

Beaumont® | HEALTH SYSTEM

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| Subject Reporting Quality and Safety Events or Concerns | | No. 267 | Page 1 of 2 |
| Prepared By Corporate Human Resources | Prior Issue Date 07/01/13 | Issue Date 03/15/15 | |

PURPOSE

Beaumont Health System promotes safe, quality patient care by fostering a Just Culture environment by encouraging employees to report safety and quality concerns and encouraging their participation in redesigning systems and processes to minimize the risks of errors from happening. The purpose of this policy is to provide a framework in which quality or safety events or concerns should be reported.

Just Culture is about creating an environment where employees are encouraged to do the right thing, including reporting safety and quality concerns, so that we do not compromise our values in pursuit of our mission.

GENERAL

It is the policy of Beaumont Health System to strive to improve all processes and services that support the care of our patients. Beaumont's leadership supports a Just Culture environment for employees who make or report errors, near misses and mistakes.

We believe that:

- Many errors result from inadequate or complex systems;
- Errors and accidents should be tracked in an attempt to establish trends and patterns to learn from them and prevent a reoccurrence, thus improving patient safety;
- Competent and caring professionals will make mistakes;
- Employees should be consoled when human error occurs;
- Employees should be coached when they engage in at-risk behavior and when they drift from established procedures;

REPORTING CONCERNS/ CHAIN OF COMMAND

In the process of evaluating errors and near misses, employees should participate in reporting and developing improved processes.

Error and near miss reporting are a critical component of Beaumont's patient safety and risk management program. Errors and near misses should be reported immediately.

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**REPORTING CONCERNS/
CHAIN OF COMMAND (cont'd.)**

Employees who have concerns about the safety or quality of care provided in the hospital are expected to notify his/her supervisor, manager, director, administrator, and/or patient safety officer. Additionally, Beaumont provides the following ways for staff to directly or anonymously communicate concerns:

- Patient Safety phone line (1-Safe)
- PSQI (refer to Policy No. 153, Management Manual)
- Patient Safety Officer and/or Safety Officer Direct Line (brochure in Employee Service Centers or on line via *Inside Beaumont*)
- Compliance Line 1-888-495-5100

Employees are encouraged to first report the issue through the chain of command. However, any employee may report care and safety concerns directly to the Joint Commission.

An employee who reports an issue will not be subject to retaliatory action, such as disparaging comments, unfair management practices, or a plan for performance management, for solely reporting an issue. An employee should immediately report any behavior he/she believes is retaliatory in nature to Human Resources.

RELATED POLICIES

Policy No. 312; Patient Care Concerns/Chain of Command
Policy No. 218: Patient Safety and Quality Improvement Report
Policy No. 219: Sentinel Event
Policy No. 282: Program for Performance Management

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