td>June 5, 2015</td>
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Background

- In 2000, IOM reported 48,000 and 98,000 deaths due to medical errors\(^1\).
- IOM recommended reporting systems as part of a multi-pronged approach.
- ACGME has identified patient safety/quality as an area of evaluation for residency\(^2\).
- Many physicians do not know how to report safety events, and even fewer residents do so\(^3\).
- UMCB has 3 different reporting systems
- Anecdotally, residents at UMCB revealed they do not officially report patient safety issues because they do not feel confident about how to report.
Patient Safety Concerns?

Residents

I have encountered/seen/observed patient safety concerns during my training.

Answered: 44  Skipped: 1

- Yes: 75%
- No: 7%
- Unsure: 18%

Faculty

I have encountered/seen/observed patient safety concerns during my practice at UMCB.

Answered: 23  Skipped: 1

- Yes: 87%
- No: 9%
- Unsure: 4%
Residents

In the last 6 months, about how many times have you officially reported patient safety concerns?

Answered: 33  Skipped: 12

- Never: 16
- 1-5: 12
- 6-10: 3
- 11-20: 1
- >20: 2
- Unsure but I have official...: 2

Faculty

In the last 6 months, about how many times have you officially reported patient safety concerns at UMBC?

Answered: 21  Skipped: 3

- Never: 4
- 1-5: 14
- 6-10: 2
- 11-20: 0
- >20: 0
- Unsure but I have official...: 1
Resident observes patient safety concerns

IM Residents “Reporting” Methods

Electronic Health Record

Orders

Hospital online system

Daily huddle

Time Out

ACGME Residency Graduation Survey

Nurses

Social Workers

Pharmacist

Case Managers

Peers

Chief Residents

Faculty

Residency Program

Other

No action
Resident observes PSC\(^1\) → Report

- No 48.5% → Discuss
  - Yes 51.5% → Discuss with individuals\(^3\)
    - Yes 81.8% → Discussed
    - No 17.2% → No action

- Yes 52.9% → Daily huddle
  - 76.5%

- Yes 5.9% → Official hospital system
  - 76.5%

- No 48.2% → Chief Residents
  - 76.5%

- No 48.2% → Faculty
  - 76.5%

- No 48.2% → Other

\(\text{Process flow as revealed by resident survey}\)

1. Patient Safety Concern
2. Multiple selections allowed
3. Peers, faculty, administrators, staff, or other individuals
If not officially reported, discussed?

**Residents**

If you have encountered/seen/observed patient safety concerns in the last 6 months and have not officially reported them, have you informally discussed them with peers, faculty, administrators, staff, or other individuals?

Answered: 44  Skipped: 1

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<tr>
<td></td>
<td>36</td>
<td>5</td>
<td>3</td>
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**Faculty**

If you have encountered/seen/observed patient safety concerns in the last 6 months at UMCHB and have not officially reported them, have you informally discussed them with residents, peers, administrators, staff, or other individuals?

Answered: 22  Skipped: 2

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<td></td>
<td>20</td>
<td>1</td>
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Why Internal Medicine Residents discuss rather report patient safety concerns

Responses
Report?

- Chief residents solicits reports at noon conferences
- On-service faculty receives reports from residents directly
- Patient safety committee (new) discerns referrals and actions

- Opportunity for collective learning: sanitized cases, lessons learned

NEW PROCESS

Feedback to Resident/Faculty

1 Chief residents solicits reports at noon conferences
2 On-service faculty receives reports from residents directly
3 Patient safety committee (new) discerns referrals and actions
4 Opportunity for collective learning: sanitized cases, lessons learned
Post Intervention: CUS’sing yields PSC referrals

Referrals vs. Week
Outcomes as Result of Resident CUS’sing

- Total of 34 PSC referrals in 5 weeks post-intervention.
- Residents feel empowered and more willing to bring safety concerns to PSC.
- Hospital created a task force to examine glycemic control concerns, involving two medicine residents and two CSE team members.
Next Steps:

- maintain momentum created by CUS’ing with robust weekly patient safety conferences, including educational component
- work with incoming chief residents to support the culture of reporting in the residency program
- Implement CUSing across other residency training programs
- the healthcare organization is in the process of developing new electronic patient safety reporting mechanism; our input should be added to the process
Return on Investment: Value Added

- Difficult to calculate exact costs but project participants spent substantial amount of time developing and implementing intervention
- CUS’ing has improved patient safety reporting at UCMB; potential value includes decreased length of stay and better outcomes for patients
- CUS Project also keeps the Internal Medicine residency in compliance with ACGME guidelines (avoiding probation is priceless)
Lessons Learned

- Initial reluctance from the healthcare organization about CUS overcome with negotiation, time, evidence of success
- Multiple iterations of the project were required to come up with the final version
- Problems that seemed insurmountable (lack of one decent electronic reporting system, negative culture of reporting safety) require patience and perseverance
Our Team

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Other Members
Medicine Faculty
Sherine Salib
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Medicine Residents
Thanh Pham
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Antaal Lyn
Yizhi Li

Sponsor
Steven Conti
References


Thank you!