



Wisconsin Academy of
Family Physicians

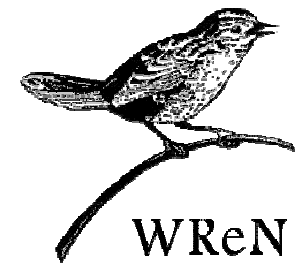
Straight From the User: Error Reporting System Guidelines

Kamisha Hamilton Escoto, MSIE

University of Wisconsin-Madison

Ben-Tzion Karsh, PhD

John Beasley, MD



Background

- Motives for study
 - Scarcity of research of errors in primary care
 - Human factors methodology for system development
- Study purpose – To describe the preferences of family physicians and clinical assistants regarding the design of a statewide medical error reporting system in Wisconsin

Methodology

- User-centered design model
 - Series of separate focus groups of physicians (n=8) and clinical assistants (n=6)
- Sixteen total focus groups covering topics ranging from system purposes and barriers and motivators for reporting, to reporting content and medium
- Meetings occurred by teleconference - were audio-taped, edited and transcribed for analysis

Methodology- Analysis

- Qualitative methodologies
 - Content analysis
 - NVivo software
 - Process/Outcome Matrix -
 - Outcomes: 'Clinicians find desirable', 'Clinicians do not find desirable'

Results - Content

- Content preferences
 - Adverse/near miss reporting
 - Situational details
 - Who, what, when, where, why
 - Working conditions
 - Tools/technologies employed

Results – Event Analysis

➤ Event analysis

- Contributing factors
 - E.g. patient condition, communication, scheduling, staffing
- Preventive factors
 - Could possibly lead to database of preventive measures
- Mitigating factors

Results - Identification

➤ Identification

- Clinician

- Job title, experience level

- Patient

- Information relevant to the occurrence

➤ Identification concerns based on fear of punitive measures and necessary information for occurrence analysis

Results - Format

➤ Checkboxes

- Time saving ability
- Enables quick entry of information
- Facilitates quicker analysis

➤ Narrative

- Appropriate for listing details of occurrence

Results - Medium

➤ Flexibility

- Paper based
- Phone
- Fax
- Electronic (web based)

➤ Consistent availability

➤ Easy fit into current work setting

Implications

- Integration of local and statewide systems
 - Duplicate reporting adds to workload
- Common format for error reports
 - Form design, data collection, storage
 - Standardization of multiple modes of data entry