

Enhancing Patient Safety through The Activation of Near-Miss Reporting

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INTRODUCTION

As healthcare continues to advance, the field of medicine is becoming increasingly complex and diverse. This complexity often leads to numerous errors. It is crucial to prevent these errors to mitigate harm to patients. Enabling near-miss reporting is important to identify errors and promote system improvement activities. We have carried out various activities to create a positive patient safety culture and encourage active reporting.

METHODS

- ① **Card News Publication:** We disseminated card news to inform the definition of near-miss errors and to promote activities that had improved from near-miss errors. We emphasized the importance of near-miss reporting by sharing examples of improvement activities. <Figure1>
- ② **Reward for Reporting Near-Miss Errors:** We provided rewards for near-miss error reports, set a specific period to pay increased reward money for reported near-miss errors, and rewarded gifts for every 100th reporter. <Figure2>
- ③ **Good Catch Award:** We rewarded an individual who made an excellent suggestion every half year. Additionally, we accepted these outstanding proposals, carried out improvement activities, and shared these instances. <Figure3>
- ④ **Strengthening sharing Progress with Reporters:** We informed about the reporting procedure for near-miss errors and shared the progress with the reporters to let them know how near-miss errors are being improved into improvement activities. <Figure4>
- ⑤ **Strengthening the Sharing of Near-Miss Error Cases:** We shared cases with related departments to prevent similar errors. Also, we trained relevant staffs to prevent the recurrence of errors.



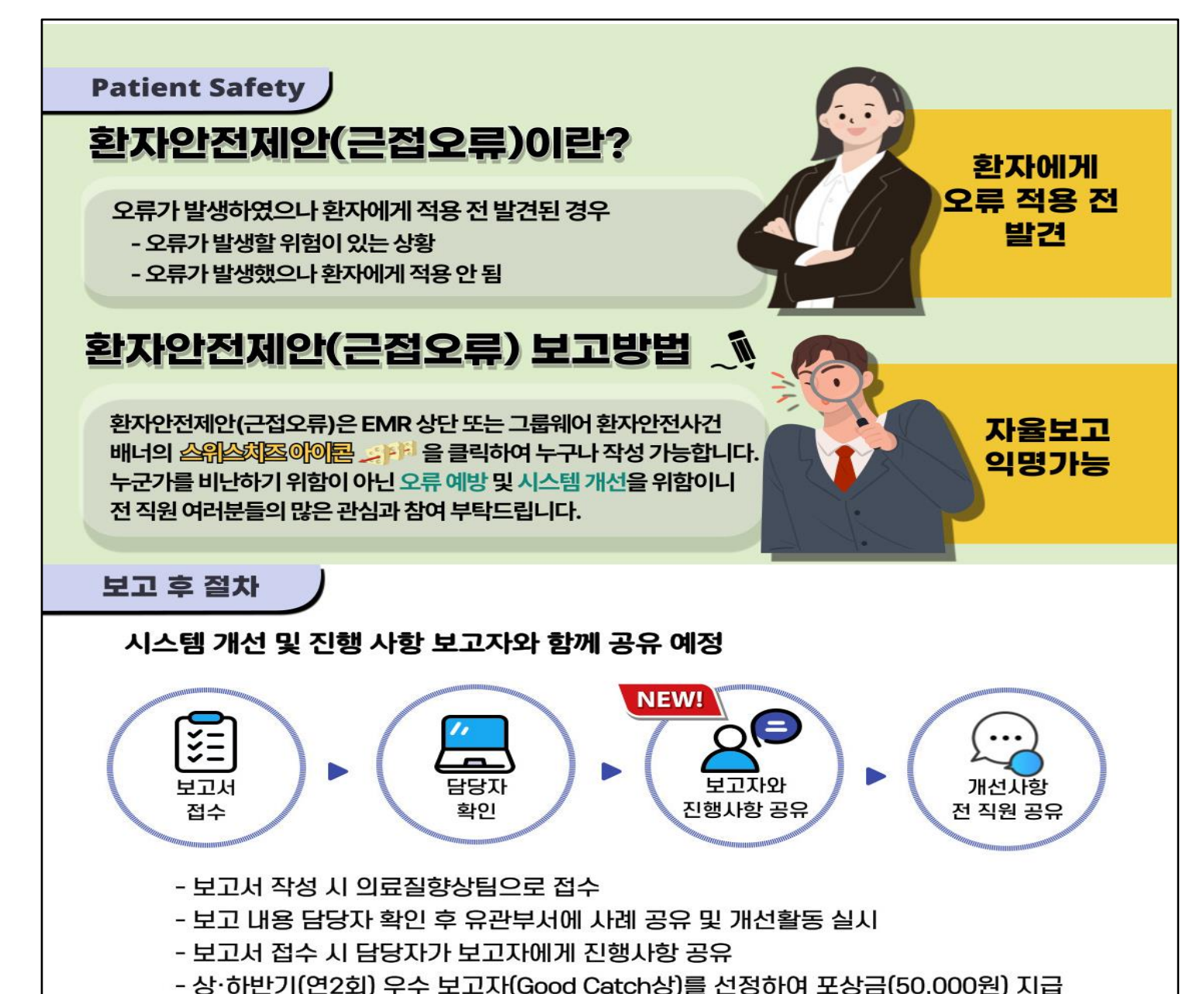
<Figure1> Let's learn about Near-miss error



<Figure2> Reward
for Reporting

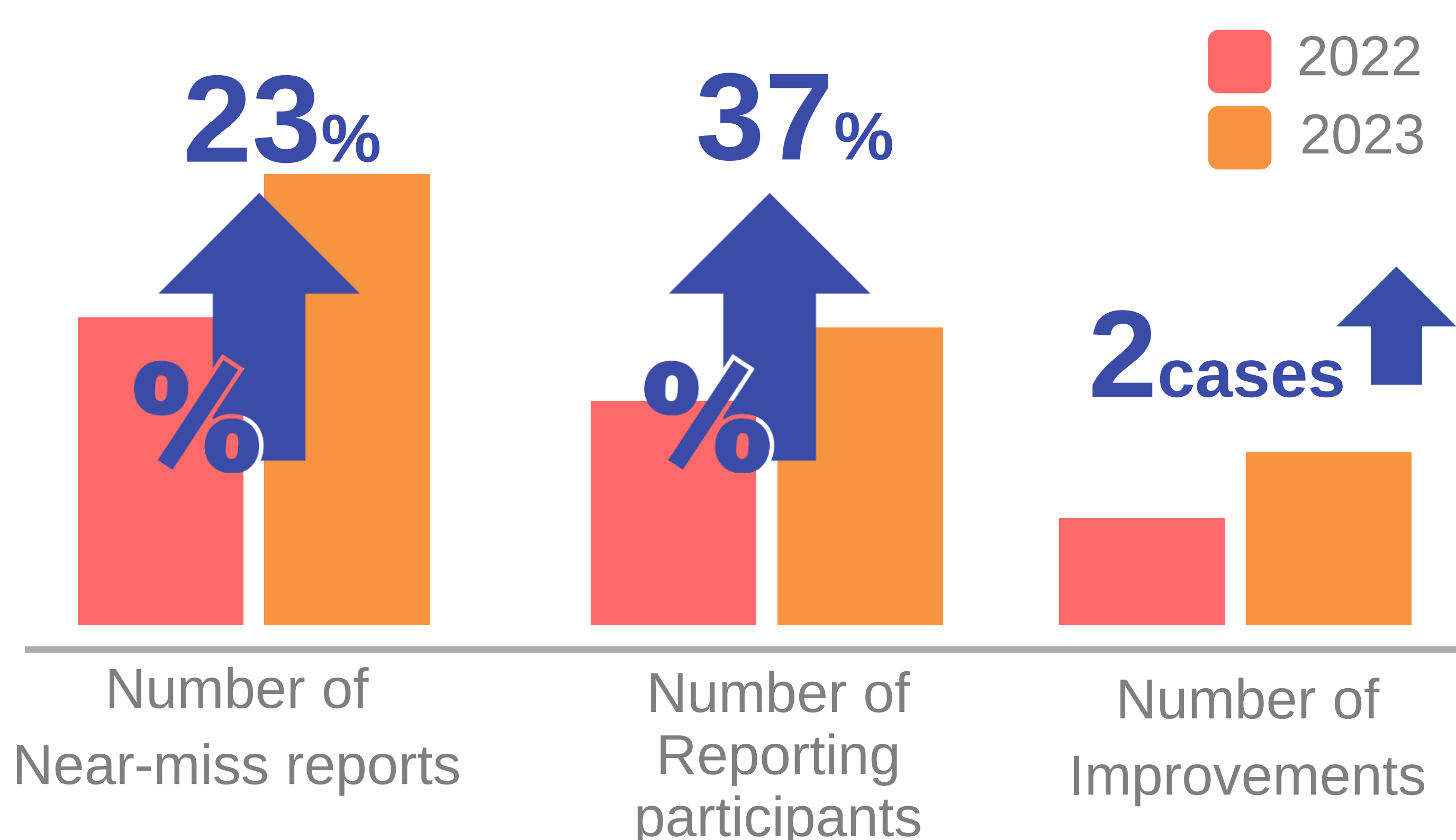


<Figure3> Good Catch



<Figure4> Share reporting procedures

RESULTS



CONCLUSIONS

Fostering a positive patient safety culture is crucial. It involves encouraging open and honest reporting of patient safety incidents. Organizations should identify their shortcomings, reward innovation activities, and accept constructive suggestions for continuous improvement rather than punishing employees for errors. Therefore, enhancing the patient safety culture involves improving awareness of patient safety within the organization, conducting improvement activities for prevention, and actively encouraging error reporting. We will continue to strive to cultivate a patient safety culture and activate near-miss reporting.

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