

Join Arkansas' Movement to Drive Change Using Near Miss Analytics!

Increase near miss reporting and enhance patient safety through implementation and maintenance of data-driven improvement strategies.

SUMMARY OF CAMPAIGN

Experts view near misses as possibly the best predictors we have of medical error, yet these are markedly underreported. American Data Network PSO's statewide Good Catch campaign aims to help learning-focused organizations turn that trend around!

Near misses go unreported for many reasons. Sometimes staff simply don't recognize the impact that sharing their experience could have. Staff may think reporting should be limited to activities that harm patients, or staff stop themselves from reporting an event because they fear the repercussions. Understandably, they want to avoid being blamed for having almost done something wrong or for blowing the whistle on a co-worker.

ADN PSO wants to help organizations shift away from a "who did this" mentality and move toward the adoption of a more proactive "how can we make sure this doesn't happen" approach to patient safety. So, we've developed an incentive-based initiative that fosters a growing culture of safety by encouraging the recognition and reporting of risk before anyone is harmed. ADN PSO's Good Catch campaign offers participating organizations opportunities to:

- Significantly increase near miss reporting;
- Reveal process and system vulnerabilities; and
- Develop and implement proactive data-driven improvement activities.

Our goals are to help hospitals capture the data they need to identify areas where their patients' quality of care and safety could be improved and to support their endeavors to drive change. We're committed to working alongside each participating organization throughout this process. We've even developed a Good Catch Awards program to recognize individuals, departments or teams, and whole organizations that use near miss analysis to take action that ultimately reduces risk and prevents patient harm.

ASSOCIATED TIMELINES

Sign Commitment Contracts	By December 2016
Implement Good Catch Campaign	January 1, 2017 - December 31, 2017
1Q Data Submission Deadline	April 15, 2017
2Q Data Submission Deadline	July 15, 2017
3Q Data Submission Deadline	October 15, 2017
4Q Data Submission Deadline	January 15, 2018
Final Results & Awards	March 2018 (Patient Safety Awareness Week)

GOOD CATCH AWARDS

ADN PSO's Good Catch Awards program offers a tiered approach to acknowledging extraordinary achievements made by individuals, departments or teams, and organizations that use their findings associated with near miss data to implement strategies and processes that work.

ADN PSO will select one individual Good Catch Award winner from among all applications submitted by each organization. The quarterly winners will automatically become eligible for selection as a recipient of an annual Good Catch individual award. In addition, ADN PSO will present an annual award to a standout department and organization that demonstrates success in shaping culture and improving patient safety as the result of increased

near miss reporting. All annual Good Catch Awards will be presented as part of ADN PSO's celebration of Patient Safety Awareness Week slated for March 11 -17, 2018.

Good Catch Award winners from each category will be selected from all applications submitted by participating facilities:

Individual Awards

- Quarterly - one individual per quarter
- Annual - one individual selected from quarterly winners

Team/Department Award

- Annual - one team/department

Organizational Award

- Annual - one organization

WHAT IS A "GOOD CATCH"?

A *Good Catch* is an **event that did not reach a patient** but *only* because of chance or timely intervention. Hospitals typically refer to these as *near misses* or *close calls*. A *Good Catch* is a win for patients, staff and hospitals because corrective action is taken, and it presents the opportunity to prevent future risk.

PRELIMINARY GOAL SETTING

Participating facilities are asked to provide an annual goal for increasing Near Miss reporting, to be reported as **Total Number of Near Misses for 2017 in the Letter of Participation agreement**. To establish facility-specific stretch goals, ADN PSO recommends consideration be given to the following industry guidelines:

- 3 near miss reports from every clinical staff employee per year.
- 3 near miss reports for every adverse event reported per year.
- % increase over Near Miss Reporting Baseline (2016).

THE DATA ENTRY PROCESS

ADN PSO will provide participating hospitals complimentary access to its web-based, proprietary Performance Reporting System to allow secure data entry of monthly near miss volumes. Each organization's Primary Contact for the Good Catch campaign will be able to access the PRS, via a facility-specific URL, utilizing an assigned user ID and password. ADN PSO will provide video tutorials on application usage as well as ongoing support for users. Since only monthly volumes of near misses will be submitted for the purposes of this initiative, we estimate that data entry into the PRS will take a maximum of **10 minutes** per month.*

Each facility's data will be visible only to ADN PSO and will not be shared with any other participating organization. Note that participation in the Good Catch campaign does not constitute PSO membership nor does it invoke any federal protections associated with PSO participation.

** ADN PSO expects that participating hospitals have an existing mechanism for capturing Near Miss reports from staff including paper tools, self-developed electronic applications and/or third-party vendor products. ADN PSO will accept monthly volumes of Near Miss Reports as aggregated through the facility's collection method. For example, Hospital ABC would confirm the number of Near Misses reported for January 2017 in its internal system. Then, the hospital's Primary Contact would login to the PRS and enter that number as the monthly volume for January 2017.*

EXPECTATIONS & ESTIMATED RESOURCE ALLOCATIONS

Participating hospitals will implement the Good Catch campaign for at least one year. A facility's Primary Contact can expect to devote up to an estimated 42 hours to the initiative over the course of a year with ongoing support from ADN PSO.

	WHAT YOUR ORGANIZATION WILL NEED TO DO	TIME
Baseline Data Entry	Enter the number of <i>near misses per month</i> reported by frontline staff in CY 2016 into ADN's Performance Reporting System to establish a baseline for comparison purposes.	2 hours/ year
Education & Promotion	Promote the initiative within your facility and work to engage key staff members via: daily huddles, department rounds and meetings, newsletters, staff orientations, system-wide emails, etc.	3 hours/ quarter
PRS Data Entry	Enter the number of near misses reported by frontline staff each month into the PRS to ensure quarterly deadlines are met.	30 minutes/ quarter
Goal Progression	Use PRS targets and the color-coded dashboard to evaluate ongoing progress toward monthly and annual goals. Use the results to shape engagement efforts.	30 minutes/ quarter
Communication with ADN PSO	Participate in an initial launch webinar as well as occasional phone calls as needed. Disseminate updates and implement engagement tips.	2 hours/ quarter
Individual Quarterly Award Submission	Monitor details of monthly near miss reports to identify at least one impactful event. Submit an application(s) for the quarterly individual award to be considered by ADN PSO.	2 hours/ quarter
Annual Award Submission	Track any changes that result following the reporting of near misses at the department and/or organizational levels. Submit an application for an annual award showcasing your most successful strategy or initiative prompted by near miss reporting.	2 hours/ quarter

HOW ADN PSO IS GOING TO SUPPORT YOUR TEAM

- Provide complimentary access to ADN's proprietary Performance Reporting System (PRS) for secure data entry of near miss reports.
- Set up the PRS for use by hospital's Primary Contact with a facility-specific URL, User ID and Password.
- Host a launch webinar to outline the Good Catch campaign and demonstrate how to use ADN's PRS application.
- Provide ongoing user support as well as video tutorials on application usage.
- Work with hospital staff to establish unique reporting goals.
- Provide graphics and templates for use in introducing and promoting the Good Catch campaign across a facility.
- Send email reminders of approaching data submission and award application deadlines as well as updates on progress toward facility and campaign goals.
- Provide ongoing tips for campaign management and staff engagement.
- Select award winners to recognize individual, department and organizational achievements.