

# Enhancing near-miss reporting through recognition in a health screening center

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## INTRODUCTION

- Medical professionals often report patient safety incidents only when actual harm occurs, which leads to underreporting of near-misses.
- Near-misses serve as early warnings for patient safety incidents (PSI) and play a crucial role in proactive patient safety management.
- Creating a positive patient safety culture is essential for enhancing near-miss reporting.
- Recognition Activities (RA) aim to foster active employee participation, seize opportunities for system improvement, and develop safety practices.

## AIM

- To improve the reporting of near-misses by implementing recognition activities in our health screening center.

## METHOD

- Educational materials, case examples, and the importance of near-miss reporting were distributed via email to all employees from June to December 2022.
- The department of QPS reviewed reported PSIs monthly.
- Employees who reported PSIs before harm occurred were recognized with certificates and gifts.
- Monthly promotions of RA and relevant case sharing were conducted via email.
- The effectiveness of RA was evaluated by examining the number of near-miss reports and the ratio of near-misses to adverse events.

## RESULTS

- A total of 24 employees were recognized for their efforts in contributing to system improvement through near-miss reporting.
- Increased number of near-miss reports and improved ratio of near-misses to adverse events.
- Near-miss reports increased from an average of 19 per year to 46 in six months.
- Ratio of near-misses to adverse events improved from 0.68 to 0.79.

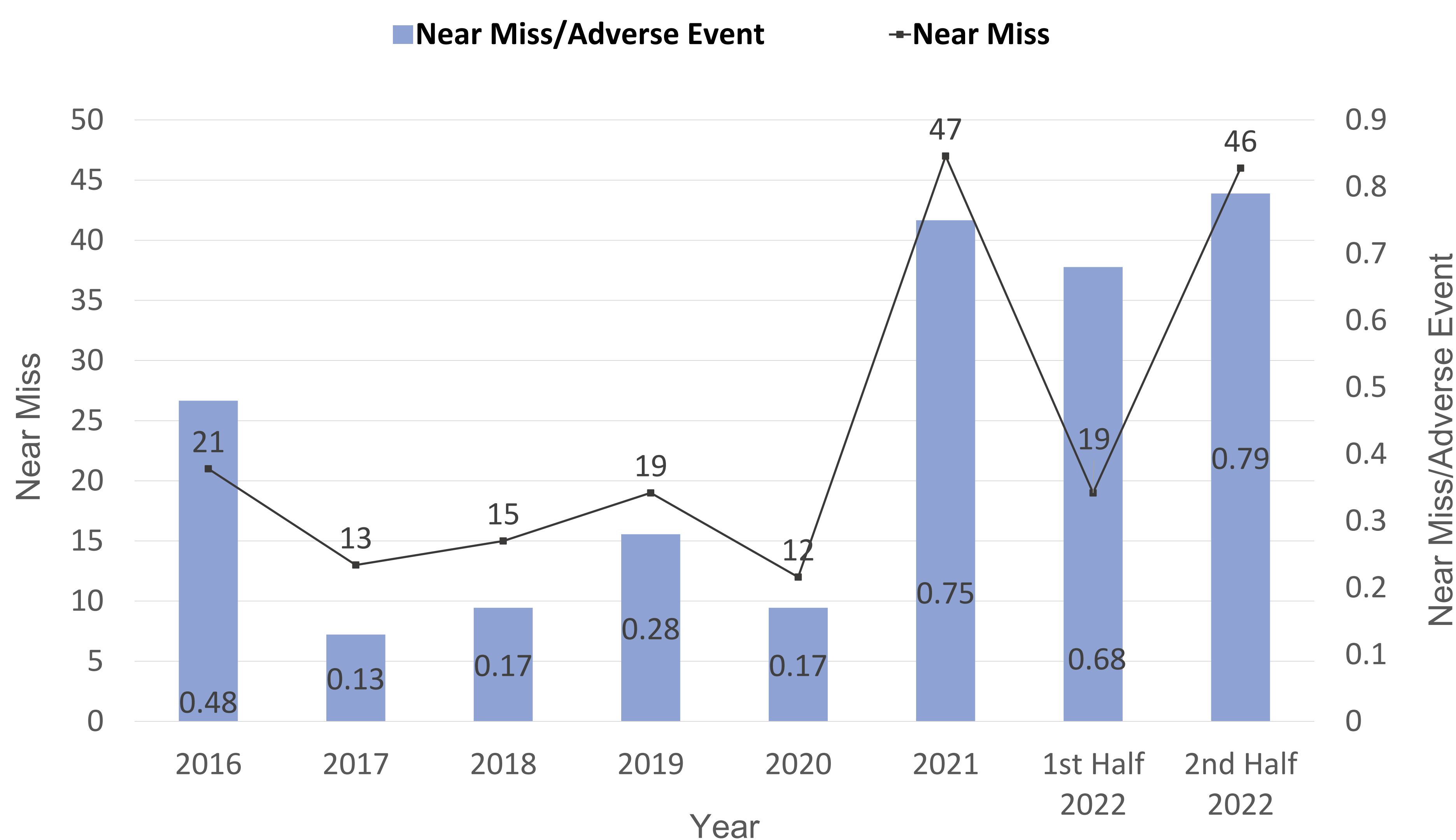
Figure 1. "Good Catch!" badge awarded to employees.



Figure 2. An employee being recognized with a certificate and gift for reporting a near-miss incident.



Figure 3. Near-miss reports and Ratio of Near-misses to Adverse events from 2016 to 2022.



## CONCLUSIONS

- Recognition activities significantly increased the reporting of near-misses, promoting a positive patient safety culture.
- The study highlighted the importance of continuous recognition and reward activities to enhance patient safety plans.
- Future efforts should focus on long-term activities, measuring the impact on safety culture, and analyzing participation across different job roles (e.g. doctor, nurse).

## CONTACT INFORMATION

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