IT'S A GOOD CATCH!

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Introduction:

Creating a safety culture is always a top priority for hospitals. The current Risk Management System (RMS) was not suitable in reporting near miss cases as there were no option for near miss category. Hence, many near misses which happened were not reported and tracked.

Aim:

To build a safety culture among nurses and provide an environment where staff is confident to be open and frank in reporting

Methodology:

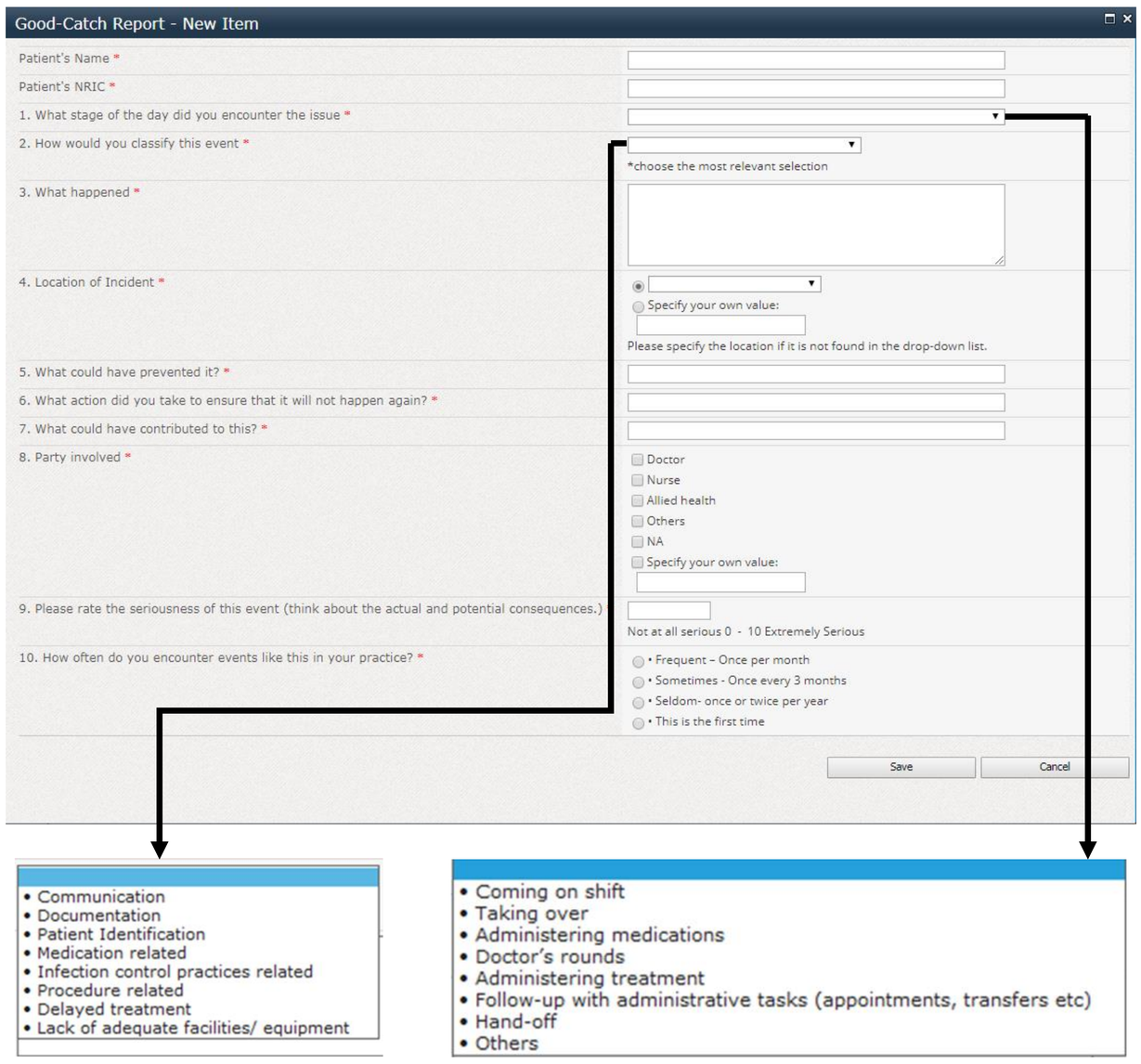
The team brainstormed on ways for nurses to report any near misses with no investigation or root cause analysis needed after reporting.

- Near miss incident **occurred**
- Staff **report** incident through NSQ Infopedia page
- NSQ team will **extract** data and look through the cases
- Cases will be sent to respective stakeholders for **corrective measures**

✓ **No follow up actions required** from the reporting staff or supervisors after near miss reporting
✓ Staff is not required to submit their name when reporting near miss
✓ Time taken is lesser

The electronic form for near miss reporting was designed with few triggered questions for easy reporting and analyzing the data into the specific categories. E.g. stage of the day, classification of the incidents, and etc. Hence, reporting staff do not required to spend much time in writing the details.

Sample of the e-form on Nursing Safety & Quality Infopedia page:



Results:

The Nursing Safety & Quality Infopedia page was enhanced to create a platform to report near misses. Near miss data will be used by Nursing Safety & Quality team for opportunities to prevent future incidents and explore corrective measures to promote patient safety.

There were a total of **319** cases raised in year 2017.

Conclusion:

This platform of reporting near misses provide accessibility and simplicity for nurses.