2BSafe Reporting

CMC's Quality & Safety Event Reporting System

Introduction

- 2BSafe has 2 modules – one for feedback and one for incidents.
- The Feedback Module is overseen by CMC's Patient Experience Department and is used for patient feedback such as patient grievances
- This education is focused on the incident modules which is used for quality and safety event reporting

Why Report Quality and Safety Events?

- CMC strives to enhance the safety of patients, visitors, and employees, and to minimize financial loss to CMC.
- CMC supports a culture of safety, which empowers staff to identify unsafe systems and processes.
- 2BSafe reporting is used to help accomplish these important objectives through detection, evaluation, and prevention.

2BSafe Quality and Safety Reporting

- What to Report:
  - Anything that occurs outside the normal process
  - Anything that has the potential to cause harm
  - Near miss events (that were avoided by chance not by safe systems)
- Who Can Report:
  - **Anyone and everyone**!

2BSafe Reporting (cont'd)

Only use corporate compliance for corporate compliance issues like government fraud, false claims, or fraudulent billing.

Don't use 2BSafe as a replacement for communication with your colleagues. However, do use 2BSafe following an incident or event to report the following:

- Incidents affecting patients:
  - Blood/blood products
  - Corporate compliance
  - Documentation and data accuracy
  - Equipment/instrument/device
  - Falls
  - High risk events
  - HIPAA incidents
  - Lab events
  - Medication errors
  - Neonatal care
  - Obstetrical care
  - Safety/behavioral
  - Security (to be completed by security department)
  - Skin integrity
  - Treatment/procedure
- Incidents affecting staff:
  - Corporate compliance
  - Employee injury – includes falls*
  - Security (to be completed by security department)
- Incidents affecting visitors, contractors or members of public:
  - Fall (visitor, contractor and member of public)
  - Safety/behavior (affecting public/visitors)
  - Security (to be completed by security department)
- Incidents affecting the organization:
  - Corporate compliance
  - Internal organizational event
  - Security (to be completed by security department)

***Remember Employees Falls are reported under Employee Injury even if you fell and you are not injured.**

Process to Enter a 2BSafe Report:

CMC Intranet > Click "2BSafe Incident/ Event Entry"

CMC
CATHOLIC MEDICAL CENTER
a member of GraniteOne Health

It's turkey time!
Thu, Nov 15, 6 AM—6 PM
Gobble by the employee parking lot, don't forget your

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Department	Clinical Information
*** Joint Commission ***	*** Capacity Management Suite-Teletracking ***
Administrative Manual	
Behavioral Health	*** Meds2Beds ***
Board of Directors	
Budget/EPSi	*** M*Modal/Fluency Direct Users Guide ***
Premier Productivity & Benchmarking	*** M*Modal CDI Engage Pocket Guide ***
CMU	*** Provider Documentation ***
Corporate Compliance	*** Dictation Instructions ***
Community Health Services	*** E-Sign Instructions ***
CVSU	
Data Analytics	PDMP NH
Department of Education	
Diabetes Resource Institute	CMC Call Schedule
Diagnostic Imaging	
Disaster Management Manual	2BSafe Incident/Event Entry
Documentation Improvement	Ad Hoc Report Request
Employee Health	Anticoagulation Management
E100	Antimicrobial Stewardship Program
Electrophysiology Lab	CMC Antibiogram
Emergency Department	CLINICAL INFORMATICS
Employee Benefits	CPOE Sunrise Frequently Asked Questions
External Education	

2BSafe Incident Entry

Details of person reporting the incident

Person Reporting

First Name

Last Name

Email

By providing your email address updates regarding the investigation and outcome of this event will be sent to you.

Work Phone Number

Incident date and time

★ Incident date (MM/dd/yyyy) 12/16/2015

Was this date actual or estimated?

★ Time of incident (hh:mm)

Incident location

★ Location

★ Department

Physical Location

Incident Type

★ Type of Person Affected

An incident affecting the organization refers to larger events that impact the healthcare system (ie. bomb threat, fire, mass casualty)

★ Event Type

Process to Enter a 2BSafe Report (cont'd):
Use the dropdown menus to identify the Incident Type
- Please note the Event Type used for Condition H

Incident Type

* Type of Person Affected An incident affecting the organization refers to larger events that impact the healthcare system (ie. bomb threat, fire, mass casualty)	Incident affecting Patient
* Event Type	High Risk Event
* Detail	Condition H

If the Incident involves a patient, be sure to identify the patient!!

Process to Enter a 2BSafe Report (cont'd):

Enter the People Involved

The red asterisks indicate a required field

People affected
Please fill in Last Name and Date of Birth before selecting Search.

* Person Affected	Patient
* Last Name	Search
* DOB MM/DD/YYYY (MM/dd/yyyy)	
* First Name	
Patient Account #	
Medical Record Number	
Email	
Address	
Telephone number	
* Was the person injured in the incident?	

Add Another

Process to Enter a 2BSafe Report (cont'd):

Enter the Description… Only the Facts

Incident Details

★ Description of Incident

Enter facts, not opinions.

Please document the facts regarding the event. Do not write accusations or assumptions. Include necessary details to allow for a thorough investigation. Remember, you are submitting a safety or risk event, you are NOT writting up a person.

★ Action taken

Enter action taken at the time of the incident

This section is for the actions taken at the time of the event to ensure safety for all involved or those potentially affected

Incident Result and Severity

★ Result

★ Severity

Additional information

Were there any witnesses to the incident?

Was any other person involved in the incident?

Are there any documents to be attached to this record?

Submit Cancel

The do's and don'ts when describing the event

- Do include facts
- Don't blame
- Don't use terms like negligent, below the standard of care, or other types of negative conclusions
- Do identify people involved in the event
- Do submit the report as quickly as possible

What Happens Next….

- Email notification to the reporter, Performance Improvement, and Risk Management
- Events assigned to Handlers
- Investigation directed by applicable Director(s), Performance Improvement Specialists, and others
- Oversight by Risk Management, Performance Improvement, and others
- Action Plans and Implementation, as applicable
- Event Closure
- Tracking and Trending

2BSafe Reporting and Confidentiality

- All CMC employees, no matter what your role, are responsible for completing incident and event reports, notifying your Director of unusual occurrences, and cooperating with the investigation when needed

- 2BSafe Reports can be submitted anonymously.

Thank you!