

INTRODUCTION

In healthcare organizations, incident reporting plays a critical role in patient safety and quality improvement initiatives. Incident reporting refers to the process of documenting and analyzing sentinel, adverse, near misses, and other incidents that occur within the healthcare setting. These reports provide valuable insights into system vulnerabilities, human errors, and process deficiencies, ultimately leading to enhanced patient care and the prevention of future occurrences. Despite its significance, incident reporting in healthcare organizations often faces challenges such as underreporting and incomplete documentation. Many incidents go unreported due to fear of blame, reprisal, or a lack of understanding of the reporting process. This creates a significant barrier to learning from adverse events and implementing corrective measures. To overcome these challenges, healthcare organizations need to adopt strategies that promote and facilitate incident reporting. This article aims to implement strategic interventional package to measure increase incident reporting within the selected tertiary care center, ultimately improving patient safety and organizational performance.

PROBLEM STATEMENT

Despite having a robust system of Incident Reporting in Place (AIRS), it was observed that the number of incidents reported by HCWs were very less during the period Apr'22-Aug'22. Total incidents reported in five months were only 31 (Avg= 6 incidents per month)

OBJECTIVE

To assess the effectiveness of a 4-strategy interventional package to improve voluntary reporting of incidents by all categories of health care workers as measured by an increase in the overall number of incidents being reported

MATERIALS AND METHODS

Research Approach and Design

- Quantitative approach
- Quasi-experimental design

Setting

Apollo Hospitals Guwahati, a 219 bedded tertiary care hospital

Inclusion & Exclusion Criteria

Inclusion: All incidents happening in the Hospitals premises. Types of incidents to be reported included are near misses, adverse events & sentinel events.

Exclusion: None

Sample & Sampling Technique

All healthcare workers using purposive Sampling technique

Ethical Considerations

- IEC permission was obtained for presenting the data.
- Interventions are done only on the processes of incident reporting.

Data collection Tool & Period

All incidents reported in Apollo Incident Reporting System (AIRS) Portal from Apr 22-Aug 22

Data Analysis

Descriptive statistical analysis was used to determine the effectiveness of the strategies in increasing reporting of incidents in AIRS. The data obtained from AIRS portal were converted into excel sheet, analysed using SPSS 16.0 and presented in the form of graphs, tables & charts.

4-STRATEGIC INTERVENTIONAL PACKAGE USED TO INCREASE INCIDENT REPORTING

1. Training and Awareness program

- On job training & demo sessions on AIRS/Q4E
- Hand holding staff while reporting the incidents
- Culture Development Program



3. Share Your Story

- Weekly forum for staff to verbalise day to day on job experience from which incidents/near misses are identified by SPOCs and Quality Team followed by raising them in AIRS/Q4E accordingly. (done mainly for support category)



2. AIRS SPOCs appointed

- For departments with employees having language barrier and non tech-savvy



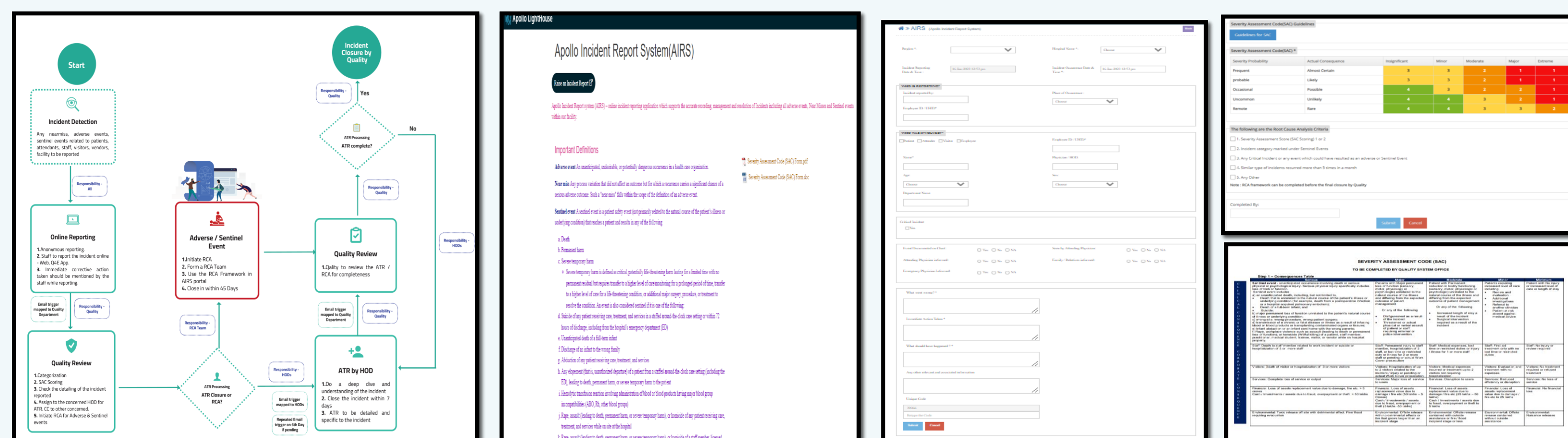
4. Reward & Recognition

- On the spot recognition of staff with Thank You Cards
- Quarterly reward and recognition in Town Hall



RESULTS

As in process – Incident Reporting



Pre and Post interventions' comparative analysis of incident reporting

The data in Table 1 & Fig. 1 shows that after implementation of the 4 -strategy interventional package to promote reporting of incidents and near misses, incident reporting improved remarkably. Data collated from AIRS showed an increase in the average number of incidents being reported per month from 7±4.2 to 21±13.6 (121% increased)

Table 1: Comparative monthly analysis of pre and post strategic interventions

Pre- Interventions		Post- Interventions	
Apr-22	10	Sep-22	26
May-22	7	Oct-22	22
Jun-22	10	Nov-22	10
Jul-22	16	Dec-22	7
Aug-22	5	Jan-23	41
Total	48	Total	106
Mean & SD	7±4.2	Mean & SD	21±13.6

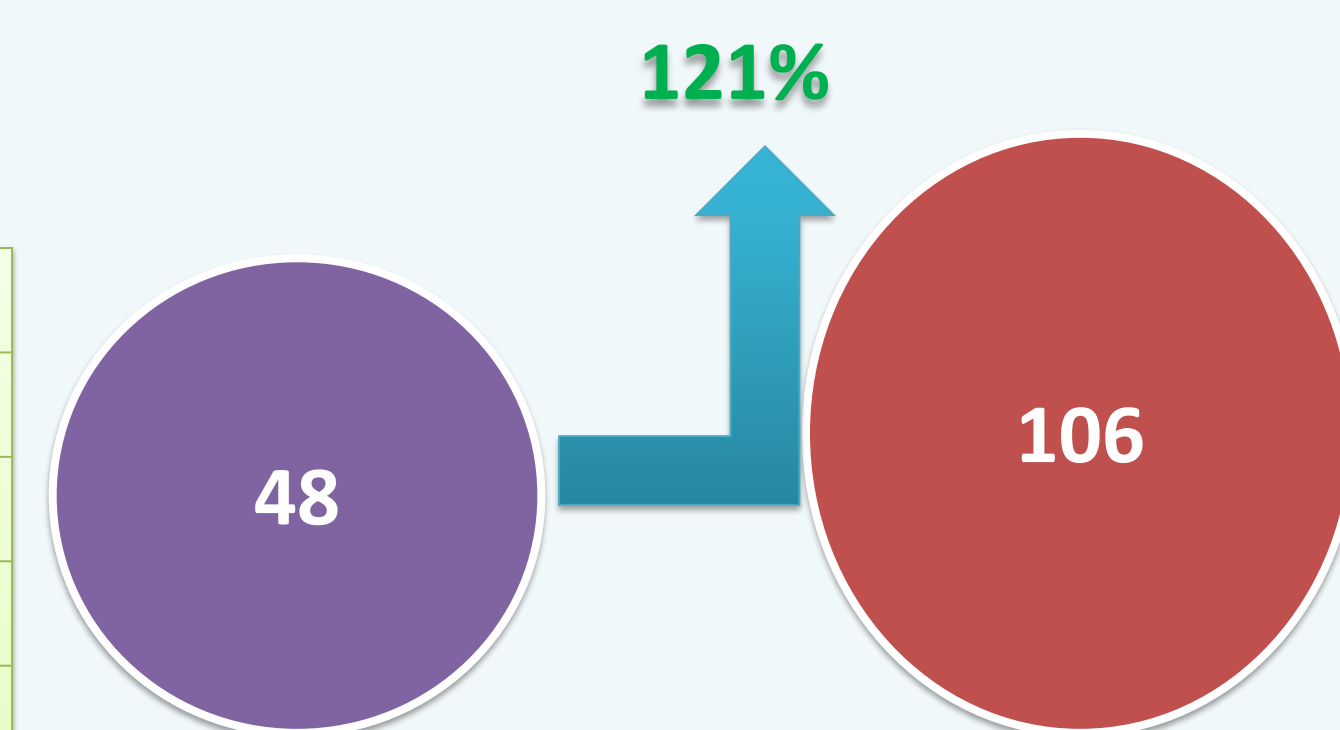


Fig. 1: Reporting of incidents increased by 121% in Sep'22 – Jan'23 compared to Apr'22- Aug'22.

The data in Fig. 2 shows that after implementation of the 4 -strategy interventional package to promote reporting of incidents and near misses, staff of all departments started raising incidents in Sep'22- Jan'23 as compared to the incidents reported from Apr'22-Aug'22 which was done by very few departments only denoting increase in staff awareness.

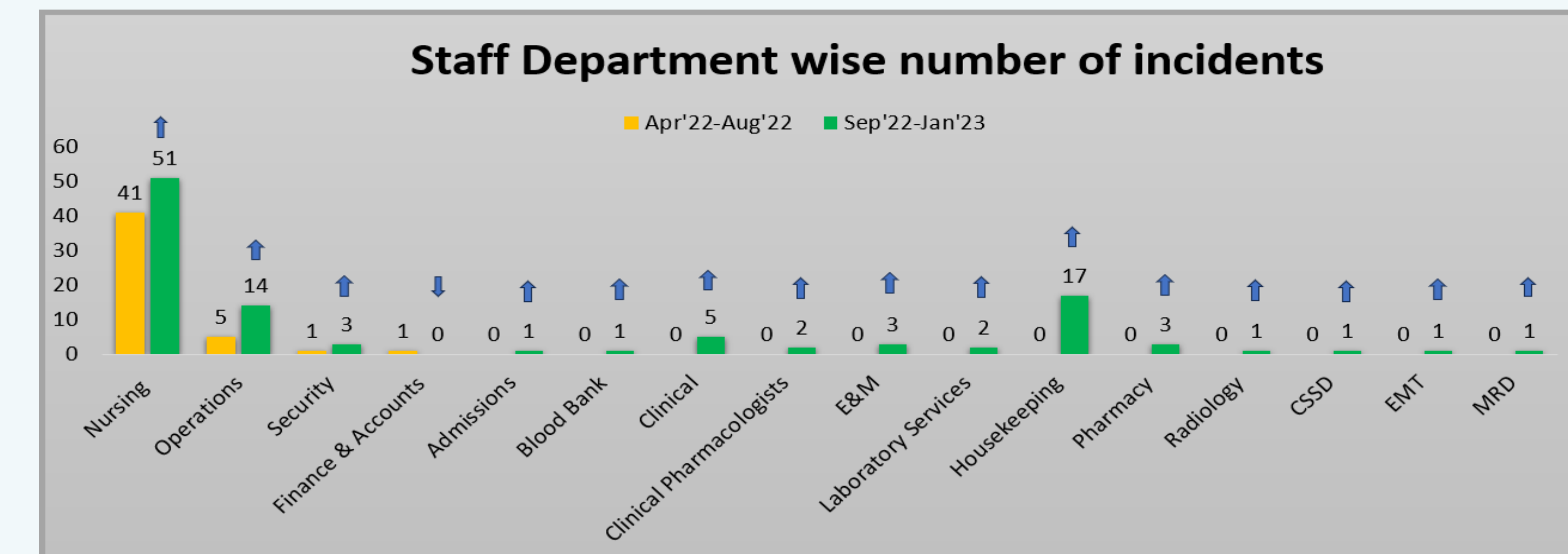


Fig. 2: Department wise increase in reporting from Sep'22-Jan'23 as compared to Apr'22-Aug'22

DISCUSSION

A study by Smith et al. (2018) found that providing healthcare workers with training on incident reporting procedures significantly increased reporting rates. Similarly, Johnson et al. (2019) demonstrated that educational interventions focusing on the importance of incident reporting and the potential impact on patient safety led to improved reporting behavior. These findings align with the results of our study, highlighting the effectiveness of educational training as a strategy to promote incident reporting.

A study by Williams et al. (2018) demonstrated that simplifying the reporting process and ensuring ease of use led to increased incident reporting rates. Similarly, Green et al. (2022) found that a user-friendly reporting system improved reporting compliance and accuracy. Consistent with these findings, our study emphasized on strategies like appointing AIRS SPOCs (Special Point of Contact) for various departments to ease voluntary incident reporting.

Overall, the findings of this study are supported by previous research that has investigated the individual components of the 4-strategy interventional package. By combining educational training, leadership support for reward and recognition, non punitive culture and a user-friendly incident reporting system, healthcare organizations can create a comprehensive approach to promote voluntary incident reporting among healthcare worker

WAY FORWARD/ SUSTENANCE PLAN

- Continuation of trainings.
- Train the Trainer programs
- Employee friendly Q4E App for reporting incidents.
- Review in flash, weekly & monthly meetings & morning huddle



CONCLUSION

A drastic increase in incident/near miss reporting numbers has been observed from the statistical data. This showed that incidents/near misses were under reported earlier due to poor involvement of ground level staff assuming that incident reporting will be punitive and they are only to be reported by Managers and HOD's. With the implementation of this 4-strategy interventional package ground staff felt a sense of involvement, accountability, responsibility and non-punishable towards reporting incidents/near misses and facilitated them to contribute towards improvement of patient safety. It is important to acknowledge that increasing incident reporting is an ongoing journey that requires dedication, continuous improvement, and a culture of learning and transparency for its sustenance.

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