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UHC Patient Safety Net® Progress To Date: An “A+” Report Card for JDH Staff!

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Safety in Numbers
It’s been eight months since we implemented UHC Patient Safety Net® (“PSN”) at John Dempsey Hospital, and we are delighted with its success. As you know, PSN is a web-based reporting tool for reporting patient safety-related events. Frontline staff are doing a great job entering data on patient care events. Here’s how PSN works:

**Front line staff member enters patient care event into PSN**

**Entry is reviewed by Unit Manager**

**Risk Management reviews all events**

**Hospital Regulatory Compliance reviews all events**

**Pharmacy reviews medication related events**

**Clinical Engineering reviews equipment-related events**

Why has PSN Been so Successful?
PSN has been such a success because of our frontline staff. Your thoughtful and detailed reporting makes a significant contribution. Thank you!

How Patients Benefit
When a manager receives a new event report, he or she has the opportunity to take corrective action with the staff involved. Quality improvement and patient safety issues can be addressed concurrent to care. Being more aware of patient care events can only make us a safer hospital. Our goal is to increase the safety of all our patients. When we have a multidisciplinary and collaborative review of patient care events, we’re well on our way toward our goal.

PSN User Tip
Try not to use “Other” as an “event type” unless you really have no alternative. Using this category when there are other options affects the accuracy of our reports.
The last few months mark exciting changes for two C4I Department members:

- **Rhea Sanford, RN, Ph.D., C4I Co-Director**, has accepted a joint appointment with the UConn School of Nursing and will split her time between teaching nursing students and directing the Staff and Patient Education department at John Dempsey Hospital. Rhea was instrumental in laying the groundwork for the C4I initiative. We will miss her presence in the office, but will count on her for advice and guidance as we move forward. She will remain on the C4I Advisory Board.

- **Kevin Larsen**, who was responsible for the successful implementation of UHC’s Patient Safety Net® at John Dempsey Hospital, has recently accepted the position of Business Manager for the Operating Room. Kevin’s work on the PSN implementation provided us with much needed data on the sources of potential errors, and this is the foundation upon which we will build to make John Dempsey Hospital the safest hospital in Connecticut. Kevin will remain on the C4I Work Group.

**Congratulations and best of luck to both Rhea and Kevin!**