



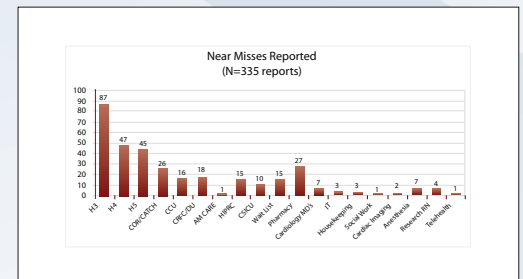
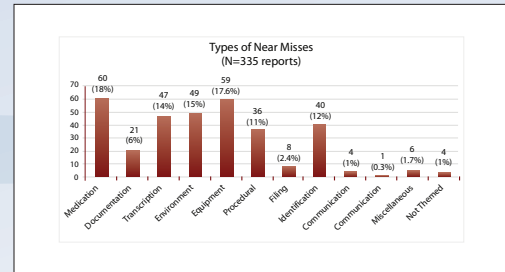
We celebrate the efforts of the organization as they develop noteworthy activities, practices, or processes that are innovative and tied to CCHSA's Quality Standards.

The Near Miss Program

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■ This Practice is Linked to CCHSA Standards

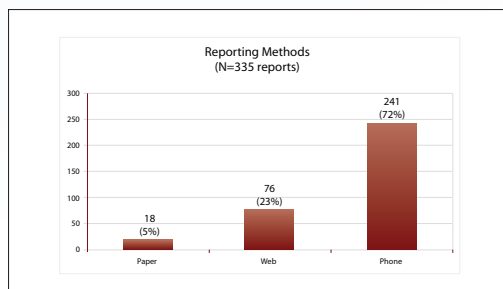
- Near Miss Project meets 3 CCHSA ROP's
1. Culture: Establish a reporting system for actual and potential adverse events, including appropriate follow-up.
 2. Communication: Inform and educate patients/clients and /or family about their role in patient safety, using both written and verbal communication
 3. Worklife/Workforce:
 - Develop and implement a plan and process to assess patient safety issues within the organization, and to carry out improvement activities.
 - Deliver at least annual education/training on patient safety to all staff, including targeted patient safety focus areas within the organization.



■ This Practice Demonstrates Efficiency in Practice

- This is not an efficiency practice, but a practice linked directly to CCHSA standard ROP's
- Safety Issue:
 - Incident reporting is the primary means through which adverse drug events and other risks are identified, BUT staff are not using the incident reporting system therefore, opportunities for addressing system failures are lost.
 - UOHI Initiative: 3 month prevalence study was carried out to evaluate different strategies of capturing near misses in order to determine how this reporting system might be used.

■ This Practice Demonstrates Successful Results



■ This Practice Shows Innovation and Creativity

- The safety culture of our organization began to shift so that patient safety became a 'water cooler' conversation
- Accomplished by: providing, user friendly, anonymous reporting methods as well as education about near miss reporting to all health care professionals and non clinical staff.
- Staff appreciated the simplicity of the phone reporting system:
 - quick
 - easy,
 - user friendly
 - always accessible.
- 95% of the reporters identified themselves.
- Creative Communication ensured success.

■ This Practice Can be Adapted by Other Organizations

- In our organization...*
- These innovative approaches are sustainable in our current environment.
 - An existing infrastructure supports the management of the paper incident reporting system.
 - The phone and web based methods do not increase the resources used by this system, but do increase reporting frequency.

