EHSSENTIALS 2017

Environmental, Health & Safety Symposium for Healthcare

MAY 11, 2017
LOS ANGELES, CALIFORNIA
UCLA

PRESENTED BY

bsi.

KAISER PERMANENTE®

UCLA FIELDING SCHOOL OF PUBLIC HEALTH

CIRAS

Creating an Incident Investigation System from Scratch

Dang Nguyen, MPH, MBA, CIH

EHSSENTIALS 2017
Environmental, Health & Safety Symposium for Healthcare

Our Variation

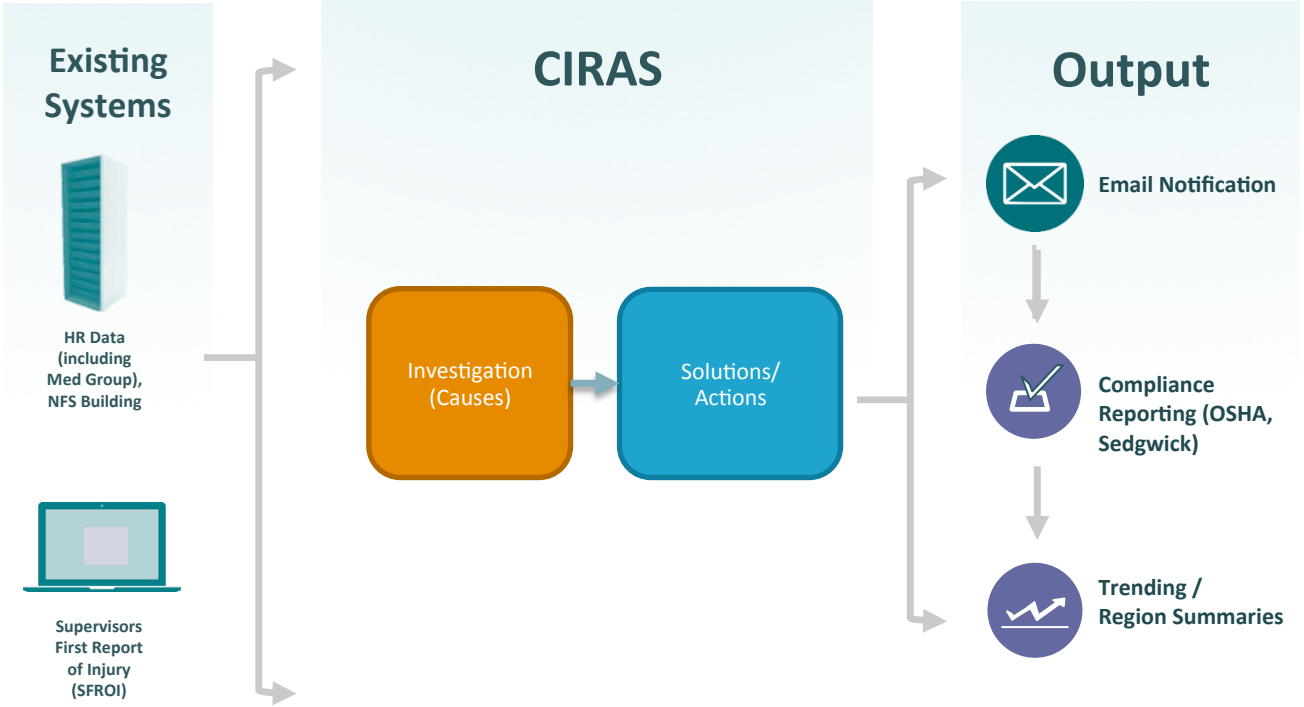
http://www.darwinwasright.org/genetics.html

Reduce Variation

What our customers wanted..

- System**:** Develop a incident analysis technology system that is linked to **existing KP Systems**
- Investigation**:** Facilitates identification of **causes** and documents **solutions**
- Actions: Document and track **actions**
- Reporting/Dashboarding: Generate **investigation** and **summary** reports

Putting the pieces together

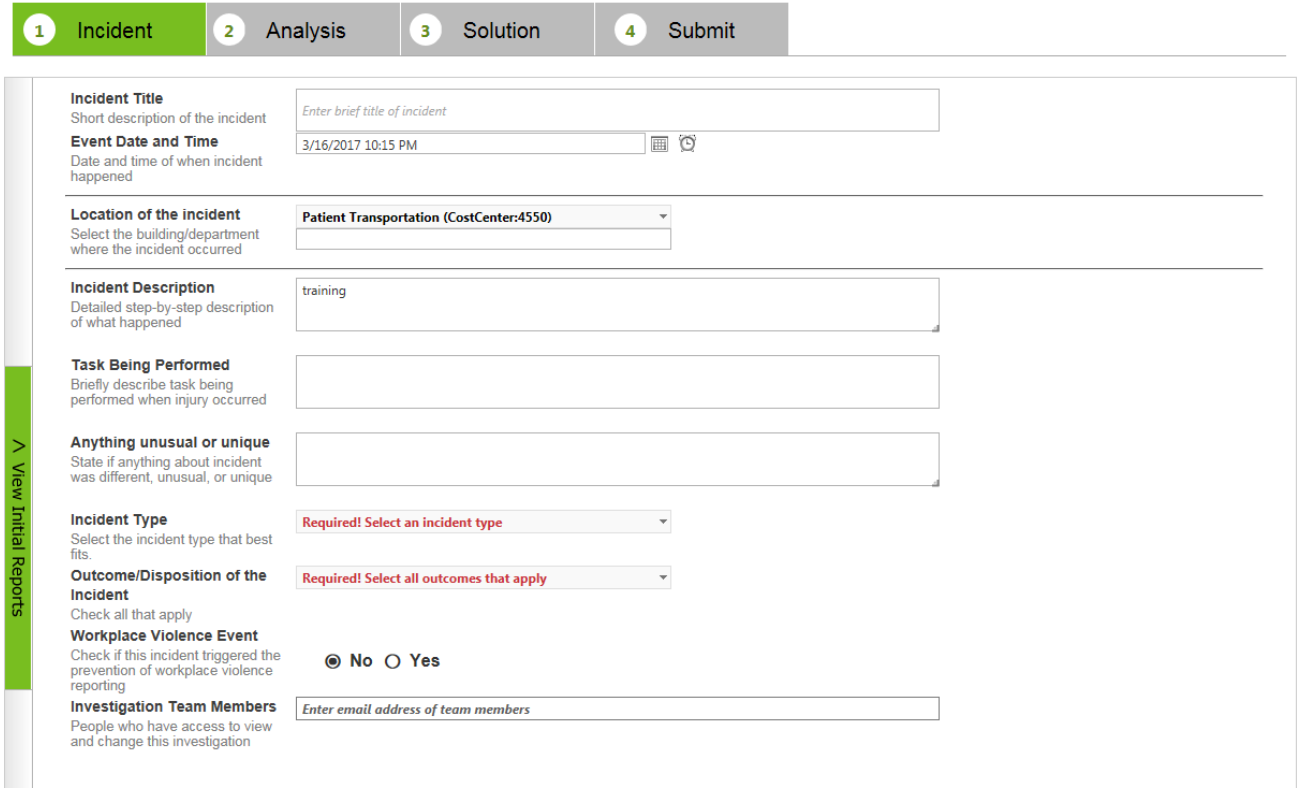


Incident Review & Starting An Investigation

Email will alert managers to **Begin Investigation**

Incident page.
Fields are editable as needed to correct initial reports

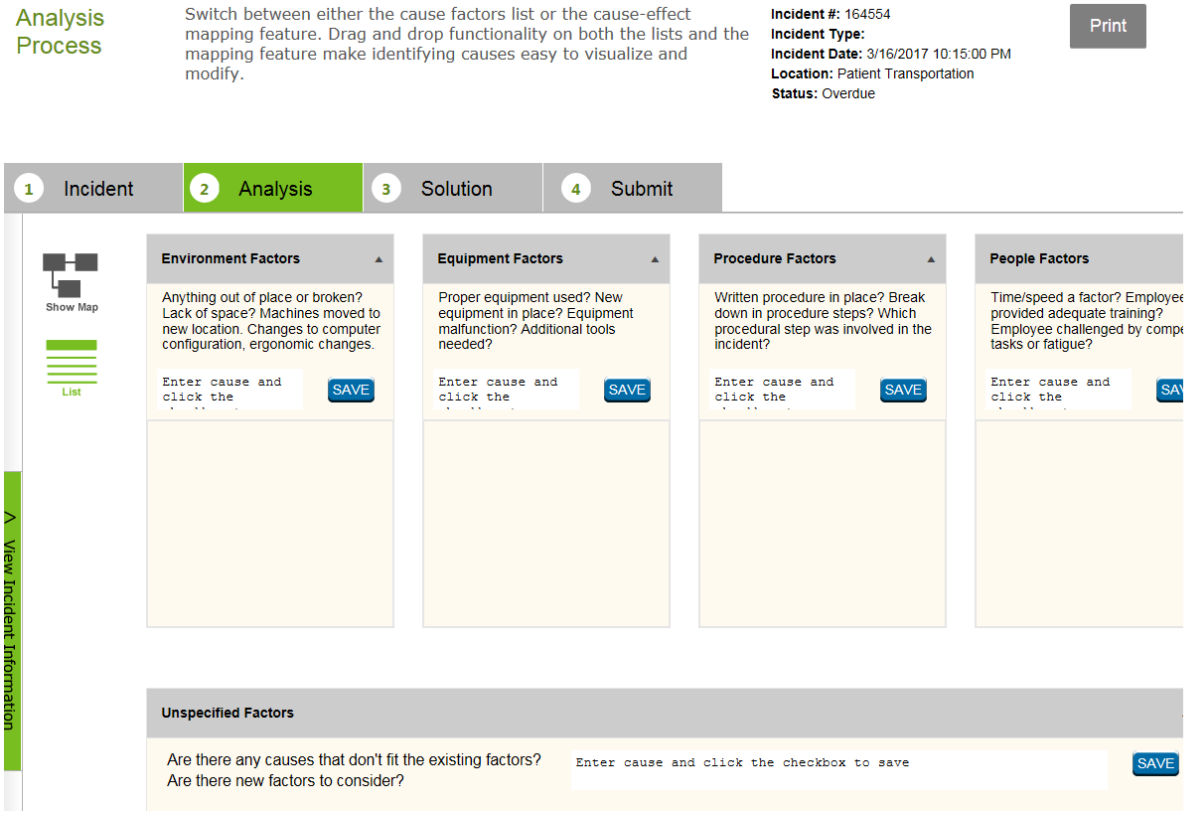
Add Team members by typing and pausing for suggestions to populate drop down



Incident Review & Starting An Investigation

Prompts investigators with open ended questions

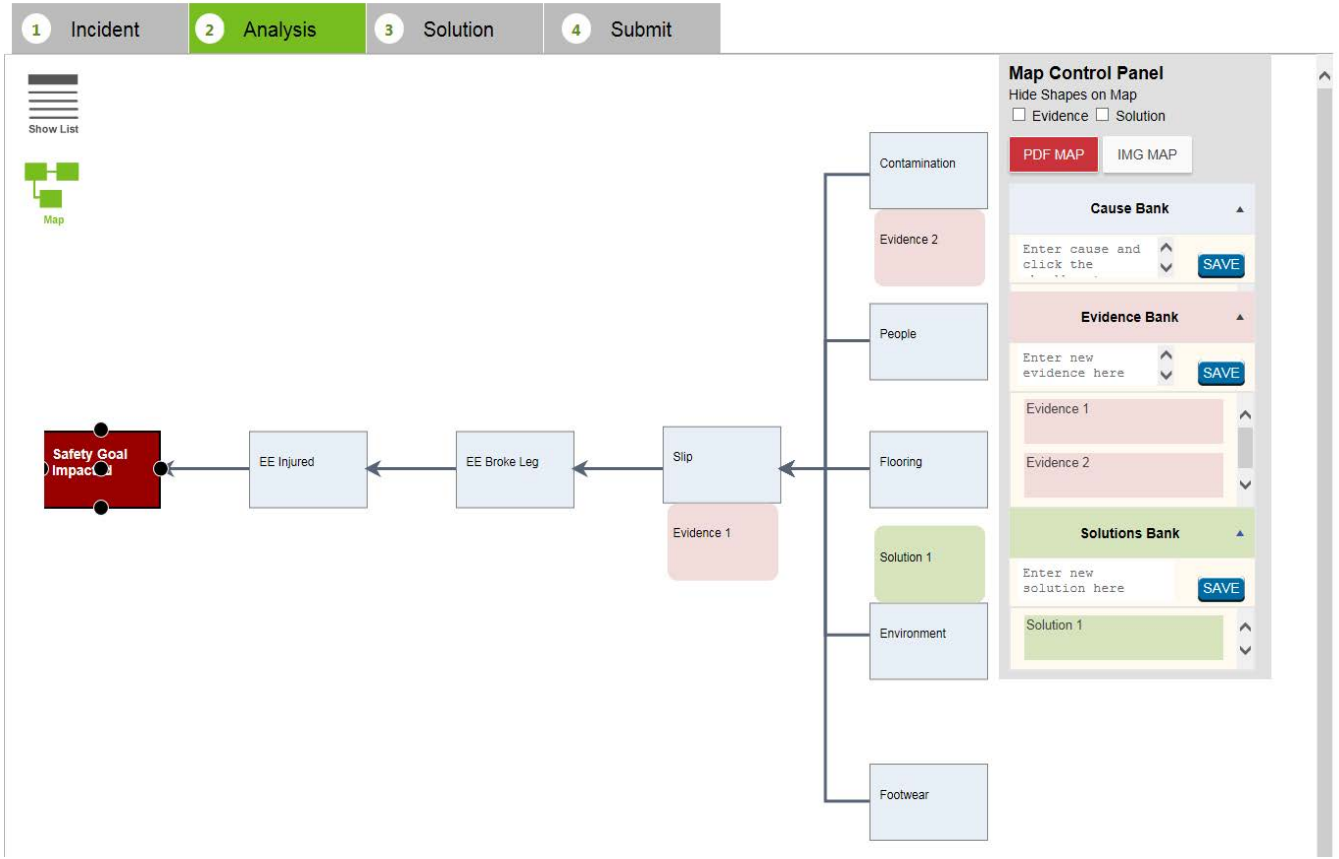
- Environment Factors
- Equipment Factors
- Procedure Factors
- People Factors



Incident Review & Starting An Investigation

Cause-Effect Mapping

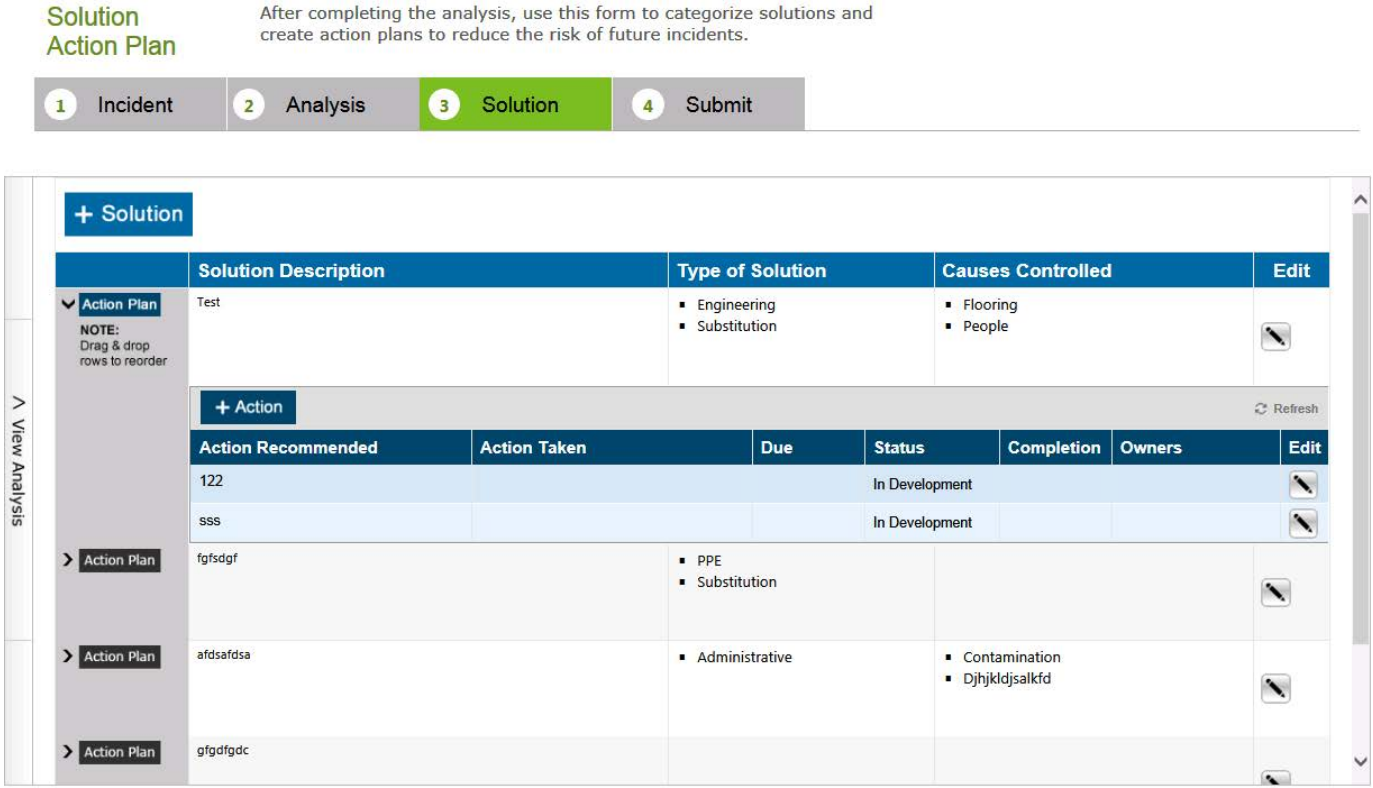
- Use the causes identified
- Identify Evidence
- Identify Solutions



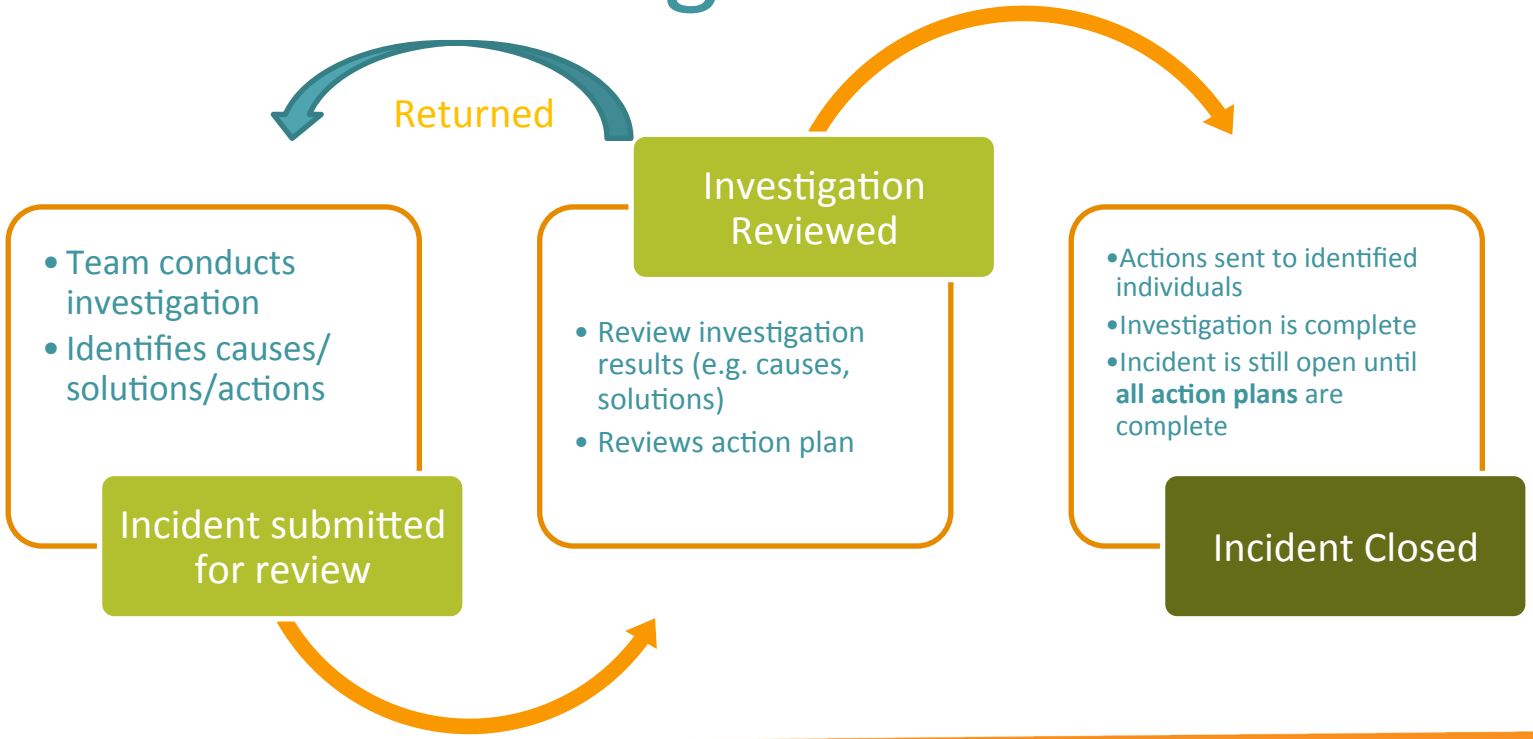
Solutions are identified to mitigate the future occurrence

Action identified for each solution with specific due dates and owners

Action items are **sent via email** and reminders are created



Incident Investigation Review



Design to Implementation

- Proof of Concept
- Feedback from Regions and Medical Centers
- Test Medical Centers
- Regional Implementation

What worked well?

Usability and Training

- Functional/live system
- Some managers can use it with minimal/no training
- Able to quickly create reports
- Can create cause-effect map

Information and Processes

- Data Feeds from SFR/HR working
- Users like notification and reminder features
- Assignment of Actions

Feedback

- Timely identification and resolution of “bugs”
- Added some enhancements since launch
- Created “sand box” version

Some lessons learned

Usability and Training

- Training on demand
- Impact on safety department

Information and Processes

- Manager familiarity of with “Safety” Jargon
- How existing processes interface with technology
- Developing/sustaining quality

Feedback

- Identify reports that your users want (e.g. leading indicators, Aging Performance, etc.)
- Identify Needs vs Wants

Thank you!