

A Sustainable Good Catch Program to Promote Culture of Safety

Raji Thomas, DNP, MBA, RN; Karen Silvestri, MSN, RN; Daniel Micek, MSN, RN, CPPS



Aim:

The goal of the Good Catch program at Rush University Medical center is to encourage reporting of near misses and self-reporting of errors by the frontline employees to promote a culture of reporting and learning in a 664-bed academic medical center. Identifying good catches (or near misses) provides an opportunity to proactively understand and fix the system vulnerabilities before they reach the patient. Good Catch program was also implemented to support the Just Culture environment at Rush, where an employee is responsible for following safe practices in their everyday work, but is not held accountable for flawed systems and processes. The goal is to eliminate all preventable serious safety events by improving systems and processes to make patient care safer at Rush University Medical Center.

Participants:

Any employee including students and trainees who prevent an error from reaching the patient is entered into recognition program. The leadership is responsible for recognizing these outstanding employees.

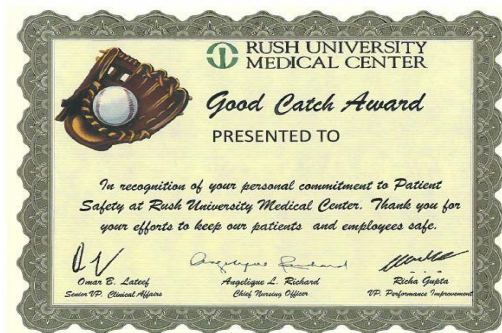
Background:

The Good Catch program was implemented in 2015, prior to which there was no systematic approach to tracking near miss reporting and to formally recognize reporters of near misses. Implementation of the program coincided with roll-out of Just Culture and Daily Safety Briefing initiatives in the organization and helped solidify the organizational efforts to support a culture of safety in the organization. Good catches by our employees have helped us identify system or process issues with potential to cause patient harm from reaching the patient, by providing an opportunity to learn what happened and then take action to correct the underlying causes – all before they reach the patient. Our ultimate goal is to eliminate all preventable serious safety events by improving systems and processes to make patient care safer at Rush University Medical Center. We have experienced great safety success stories from our own employees where their critical thinking and commitment to patient safety prevented system errors from reaching the patient. It is because of action taken every day by dedicated employees like the Good Catch Awardees that Rush continues to be a front-runner in patient safety and our program allows us to personally thank and recognize our employees who go beyond and above to make patient safety a priority.

Program Design:

Through its monthly Good Catch program, the Department of Patient Safety Performance Improvement honors staff who have identified a system or process issue that has the potential of harming a patient. The Good Catch honorees have prevented medical errors from reaching patients through consistent use of safety behaviors and safety tools.

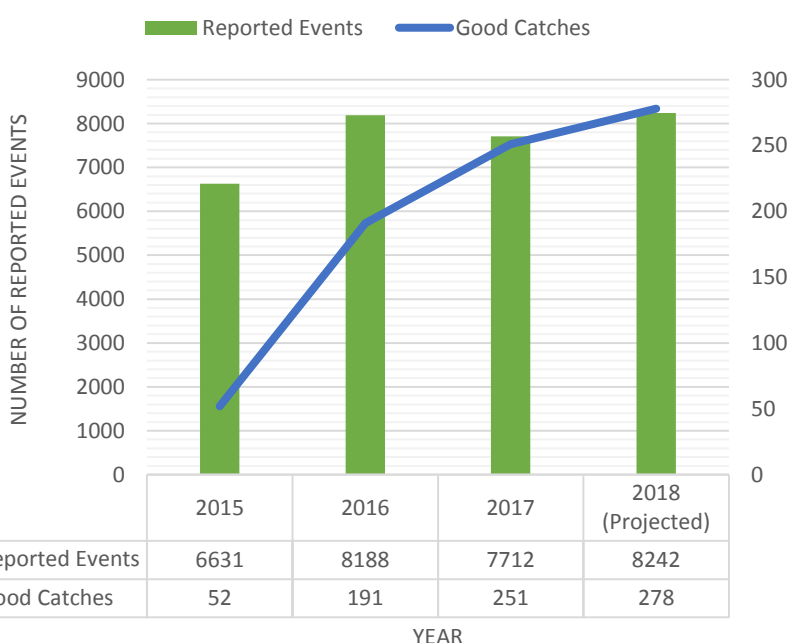
- In recognition of each honoree’s dedication to patient safety, each receives a good catch award and a \$10 certificate to the cafeteria on behalf of the Chief Medical Officer, Chief Nursing Officer and Vice President of Performance Improvement.
- Good Catch’s are also recognized at the Daily Safety Briefing and a brief description of how the employee prevented error and their name as well as area of employment are added to the daily summary distributed throughout the organization.
- The good catch stories are also featured monthly in intranet news stories and Safety Newsletters.
- Quarterly, three Good Catch honorees whose action(s) have helped to improve system processes to make patient care safer at Rush are named Safety Stars who receive their award at the employee recognition celebration luncheon and award ceremony.



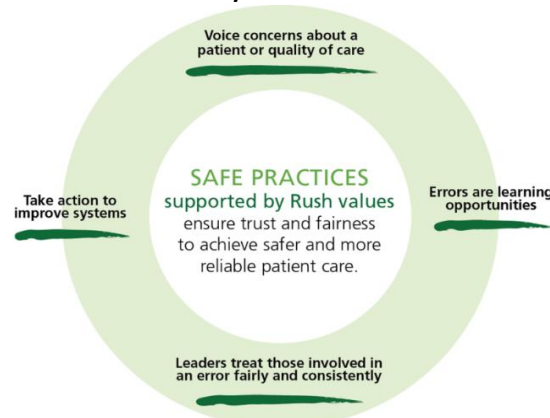
Results:

Since the implementation of the Good catch program, we have seen a steady increase in the number of reported events as well as the number of good catches reported by the frontline employees. The feedback from the leaders over these areas has been very positive who also take a great deal pride in the total number of near misses reported by their areas monthly and eagerly participate in the recognition of the employees who report them. Many departments have implemented department level recognition programs in addition to the house-wide Good Catch program to further promote reporting by their employees. Several committees including Medication Safety Committee includes the number of good catches and description in the monthly reports. Good catches are highlighted in the Daily Management Huddles.

Increase in number of reported events and good catches



Model of Culture of Safety at RUMC



Next Steps:

The Good Catch program is being rolled out to the medical offices and off-site clinics to encourage reporting from those areas and to continue to support a strong culture of safety as these areas are experiencing rapid growth and development. The program will also be shared with the rest of the sites within the system. A plan for sustaining this program includes initiation of patient safety rounding to promote awareness and to encourage more reporting.

References:

Wallace, S..C., Mamrol, C & Finley, E. (2017). Promote a culture of safety with good catch reports. *The Pennsylvania Patient Safety Advisory*. Sep;14(3)