# RWJBarnabas HEALTH

HRP : How to Report a Patient Experience Event

HOW IT WORKS

Use the **Patient Experience Module** to report a visitor or patient's complaint or grievance.

- Access your High Reliability Event Reporting dashboard from The Bridge or from OKTA-SSO tile on your desktop.

High Reliability
Event Reporting

- Once you have logged in, your landing page will display a dashboard with the event modules on the left **(1)** and various resource links on the right **(2)**.

- On the top left, Select the **Patient Experience** button on the Reporter Dashboard

- You will receive a Pop up to **Add New Entry**.
  - Begin by selecting the **Locations button**.
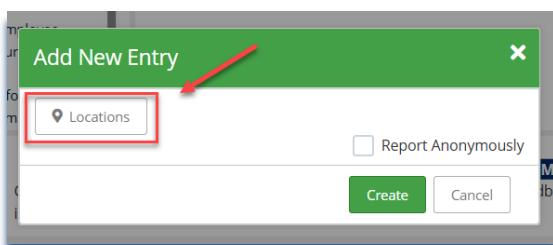
- Click **Search by Facility field (1)** then Enter your **facility name (2)** or choose from the drop-down menu.
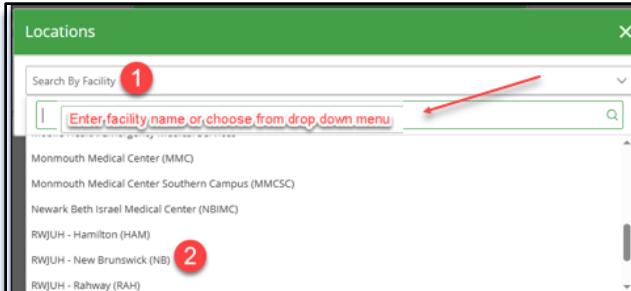
- Next **Search By Department (3)** then **choose the department** the event occurred in from the drop-down list **(4).**

** **NOTE**: this department may be different than the one that you work in depending on where the actual event occurred**
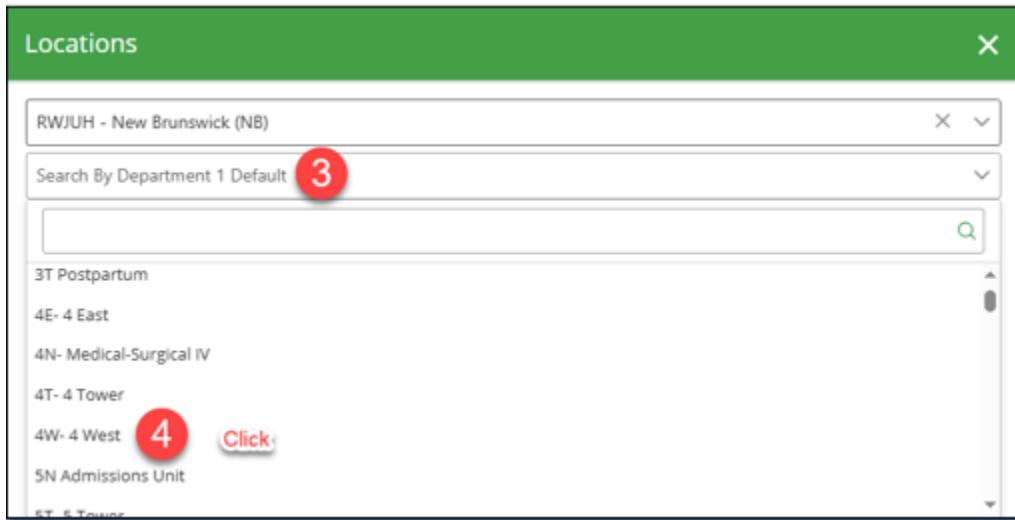
- Once selecting the department from the drop down, you must confirm on the final screen by **clicking the department name again.**
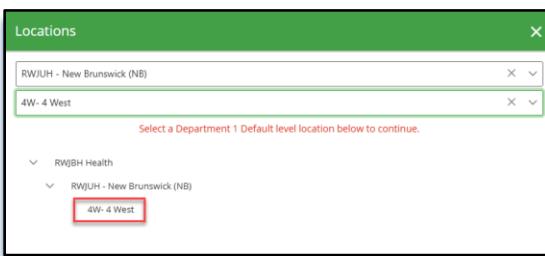
- **Click Create**
  - **Note**: you do have the option to select the box to **Report Anonymously**. If you decide to report anonymously, you will not be able to follow the progress and outcome of this event, and your manager will not be able to obtain more details from you in regard to this event if needed.
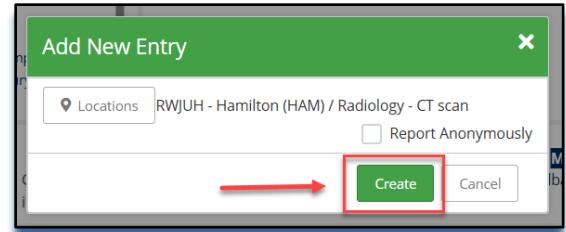
- Work through the form and enter details of the event.
  - Depending on your selections, additional fields may cascade to be completed.
  - Briefly describe the facts of the event.

- **Tool tips** are available in some sections of the form for assistance. **Hover over the "I" icon** to reveal information/

- When the complaint/grievance involves a patient or employee, you can easily populate the patient details by selecting the **Patient lookup button or the Employee/Provider Lookup button**

- Once all information has been completed, **click the Submit button** at the bottom of the form to file the event.

- If you are not ready to Submit the event, you can select **Save and Close**. This will save the event as an incomplete report so that you can exit the case and come back to finish and submit it later. Reports that are incomplete when saved are assigned a "Pending" status.
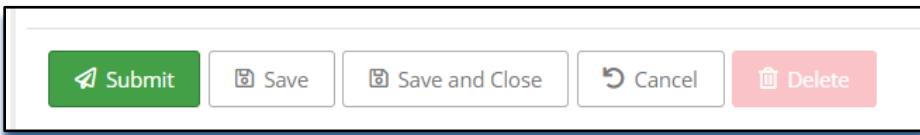
- If mandatory (required) fields are not completed, you will not be able to submit your report. After clicking Submit, the system will indicate in red the areas that you missed.


General Case Function Definitions

Submit: Transitions a case from a status of pending to open. The system enforces completion of all fields marked "required on Open" before submission, alerting the reporter via a pop-up if any are missing.

1. **Save:** Preserves the user's current work on the case without exiting, allowing them to continue editing.
2. **Save and Close**: Preserves the user's current work and then exits the case. The event will be saved under your **My Pending** section of the dashboard to complete at a later date.
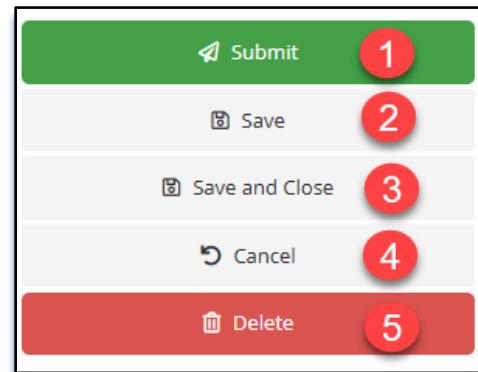
3. **Cancel**: Allows a user to exit a case without saving *only* if it has not been submitted already.
4. **Delete**: Removes a case from the system. *only* if it has not been submitted already.
   - Access to delete cases once created is restricted to the Managers and Safety Module expert will have the security access to delete a case. Deleted cases currently require Safety Support intervention for recovery.

Version #	Purpose of Change	Author	Date of Change
1.0	Initial Creation	C. Nass	11/2025
1.1	Update format	D.Martin	12.2.2025

High Reliability Platform (HRP) for Event Reporting – Patient Experience Module
Report Types

The Patient Experience Module is intended for reporting of patient, family and caregiver reported complaints and grievances

Concern	Definition	For Example
Access to Care	The ability of individuals to get the health services they need.	inability to schedule an appointment, hours not convenient, surgery postponed, no call back, difficult to navigate hospital
Accessibility	The degree to which healthcare services, information and environments are readily available.	service animal policy, no interpreter available, hard of hearing patient staff didn't speak clearly
Accommodations	Make changes in adjustments in care, communications, or environment to meet each patient's individual needs.	no wheelchairs available, unable to stay overnight with loved one, couldn't go in to visit outside of visiting hours
Billing- No care Issue	Dispute hospital charges with no quality-of-care concern. The dispute is strictly billing.	Incorrect bill amount, incorrect procedure on bill
Billing- Care Issue	Dispute hospital charges with a quality-of-care concern	Billing amount is technically correct but patient/family is disputing the amount due to the perceived quality of care they received
Communication	Information is not shared effectively, respectfully, or in a way that supports understanding and trust during a care encounter.	lack of care updates or test results, feeling dismissed, lack of empathy, conflicting information
Delay/ Response Time	Elapsed time between when a patient/family needs, request or concern is identified and when an appropriate staff action occurs.	call bell response, delay in receiving assistance, long wait time for testing/procedure
Food Services	Inconsistencies or inability to accommodate dietary requests.	dietary needs regarding temperature and quality.
Environment of Care	Physical and organizational aspects of a healthcare setting.	bathroom/room not clean, furniture /equipment broken or old, temperature

High Reliability Platform (HRP) for Event Reporting – Patient Experience Module
Report Types

Concern	Definition	For Example
Medical Record	Questions/concerns regarding the official document that contains a patient's health information.	amendment to record, request inaccurate records, unable to access records
Patient Rights	The basic rules of conduct between patients and healthcare providers are important to protect patients and ensure they receive safe, respectful, and fair treatment.	right to privacy, denied care, didn't consent to treatment, discriminated against, unethical treatment
Property/Personal Belongings	Reported misplaced, lost, or stolen patient items.	dentures, hearing aids, walkers or canes, personal property
Quality of Care	The standard of care and our delivery service did not meet expectations.	wrongly diagnosed, incorrect testing, accuracy of diagnosis, appropriateness of clinical treatment, and or follow-up care. Perceived errors or omissions or practices that place the patient at risk of harm
Staff Behavior/Respect	Staff members observed conduct, attitude, or communication style was unprofessional, disrespectful, or inconsistent with the organization's values and standards of patient care	perceived lack of respect or inappropriate verbal tone and or demeanor