

Applied Strategies for Improving Patient Safety: On-line Data Management System

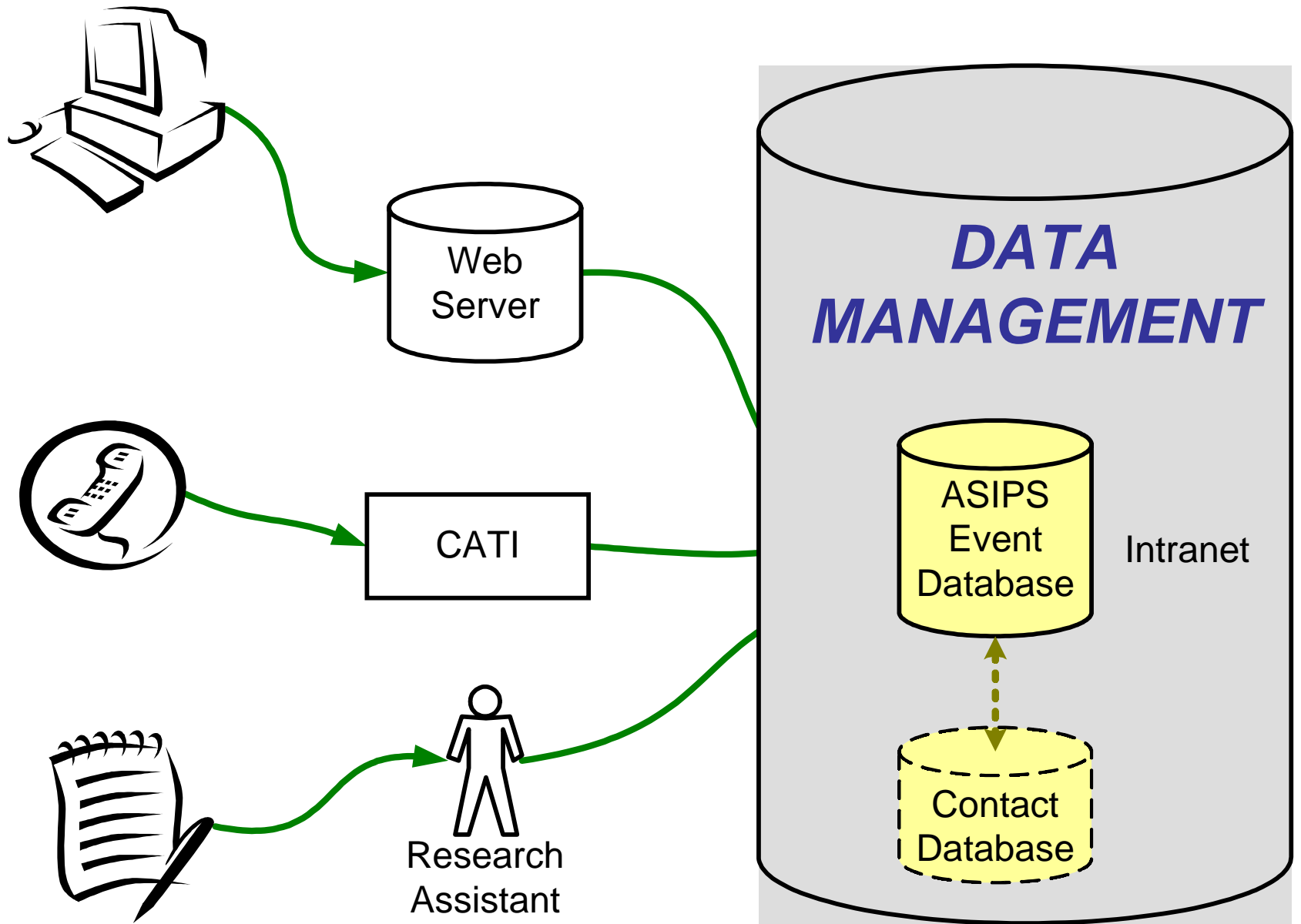
**Wilson Pace, MD, Greg Higgins,
Daniel Harris, PhD, David West, PhD,
Deborah Main, PhD, Doug Fernald, MA**

ASIPS Collaborative

- **Primary care, practice-based patient safety project**
- **Over 400 clinicians and staff involved**
- **Patient Safety Reporting System accepts anonymous and confidential reports**
- **Report submitted in paper, telephony and web based formats**

ASIPS Collaborative

- **All reports entered into web-based data management system (Intranet access only)**
- **Complex data management process managed on-line with paperless system**



Distribution of Event vs. Harm

| EVENT TYPE: | Distribution w/in Harm Group (N=116) ^(a) | | Distribution w/in Completed Cases (N=608) ^(a) | | % Completed Cases Resulting in Harm |
|------------------------|---|---------------|--|---------------|-------------------------------------|
| | N | % | N | % | |
| Communication | 64 | 55.17% | 338 | 55.59% | 18.93% |
| Documentation | 41 | 35.34% | 332 | 54.61% | 12.35% |
| Error in Procedure | 74 | 63.79% | 336 | 55.26% | 22.02% |
| Drug Error | 62 | 53.45% | 165 | 27.14% | 37.58% |
| Other | 22 | 18.97% | 80 | 13.16% | 27.50% |
| Judge/Know. | 38 | 32.76% | 129 | 21.22% | 29.46% |
| Delay in Action | 70 | 60.34% | 273 | 44.90% | 25.64% |
| Diagnostic Testing | 52 | 44.83% | 329 | 54.11% | 15.81% |
| | | | | | |

^(a) N's may add up to more than Total N and and %'s may add up to more than 100% because cases are coded with more than one participant, intervention,

Distribution of Participants

| PARTICIPANTS WITH PRINCIPAL OR SHARED RESPONSIBILITY | Distribution w/in Harm Group (N=116) ^(a) | | Distribution w/in Completed Cases (N=608) ^(a) | | % Completed Cases Resulting in Harm |
|--|---|---------------|--|---------------|-------------------------------------|
| | N | % | N | % | |
| Clinician | 68 | 58.62% | 231 | 37.99% | 29.44% |
| Other Licensed Provider | 14 | 12.07% | 106 | 17.43% | 13.21% |
| Non-licensed Staff | 19 | 16.38% | 105 | 17.27% | 18.10% |
| Patient | 10 | 8.62% | 35 | 5.76% | 28.57% |
| 3rd Party | 28 | 24.14% | 98 | 16.12% | 28.57% |
| | | | | | |

^(a) N's may add up to more than Total N and and %'s may add up to more than 100% because cases are coded with more than one participant, intervention, event type.

Reporter and Discover of Harm

| REPORTER: | Harm Group (N=116) ^(a) | |
|--------------------|-----------------------------------|--------|
| | N | % |
| Clinician | 84 | 72.41% |
| Licensed Staff | 15 | 12.93% |
| Non-licensed Staff | 2 | 1.72% |
| Other | 2 | 1.72% |
| Unknown | 14 | 12.07% |
| Caregiver | 93 | 80.17% |
| Patient | 9 | 7.76% |
| | | |