

# HM115

# INCIDENT REPORTING & LEARNING SYSTEM

A TECHNOLOGY AND CULTURE CHANGE SUCCESS

## BACKGROUND

With the aim to establish and promote the culture of incident report management, the Incident Report System named HM115 was developed and implemented in whole Hoan My hospital network

Barriers to implementing a successful incident reporting system:

- Lack of awareness
- Lack of action following reports
- Lack of direct feedback



*No management approval required for submission*

*Friendly and direct communication channels for Quality Management Department with reporters and/or managers*

*Submission track from initial submission to final resolution*

*Feedback loops in every steps to reporters*

*Quality tools including Root Cause Analysis*

## CULTURE CHANGE

The system was launched with variety of activities in two big campaigns

- The **You report - We improve** contest (2017-2018)
- **HM115 Recognition and Rewards** (2018 -2019)
  - Good catch award
  - The best near miss catch award

## RESULTS

- Reporting culture change:
  - **From behavior** “Employee feel proud to show their responsibilities than being scared of reporting incidents”
  - **To the fresh culture** of sharing information, learning from incidents and embracing quality improvement for better patient safety
- Rate of reports is **20 times** higher than previous
- **100%** HM employees were trained. **37%** of HM employees have submitted an incident since launch
- Improved Composite Percent Positive Scores in Patient Safety Culture Survey