Intensive Reporting Days: 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 identify the days of the week with the highest reporting volumes	
● Assess census or visits per day to identify the days of the week with the highest patient volumes	
● Review staffing matrix to avoid selecting low staff days	
● Select a particular day for weekly intensive reporting, where staff input every single recognized error	
Planning Phase	
● Recommend grouping clinics or departments for a phased approach to communication and rollout	
● Establish implementation plan and timeline, allowing ample promotional time prior to launch	
● Include a communication plan to introduce the concept of intensive reporting days	
● Define expectations for staff to electronically report any event, large and small, administrative and clinical	
● Tailor plan to address existing barriers to reporting of Incidents, Near Misses, and Unsafe Conditions	
● Develop a personalized feedback loop with reporters that acknowledges receipt of event and provides follow up on resulting improvements	
● Design a contest between locations to incentivize increased reporting *(See Event Reporting Contest Poster)*	
● Identify a reporting champion per location to help raise awareness and promote participation	
Communication & Promotion	
● Advertise the intensive reporting start date via multiple channels to ensure staff awareness	
● Educate managers and staff on the concept of intensive reporting days at least 1 week in advance of launch date *(See Intensive Reporting Days Communication Templates)*	
● Engage managers and champions in communicating reporting goals, staff expectations, contest details	
● Display informational posters in high-traffic areas to remind staff to input every recognized event on selected intensive reporting days *(See Intensive Reporting Day Poster)*	
● Promote event recognition by disseminating specific examples that clarify and inspire reporters from various disciplines *(See Detailed Event Types Resource)*	
● Emphasize the importance of capturing Near Misses and Unsafe Conditions, in addition to Incidents	
● 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 intensive reporting via emails, huddles, meetings, intranet, and other available avenues	
● Close the feedback loop with each reporter with an appreciation email, nomination for recognition, and updates on resulting improvements	
● 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	
● Implement a routine schedule for reviewing event reporting and goal progression	
● Track overall and location-specific volumes by day of the week to gauge impact of intensive reporting days	
● Share results at all levels to support organizational learning and transparency	
● Gather feedback from managers, champions, and staff to identify opportunities for improvement	