Increase Event Reporting Checklist: Blueprint for Success

ADNPSO
AMERICAN DATA NETWORK
PATIENT SAFETY ORGANIZATION

RECOMMENDED IMPLEMENTATION STRATEGIES	✔
Senior Leadership Engagement	
● Seek endorsement, resources, and support from senior leaders	
● Incorporate routine messaging from top senior leaders to emphasize the importance of event reporting to the organization's safety culture *(See Senior Leaders Communication Templates)*	
● Ask senior leaders to publicly celebrate and recognize reporters who identify safety issues that lead to improvements or prevent harm	
Preliminary Assessments	
● Evaluate historically reported event data to gain quantitative (trending) and qualitative (content) insights	
● Establish an organizational goal/target for increasing reports over baseline	
● Review organizational definitions, accountability, collection, and feedback processes for event reporting	
● Assess staff knowledge of reporting Incidents, Near Misses, and Unsafe Conditions via surveys, interviews, etc.	
● Use recent AHRQ Culture of Safety Survey results to identify factors/perceptions influencing event reporting	
Planning Phase	
● Establish implementation plan and timeline, allowing ample promotional time prior to launch	
● Tailor actions to address barriers and leverage strengths identified during the preliminary assessments	
● Consider implementing Intensive Reporting Days to increase patient safety mindfulness and focus staff's efforts *(See Intensive Reporting Days Checklist and Communication Samples)*	
● Define expectations for staff to electronically report any event, large and small, administrative and clinical	
● Identify internal communication channels for generating awareness and enthusiasm	
● Consider developing or revitalizing an internal reward and recognition program	
● Design a contest between locations to incentivize increased reporting *(See Event Reporting Contest Poster)*	
● Identify reporting champion(s) per department or clinic to bolster staff engagement	
● Develop a routine schedule and appoint designees to review event reporting volumes and goal progression	
Communication & Promotion	
● Advertise the increased reporting initiative via multiple channels to ensure staff awareness	
● Engage managers and champions in communicating reporting goals, staff expectations, and contest details	
● Educate and train staff on the importance of event reporting and its relationship to a healthy culture of safety	
● Display informational posters in high-traffic areas to remind staff to input every recognized event	
● Promote event recognition by disseminating specific examples that clarify and inspire reporters from various disciplines *(See Event Reporting Examples Posters and Tipsheets)*	
● Emphasize the importance of capturing Near Misses and Unsafe Conditions, in addition to Incidents *(See Event Category Weather Forecast Poster and/or Anatomy Infographics)*	
● Dispel common myths surrounding event reporting by prominently displaying tips to overcome reporting barriers *(See Barriers to Reporting Poster)*	
Launch & Implementation	
● Schedule iterative reminders to reinforce the event reporting goals via emails, huddles, meetings, intranet, etc.	
● Close the feedback loop with each reporter with an appreciation email, nomination for recognition, and updates on resulting improvements	
● Aggregate and analyze reported events to identify and prioritize opportunities for improvement	
● Disseminate lessons learned and design action plans to mitigate future risk and harm	
● Engage senior leaders in recognizing reporters to demonstrate support for the culture of safety	
● Celebrate contest winners to underscore participation and sustain momentum	
Evaluation Phase	
● Monitor overall and location-specific volumes to track goal progression and focus improvement efforts	
● Provide timely, relevant feedback at all organizational levels	
● Gather feedback from managers, champions, and staff to identify and address opportunities for improvement	