



Patient Safety

UPMC Systemwide Annual Mandatory Training

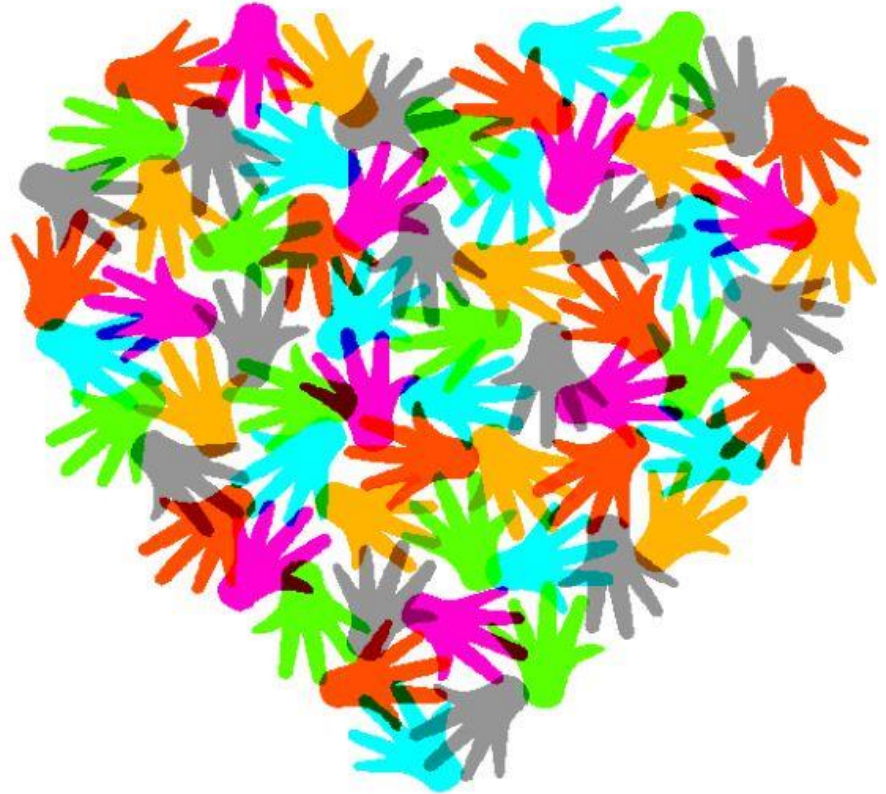
Keeping patients safe is one of the most important responsibilities we have as care providers. We must demonstrate compassion by **LISTENING** to the needs of the patient and **CARING** for their personal safety.



UPMC's vision for patient safety is to create an environment that is totally safe and encourages individuals to speak up so we can continuously improve our patient safety.

Patient safety is the foundation of quality patient care and is at the center of everything we do.

The **goal of patient safety** is to strive to create a safe and just culture that focuses on the elimination of preventable harm to our patients and enhance the culture of safety across all sites and groups.

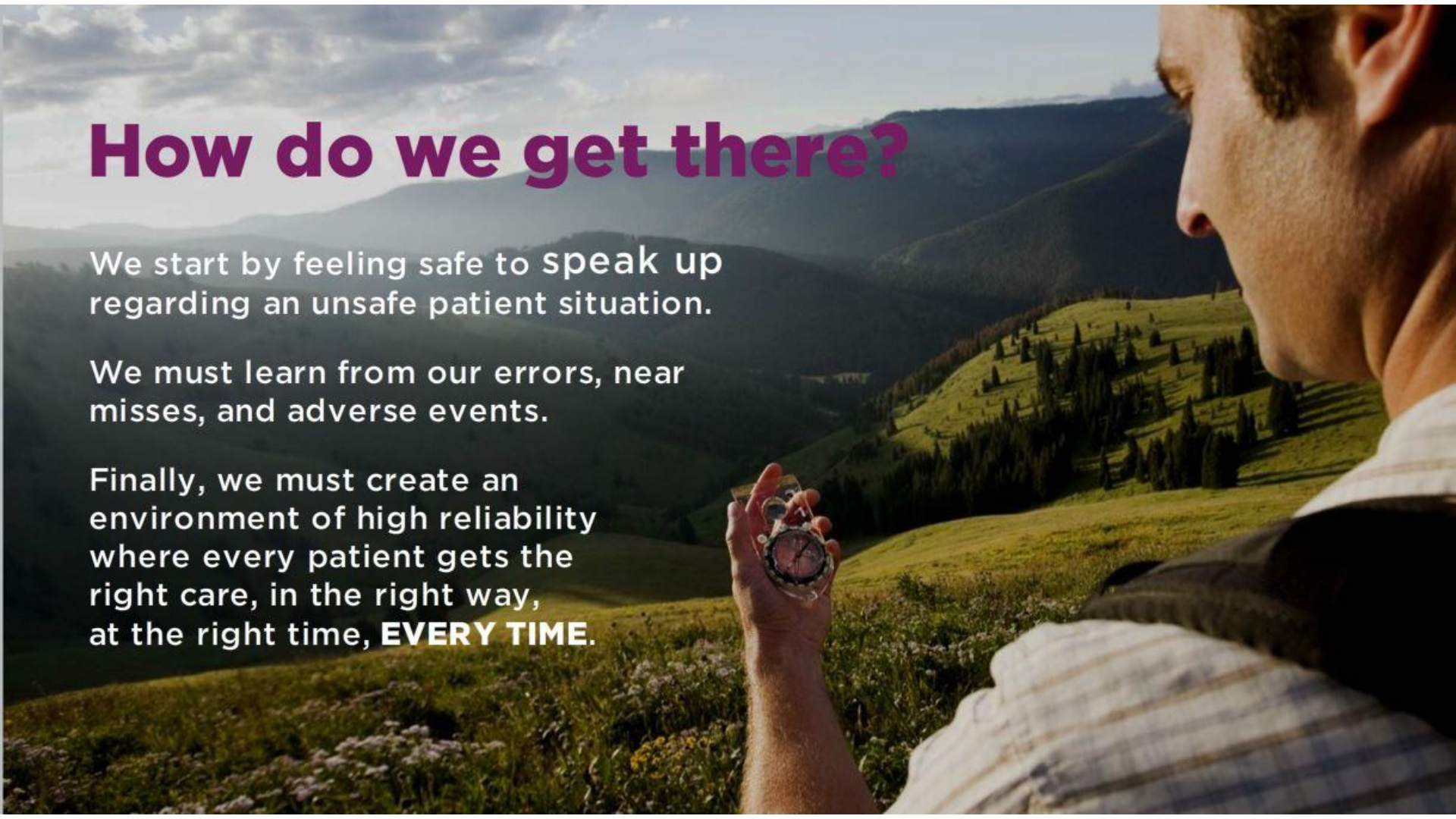


How do we get there?

We start by feeling safe to speak up regarding an unsafe patient situation.

We must learn from our errors, near misses, and adverse events.

Finally, we must create an environment of high reliability where every patient gets the right care, in the right way, at the right time, **EVERY TIME.**



Speaking up is everyone's responsibility.

All staff are safe to report anything without fearing they will be treated differently.

We encourage all staff to report because your concerns do matter, and we can only learn as we are made aware of potential problems.



At UPMC, we are working hard to empower our healthcare professionals to speak up when there is a concern of immediate patient safety. We have adopted the safe phrase, ***"I need clarity."***

"I need clarity" is a short, recognizable safe phrase that means ***"I have an immediate concern for this patient's safety."***

The response to the phrase, ***"I need clarity"*** is always to stop the activity and review concerns.



If you have a patient safety issue you need to report, one option is to report it to your **patient safety officer (PSO)**. Your patient safety officer's main responsibility is to support every staff member who has a safety concern.

They also look for trends or patterns in patient safety; teach the importance of reporting all events; and share results of work that occurred because of events that were reported.

Find your PSO



Patient Safety Officers

Children's Hospital of Pittsburgh of UPMC...

Magee-Womens Hospital of UPMC...

UPMC Altoona...

UPMC Bedford...

UPMC Chautauqua WCA...

UPMC East...

UPMC Hamot...

UPMC Horizon Greenville...

UPMC Horizon Shenango...

UPMC Jameson...

UPMC Kane...

UPMC McKeesport...

UPMC Mercy...

UPMC Northwest...

UPMC Passavant McCandless...

UPMC Presbyterian/Shadyside...

UPMC St. Margaret...

UPMC Susquehanna - Divine Providence...

UPMC Susquehanna - Muncy Valley...

UPMC Susquehanna - Soldier and Sailors Memorial Hospital...

UPMC Susquehanna -Williamsport...

Western Psychiatric Institute and Clinic of UPMC...

Ray Pittetti

Lisa Mannetta

Vicki Wertz

Stephanie Ilmer

Mary Bosek

Cheryl Abbott

Jim Donnelly

Karen Calhoun

Karen Calhoun

Deb Perretta

Valerie Boni

Cheryl Abbott

Heather Dixon

Sue Bialo

Paul Hanlon

Lisa Donahue

Paul Hanlon

Heather Stafford

Cindi Whipple

Stacy Tom

Kathryn Mason

Elizabeth Bettinelli Holmes

This list is accurate as of May 31st, 2017.

[Return](#)

Incident reporting at UPMC is done through the Riskmaster tool.

All employees have access to Riskmaster.

You may also report concerns to your supervisor.



Riskmaster can be accessed through Cerner, EPIC, or the Infonet.



Incident reporting should be completed any time something out of the ordinary occurs (i.e., patient fall, medication reaction, anesthesia complication, near misses, etc.)

Cerner

EPIC

Infonet

Accessing Riskmaster

Use the buttons to the left to review all the locations where you can access the Riskmaster tool.

Cerner

EPIC

Infonet

Task Edit View Patient Chart Links Time Scale Options Help

Patient List Multi-Patient Task List

ZZZPN, MCK X

ZZZPN, MCK
"Falls L2"

Menu

- All Data
- Allergies
- Orders
- Med Grid
- EMAR
- MAR Sum
- Med Review
- Medication List
- Inpatient Summary
- VS
- IView/I&O
- Lab
- Micro
- Reports
- Rad
- PowerNote 2G
- Clin Notes
- Caredex
- Assess
- Nurse Notes
- Form Text
- Tasks
- Forms

Links

- eRecord A to Z Help
- Health Sciences Library
- Patient Education
- MedTrak
- Print On Demand
- Specimen Collection Handbook
- Schedule Appointment Book
- Antibiogram
- dbMotion
- Riskmaster

Health Sciences Library Patient Education MedTrak Print On Demand

PM Conversation Temporary Location Use this Application/Chart Data Suspend Participation

5Y (9/15/1965) F M6MN/0616.1 - Inpatient 04/16/10 (489.0)

IN: 013 698 741 999

Print 2 minutes ago

Level ALLRESLTSECT Table Group List

August 11, 2011 8:55 AM - August 19, 2011 8:55 AM (Clinical Range)

Navigator

- Measurements

Results

	8/11/2011 10:44 AM	8/11/2011 10:45 AM	8/11/2011 10:46 AM	8/11/2011 2:48 PM	8/11/2011 2:49 PM
Measurements					
Height (cm)	165.00			156.00	
Dosing Weight (kg)			110	n 76.00	
Admission Weight (kg)	108.00			76.00	
Admission Weight Type				Measurement	
BMI	39.7			31.2	
BSA	2.13			1.76	
BSA (Rule) (sq meters)		n 2.13	n 2.15		n 1.76

You may access Riskmaster from either the Links Tab or from the Toolbar. Creating an Initial Incident/Event Reporting (IIER) from the patient encounter in Cerner/eRecord will auto-populate the patient's demographic information into the IIER.

Cerner

EPIC

Infonet

Hyperspace - CRS CRANBERRY PT - UPMC CRS Revenue Cycle Training - UPMC CRS Revenue Cycle Training - THERAPIST CRS - CRSTHERAPIST1

Epilo Dx Lookup Charge Entry Transaction Inquiry Registration Appts View Sched Arrived In Basket Print Log Out

UPMC CRS REVENUE CYC

Janestreet, Dave PCP: ID: 075005432 Chart: Age: 93 yrs DOB: 2/2/1922 MyUPMC: Inactive Acknmnt

Appointment Desk for Janestreet, Dave [075005432]

Make Appt Walk In QuickAppt Classes Wait List History Itinerary Locate Week View Reg

Patient Demographics for JANESTREET, DAVE [075005432]

DOB: 2/2/1922 SSN: 999-99-9999
Age: 93 yrs Sex: Male
Home Phone: 412-773-8506 Work Phone: 412-773-8506
Address: 2310 Jane Stree Cell Phone: 412-773-8506
City/State/Zip: Pittsburgh, PA 15203
E-mail:
Perm Comments:

Patient Options

March 2015

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Today

Future Past

Rtl	Date	Time	Len	Dept	Provider	Visit Type	VISIT COVERA	No
-----	------	------	-----	------	----------	------------	--------------	----

NOTE: You must be on a patient content screen for the Riskmaster link to work. The following example shows how to access the Riskmaster link when on the EPIC Appointment Desk screen. Click on the drop-down arrow on the EPIC menu button.

Next Step

Check In Check Out Can/Rsch Change Appt Info Copy Fwd Expand Recur Reg Appt Asgn Rfl

THERAPIST CRS 8:57 AM

Cerner

EPIC

Infonet

1

2

3

Riskmaster

Links

Transaction Inquiry Dept Appts Appts View Sched Arrived Edit Template Registration Adjustment Posting Print Secure Log Out Launch Riskmaster website Search Acknmnt

1 Dept Appts 2 My Reports 3 Visit Inquiry 4 My Dashboards 5 Appts 6 Record Viewer 7 Workqueues Recent Riskmaster Encounter Rel Date/Defaults Registration Payment Posting Report Patient Care Billing CR/CM Referrals Reg/ADT Scheduling Reports Tools Admin Personalize Help Change Context... Secure Log Out Exit

PDR Health Sciences Library System UPMC Health Plan Pharmacy UPMC Health Plan Formulary UPMC Health Plan Authorizations UPMC Outlook Email Pitt Email AIDS Information Highmark Health America UPMC Patient Education Gill MUSE MARS UPAY ClinicalConnect HIE UPMC Research Registry UPMC Pediatric Research Registry Quest Care 360 ARRA SELF PAY ADDENDUM HBC Medicare Notice CC HBC NOTICE OV HMK T RESP HBC OON T RESP LINK NOTICE OF EMERGENCY UPMC LINKS Clinical Reference

SSN: Sex: Work Phone: Cell Phone: E-mail: Health Maintenance Patient has FYs

Dept	Provider	Visit Type	VISIT COVERAGE	Notes	FOLLOW UP
UPMC Health Plan (2011101)	UPMC Health Plan (2011101)	UPMC Health Plan (2011101)	UPMC Health Plan (2011101)		
UPMC Health Plan (2011101)	UPMC Health Plan (2011101)	UPMC Health Plan (2011101)	UPMC Health Plan (2011101)		

Check In Check Out Can/Rsch Change Appt Info Copy Fwd Expand Recur Reg Appt Asgn Rfl

DOUGLAS ZUNDEL Staff Message 8:59 AM

After you click on the drop-down arrow on the EPIC main menu button, a menu will appear. First, click on 'Links' menu item, then select 'Riskmaster' from the sub-menu.

Cerner

EPIC

Infonet

UPMC

My HUB

MyApps

Policies

UPMC Experience

Business Tools

Clinical Tools

Benefits

Career

People and P



Clinical Tools

Clinical Trials and
Grants

Patient Interactions

Compliance and Risk
Management

Quality Improvement

Consent Forms

Safety

Electronic Health
Records

Standards of Care

Under the Clinical Tools header,
click on "Compliance and Risk
Management"

Next Step

UPMC N



Five Ways to Get Social at UPMC

Live Virtual Session to Become an Office 365



It's Going Down

Rise Up and Shine This Saturday at Pittsburgh

☐ Miniature horse

☐ Cat

Finish Survey

I'm Following

Training

Training

Perks

View All

Cerner

EPIC

Infonet

VIEW AS: CORP CORPORATE SERVICES HUMAN RESOURCES NON-MANAGEMENT

UPMC My HUB MyApps Policies UPMC Experience Business Tools Clinical Tools Benefits Career People and Places

Infonet > Clinical Tools > Compliance and Risk Management

Search Infonet Search

Infonet Policies People Videos

Compliance and Risk Management

Most Viewed

- How to Report
- Risk Management Documentation
- Compliance and Risk Management Contacts
- Reporting Employee Events
- Riskmaster Reporting Guide

Reporting

	Modified Date
Operator Completion Entry	2/7/2017
Reporting Employee Events	1/30/2017
Reporting Employee Events	1/30/2017
Risk Management Document...	1/30/2017
RiskMaster: Incident Report	2/7/2017

Intermediation

	Modified Date
Intermediation	1/30/2017
Intermediation Steps	1/30/2017
Patient and Family Code of...	1/30/2017

Contacts

Fraud Team Compliance and Privacy

Fraud Team

412-647-5774

fraudteam@upmc.edu


Click on "Riskmaster: Incident Report"

Reporting Other Events

For events not patient or employee related, complete an [event form in Riskmaster](#) or contact Pat Schnorr in Corporate Insurance Department at 412-437-7484

What Happens To The Incident Report?







Incident reporting is submitted via Riskmaster.
The event is created by either phone message,
online reporting, or e-mail with confidential header.

The background is a solid dark purple. It features several large, lighter purple arrows pointing downwards. A vertical dashed white line runs through the center of the image.

Event is routed to hospital's patient safety officer (PSO), unit director, and other leaders.



The Patient Safety Committee is made up of the hospital Triad. The Triad consists of the PSO, the Chief Nursing Officer, and the Chief Medical Officer at each hospital. The appropriate member or the entire team decides on how to improve based on the incident and results of the follow-up investigation that may be completed.



The Committee identifies ways to reduce risks by conducting an intense analysis. Action plans are created to remove risks. Some action items may include specific education, policy improvements, and work-flow enhancements.

Remember that patients stay safer when we work together as a team of professionals and SPEAK UP when we are concerned.