

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

## **Adverse Event Reporting at VON: A Community Approach to Safety**

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### ■ This Practice is Linked to CCHSA Standards

- **Adverse Event Reporting is linked to the following CCHSA standards:**

L&P 13.1  
L&P 13.2  
L&P 13.9  
CHS 3.5

### ■ This Practice Demonstrates Efficiency in Practice

- **Efficiency in practice occurs due to the following:**
  - Immediate capture of data
  - Prompting of timely follow up and investigation
  - Standardized data collection allows for organization wide trending of information
  - The organization is made aware of high and critical events immediately which enhances responsiveness

### ■ This Practice Demonstrates Successful Results

- **Success has been demonstrated in the following ways:**
  - Use of the Event Reporting System (ERS) has been much greater than anticipated (triple the amount of use)
  - VON Canada has the first ever organization wide, regional, and local trending of adverse events and related information
  - Allows for a more cohesive organization wide approach to addressing trends and issues; helps to standardize processes and maximize efficiencies
  - Staff generally like the system – our challenge now is to provide timely feedback to staff on how issues are being addressed

### ■ This Practice Shows Innovation and Creativity

- The ERS was developed in house through a collaboration between the Quality & Risk team, and IT / IM
- **Technology has been used creatively to enhance the use of the system (we have found out you don't need a lot of money to have a decent reporting system – just patient IT staff!!)**
- The tool helps us explore not only adverse events, but areas of strength as well

### ■ This Practice Can be Adapted by Other Organizations

- The VON Canada ERS is not technologically complicated
- The ERS can be adapted to individual organization needs
- Data can be used and collected as needed
- The larger issue is that the success of the ERS is dependent upon a culture of "no blame" when it comes to reporting errors and events.

