

Bumrungrad International Hospital

OPOSCR : One Person, One Safety Concerned Report Project

BACKGROUND:



According to W. H. Heinrich (1931), He proposed a "five-factor accident sequence" in which each factor would actuate the next step in the manner of toppling dominoes lined up in a row (Figure-1), we believe in Heinrich's suggestion that removal of one of the factors would prevent the accident and resultant injury; with the key domino to be removed from the sequence being number 3 is unsafe action and unsafe condition

We had established a way to report their incident when staff contact with hazard occurred that causes injury or damage (accident), and no injury or damage (near miss). It indicates that staff need to contact with hazard before their reporting, so why we do not provide a way to report an incident before staff contact with hazard in order to prove our staff safety.

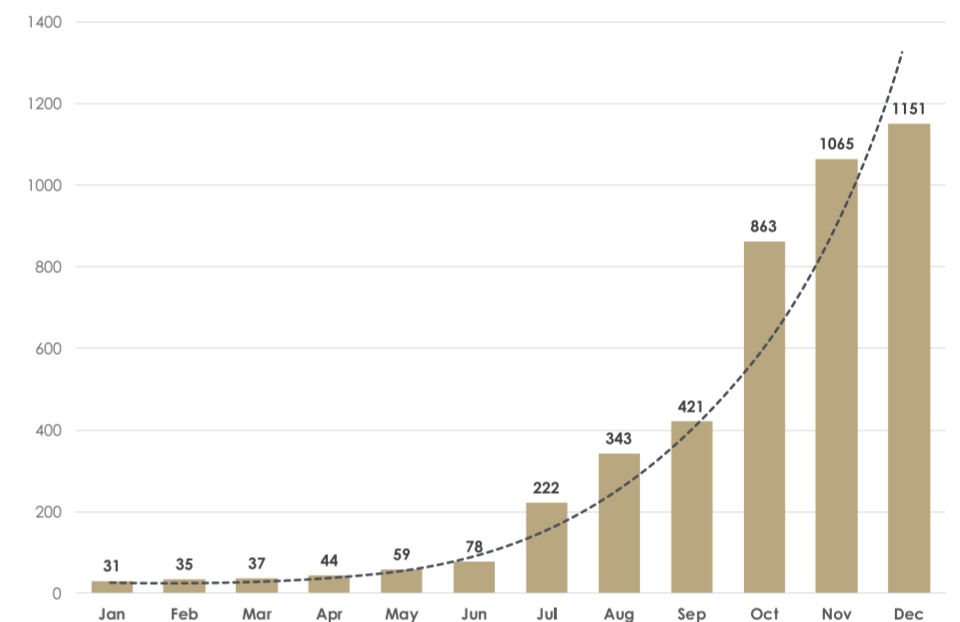
ACTIVITY:



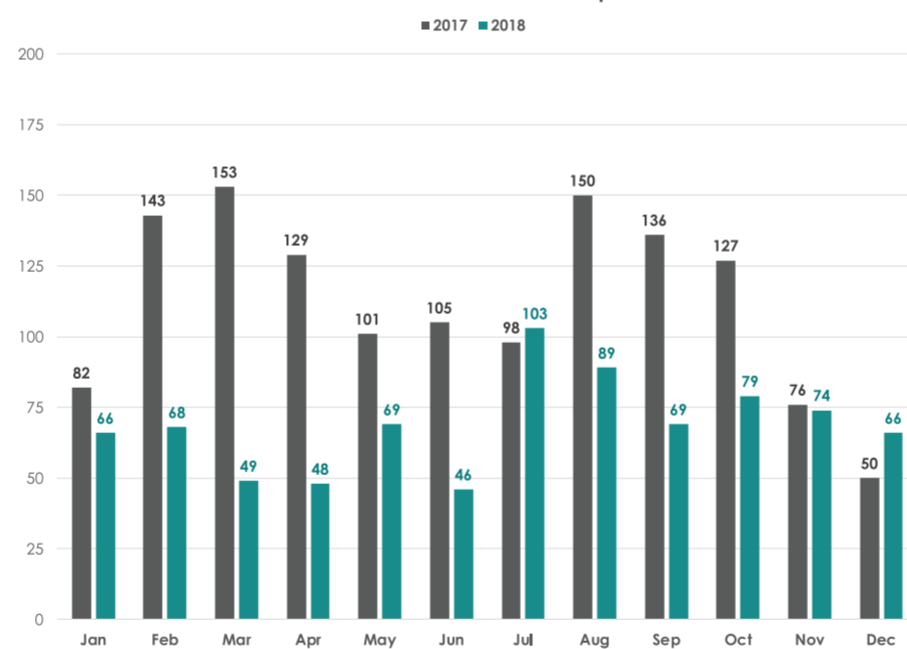
The root cause analysis (RCA) found that the first stage of the unsafe action or unsafe condition that may cause an accident or near miss which staff can report it immediately, we call the first stage as "safety concerned". The next steps were: (1) Build a Safety Guru from each department who is a person whose behavior, example, or success is or can be emulated by others, especially by staff in their department, (2) Build a Safety Response Team, (3) Add the another way to report on Mobile application, and (4) Promote a culture of safety concerned reporting in safety guru team and annual safety training

also indicates that the ratio of staff to report is 1 : 1.02 (4,265 people to 4,349 concerned reports).

The number of safety concerned reports in Y2018



The number of accident and near miss report Y2017 : Y2018



RESULT:



120 Safety Guru from 80 departments were trained to implement the project to other staff by describe and/or demonstrate how to report on the computer or via mobile application "Quality In-Touch", As a result, (Figure-2) there are 826 incident reports in Y2018, the reports have overall decreased by 38.81% from Y2017 (1,350 incident reports). At the same time, there are 4,349 safety concerned reports in Y2018, The reports have been fixed almost 85% (3,696 of 4,349 concerned reports) and 15% reduced to an acceptable level by Safety Response Team from engineering Team, Safety Team, Nursing Team, Physician Team, Quality Team, Environmental service Team and Multi-disciplinary Team. The number of reports

CLOSING ARGUMENT:



A reporting culture has been developed and improved by accessible by all staff, easy to report, enables data analysis to be done in a timely, which influence behavior cultivating an atmosphere where staff have confidence to report safety concerned without fear of blame, Sense of urgency is a step to build a sustainable safety culture. The trend of culture has been showed in the Figure-3. We also used these opportunities to learn and /or hold staff understanding there is benefit in their reporting by feedback progression for sustainable development. This project also supporting the 2nd of Advance Hospital accreditation in Thailand, Especially the 5th of JCI accreditation (FMS.3, FMS.4, and FMS.11.). Furthermore, The performances of safety guru team who implement this project has been accepted to be one of the power team by JCI Surveyor during the survey.

MEASUREMENT:



After reviewed the incident reporting policy and found the potential gaps of definition and the limited way to report an incident, We have proposed the project "OPOSCR : One Person, One Safety Concerned Report Project", with 3 Objectives: (1) The project can decrease the number of accident or near miss report that related to facility risk, (2) All staff can report a safety concerned, (3) The report can fixed or reduced risk to an acceptable level.

