

Voluntary Event Reporting

Efficient, effective incident reporting and review

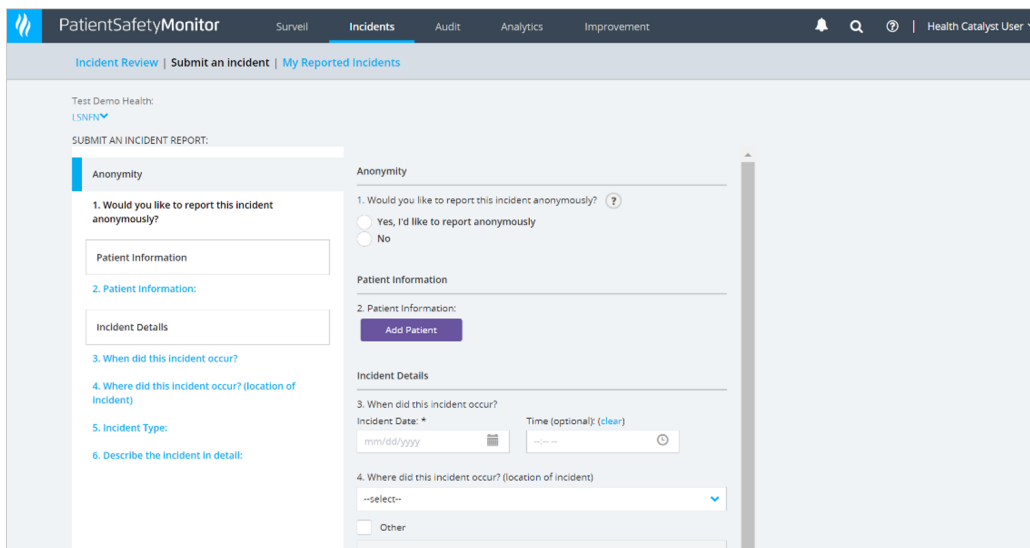
Type: Software Application

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Powered by the Health Catalyst Patient Safety Monitor™ application, Voluntary Event Reporting provides streamlined incident reporting and review, building a more accurate, comprehensive, and insightful account of any unsafe conditions or adverse events in your organization—and helping your organization identify new opportunities for improvement.



The screenshot shows the 'PatientSafetyMonitor' interface. The top navigation bar includes 'Surveil', 'Incidents', 'Audit', 'Analytics', and 'Improvement'. The main content area is titled 'SUBMIT AN INCIDENT REPORT:' and contains a form with the following sections:

- Anonymity:** A question '1. Would you like to report this incident anonymously?' with radio buttons for 'Yes, I'd like to report anonymously' and 'No'.
- Patient Information:** A section with a text input field and an 'Add Patient' button.
- Incident Details:** A section with a question '3. When did this incident occur?' and a date/time picker.
- Location:** A question '4. Where did this incident occur? (location of incident)' with a dropdown menu and an 'Other' checkbox.

The Voluntary Event Reporting Application provides the ability for users to submit incident reports anonymously or by username.

The problem

Patient safety teams struggle to have accurate, timely, and comprehensive incident reporting. A key reason: Existing incident reporting solutions have complex workflows and require too much time of busy frontline providers. What's more, products typically don't support a feedback loop, which discourages reporting since staff have no way of knowing if their submissions make a difference. And most products don't include robust analytics and visualizations to help guide reviewers to the correct resolution.

Our approach

The Voluntary Event Reporting Application provides an elegant and efficient solution for incident reporting and review, making it easy do the right thing for patient safety. Users can submit reports—anonously or under their own username—with only six clicks, and event reviewers use the same platform to view, identify, and document events while following up with the built-in feedback loop. By ensuring your teams have what they need to report, follow up, learn, and improve, Voluntary Event Reporting offers game-changing support for organizations dedicated to nurturing a safety culture and leveraging reliable data and analytics for better outcomes .

Intended Users

- Chief quality officer
- Risk manager
- Patient safety, quality risk, or healthcare facility staff member

Potential data sources

- EMR - Clinical
- Billing
- Clinical Specialty

Key measures

- Mortality
- Length of Stay (LOS)
- Adverse Event Rates
- Cost
- Patient Satisfaction

Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, see our [success stories at healthcatalyst.com](https://www.healthcatalyst.com/success-stories)

Benefits and features

- **Document easily, quickly, and clearly.** Efficient documentation form design uses standardized required questions and a freeform text field to easily capture all necessary information.
- **Remove any potential reluctance to report.** Users have the choice to submit incident reports anonymously or under their own usernames. Anonymity is maintained if reviewers contact reporters to give feedback or solicit additional detail.
- **Follow best practices for safety culture.** The built-in feedback loop allows users to easily view the status and assignee for any report that you submitted, even if it was submitted anonymously.
- **Ease of review.** View all incident reports in one place and quickly document events if you determine one occurred.
- **Build a better basis for improvement.** Within PSM, data from VER is aggregated with data from trigger-based surveillance to create a richer and more accurate basis for analysis and improvement.

Use cases

- **A healthcare facility staff member** cares about the patient experience, but is afraid of getting in trouble for submitting a report. When he does submit a report, he is discouraged since it takes him a long time to draft it—and he's not even sure if anyone reads it. Now, with Voluntary Event Reporting, the staff member can submit reports anonymously. The required questions and feedback loop help ensure he completes reports quickly and receives a response with the built-in feedback loop.
- **A Risk Manager** is overwhelmed with identifying whether harm occurred for all incidents reports; the information provided is usually too disparate, which compels her to follow up with the reporter for missing information. Now with Voluntary Event Reporting, the Risk Manager can easily review and identify risk, while efficiently following up with the built-in feedback loop.

Contact us

For more information on how Health Catalyst products and services can help your organization, please contact us:

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