Event Reporting for COVID-19 Related Events in VOICE and Midas

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Process Change for COVID-19 Related Events report in VOICE and Midas:

COVID-19 related event reports should be escalated through the Planning Section to engage other Sections as needed in the investigation and timely response to the events.

Background:

COVID-19 may result in new and additional patient and colleague safety risks to the hospitals. Colleagues are reporting safety issues in VOICE, Midas, and via calls to the Integrity Line. In order to ensure accurate and timely communication and resolution of events, the Hospital Risk Manager should report COVID-19 related events to the Hospital Planning Section so that other Sections can be engaged as needed to investigate and respond to the risks associated with the events.

MercyOne IRMS will monitor all events and report weekly on the trends observed from VOICE and Midas reports and will coordinate with the Office of Audit & Integrity Services on issues reported to the Integrity & Compliance line. MercyOne IRMS will identify opportunities to reinforce, enhance or develop guidance and shared learnings. The System Office Planning Section will receive the reports, share with Incident Command, and engage other Sections as needed in order to develop System-wide responses.

Recommended Process for COVID-19 related events:

- Hospital reports all COVID related events to hospital Planning Section for support in response or escalation to other accountable IC Section for action and confirmation to hospital Risk Manager that matter is action has been taken.
- Hospital Planning section reports during Planning Linkage meeting on COVID related events and escalates those needing system support
- COVID related SREs and significant adverse events reported to hospital Planning Section and immediately escalated to Chief Safety Officer Tom Peterson via phone call per system SRE reporting procedure. Hospital conducts RCA and provides update to Tom Peterson who will update to Planning Section and System Office regarding learnings and recommendations for the system, if any.
- System Planning Section reports all Midas/VOICE/Integrity aggregate reports in weekly summary
- System Planning Section (IRMS team) identifies trends in event data and makes recommendations for response, escalation or assistance in eliminating barriers to mitigate risk.
- IRMS shares COVID-19 related risk issues and responses with Risk Manager Council. Examples include Midas/VOICE/Integrity incidents related to
  - Ventilators
  - medical treatments
  - falls
testing
○ Exposure due to lack of PPE/not following guidelines

Non-COVID-19 Patient Safety Events and Colleague Events will be managed operationally consistent with non-COVID-19 safety operations

- Clinical Loss Control monitors consistent with non-COVID-19 safety operations.
- Ensure RCA is being performed consistent with the SRE reporting procedure as indicated above.
- Monthly SRE shared learning committee is currently on hold
- Events and trends can be discussed during monthly Risk Manager Council meeting
- Non-clinical Loss Control monitors consistent with standard safety operations and supports hospital in response.