

# Beaumont Health System, Royal Oak, MI

## Promoting Medical Error Reporting by Residents

Sharon Wilson, MS; Jeffrey M Devries, MD, MPH

**Background:** We sought to increase resident/fellow involvement in patient safety and healthcare quality improvement initiatives by identifying and reporting opportunities for improvement. We wanted to enhance residents' attention to quality and safety lapses, whether resulting in patient harm or near misses, and to promote collaboration between GME and patient safety/quality improvement personnel.

**Methods:** The quality improvement team met with all 40 residency and fellowship programs individually to educate them regarding the patient safety/quality improvement reporting process and incident follow-up. Every resident/fellow in each program was then requested to identify a perceived patient safety concern and complete a patient safety/quality improvement report. Patient safety/quality improvement staff reviewed all submitted reports and provided feedback 1 month later at resident meetings.

**Results:** Prior to the beginning of the educational sessions in January 2014, only 6 patient safety/quality improvement reports were completed by residents and fellows from January-June 2013, and 8 reports were completed from July-December 2013. However, in the January-June 2014 time frame, 55 reports were completed, and the number increased to 117 in the July-December 2014 time frame. The educational intervention yielded a 12-fold increase in medical error reports submitted by residents.

**Conclusions:** This project encouraged discussion about medical error reporting and resulted in more involvement by residents in quality committees. Also, in cooperation with the quality improvement team, changes were made to the online patient safety/quality improvement reporting form to include an optional data field identifying the status of the individual submitting the report (resident, nurse, etc) so even when reporting anonymously, residents can be identified as residents.

### FINAL WORK PLAN – Beaumont Health System

Team Charter/Objectives	We saw a need to increase resident/fellow involvement in patient safety/quality improvement initiatives by identifying and reporting opportunities for improvement. We wanted to enhance residents' attention to quality and safety lapses and to increase their comfort in reporting patient safety concerns. We wanted each resident/fellow to report at least once in the reporting system. The GME team worked closely with the quality improvement team to ensure compliance with this objective.
Project Description	The patient safety/quality improvement staff met with all residency/fellowship programs on an individual basis to describe the patient safety/quality improvement reporting process and follow-up. Every resident/fellow in each program was asked to identify a perceived patient safety concern and complete a report. For training purposes, these reports were flagged as part of the Quality Improvement Project Group. Patient safety/quality improvement staff reviewed and discussed the identified patient safety concerns with the individual residents/fellows and gave them feedback. This pilot project began with the emergency medicine residency program.
Vision Statement	At the end of this project, the number of residents/fellows actively reporting in the patient safety/quality improvement data system will be 25%, and the number of residents/fellows creating quality improvement projects related to the data reported in the patient safety/quality improvement will be 10%.
Success Factors	The most successful component of our work was the engagement of the quality staff to assist in the timely feedback of the patient safety/quality improvement reports. We were inspired by the medical error reports that were completed by the residents.
Barriers	The largest barrier we encountered was the reporting system. We worked to overcome this problem by utilizing quality staff to manually pull reports. A new system is being purchased in the near future.
Lessons Learned What is the single most important piece of advice for another team embarking on a similar initiative?	Get buy-in from the quality department and the resident leadership. Both groups need to be totally engaged to make this kind of initiative a success.