



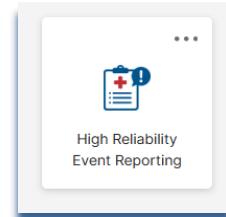
## HRP : How to Report a Patient Safety Event

### How it Works



Use the **Patient Safety Module** to report patient related events. This module also includes visitor related events.

- Access your High Reliability Event Reporting dashboard from The Bridge or from OKTA-SSO tile on your desktop.
- Once you have logged in, your landing page will display a dashboard with the event modules **(1)** and various resources **(2)**.



WELCOME to the HIGH RELIABILITY PLATFORM FOR EVENT REPORTING! We're so glad you're here.

Event reporting offers valuable insights into potential risks and system opportunities, ultimately improving safety and learning to prevent future adverse events. Through event reporting, we can all make RWJBarnabas Health safer and more reliable in a culture guided by our core values – accountability, compassion, curiosity, empathy, excellence, kindness, respect and teamwork.

Need help choosing a module? See below for definitions and examples

Click here to start an event report 1

**Patient Safety** 2

PATIENT and VISITOR unexpected, adverse safety events and incidents

**Workplace Safety**

TEAM MEMBER related events - hazards, injuries, illnesses, workplace violence and unprofessional conduct

**Patient Experience**

PATIENT and VISITOR complaints and grievances

**Resources & Updates**

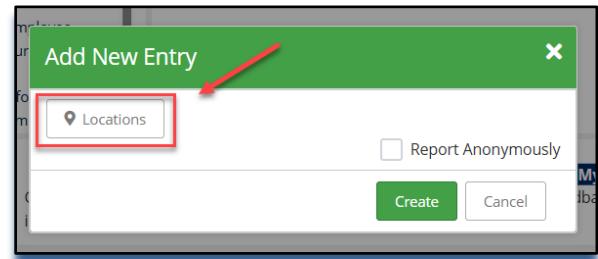
- Link to "What goes Where" event types
- HRP Contacts by Module for each RWJBH Facility

- On the top left, select the **Patient Safety button**.

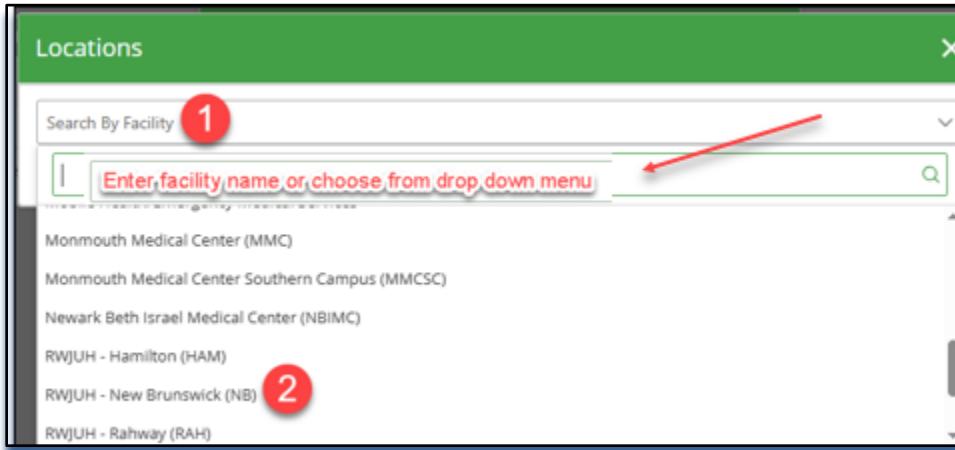




- You will receive a Pop up to **Add New Entry**.
  - Begin by selecting the **Locations** button.

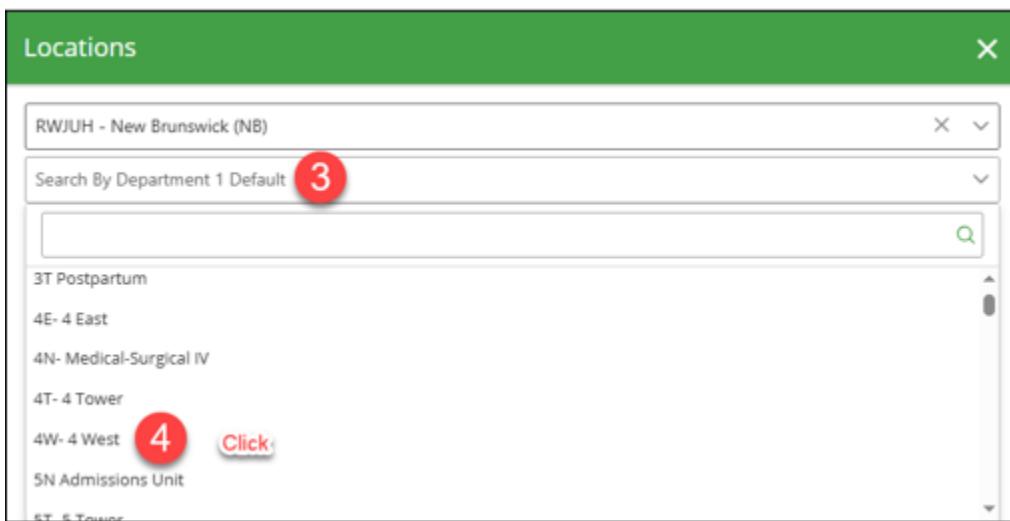


- Click **Search by Facility** field (1) then Enter your facility name (2) or choose from the drop-down menu



- Then select (3) **Search By Department** then (4) **choose the department** the event occurred in from the drop-down list.

\*\* **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 again**.



Locations

RWJUH - New Brunswick (NB)

4W- 4 West

Select a Department 1 Default level location below to continue.

RWJBH Health

RWJUH - New Brunswick (NB)

4W- 4 West

- **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.

Add New Entry

Locations: RWJUH - Hamilton (HAM) / Radiology - CT scan

Report Anonymously

Create

Cancel

- After completing these steps, you will be brought to the form to fill out the incident details.
  - **Note:** When filling out some of the fields, additional questions may cascade requiring additional fields/questions to complete.
- Begin at the top and indicate Reporter name, Date, and Time the event occurred.
  - Some fields are listed as Optional. The fields not listed as optional will be required before submitting.
  - As an example: Date is a required field, Time is optional – however can be pertinent to the event trending and should be entered

Initial Report

Date of Event **(required)**

MM/DD/YYYY

Time of Event **(Optional)**

- **Choose** the type of event you are reporting such as Incident, Near miss, or Unsafe Condition

Please choose the type of event you are reporting

Select one

Incident/Safety Event - reached the patient (whether or not it caused harm)

Near miss- event that did not reach the patient

Unsafe condition - increases the probability of a safety event (No patient involved)

- If you are unsure about the type of event, hover over the 'i' in the green circle to open a tool tip with information.



Please choose the type of event you are reporting 

-  **Incident:** A patient safety event that reached a patient and either resulted in no harm (no harm incident) or harm (harm incident). The concept "reached a patient" encompasses any action by a healthcare practitioner or worker or healthcare circumstance that exposes a patient to harm. For example, if a nurse gives a patient an incorrect medication, an incident has occurred.
- Near miss:** An event that did not reach a patient. For example: discovery of a dispensing error by a nurse as part of the process of administering the medication to a patient (which if not discovered would have become an incident); discovery of a mislabeled specimen in a laboratory (which if not discovered might subsequently have resulted in an incident).



- Depending on your selections, additional fields may cascade to be completed.
- Briefly describe the facts of the event.

Briefly describe the facts of the event 

Patient fell while walking from bed to bathroom and broke her hip

- Select the appropriate category and complete questions for that category.

Which category best describes the type of event or unsafe condition?

- Behavior
- Blood or Blood Product
- Care Coordination
- Consent and Documentation
- Device or Medical/Surgical Supply, including Health Information Technology (HIT)
- Diagnosis Related
- Environment
- Fall 
- Healthcare-associated Infection
- Infection Prevention Related
- IV and Line Related
- Medication or Other Substance
- Nutrition
- Perinatal
- Skin/Pressure Injury
- Respiratory Care
- Security
- Surgery or Anesthesia (includes invasive procedure)
- Testing (Lab/Radiology)
- Treatment or Procedure
- Venous Thromboembolism
- Other: Please specify

- When the incident involves a patient, easily populate the patient details by selecting the **Patient look up button**



**Patient Safety Details**

PS-2025-000178 (PS)

**Location:** (SICU)

**Treatment/Exam Room:** Other (Please specify)

**Type of person affected:**

(Required)

Patient  Not a Patient

**Patient Details**

Search to identify the patient related to this event

(Optional)

Encounter Id	Name
Date	DOB
MRN	Gender
Address	Location

**Patient Lookup** **Clear**

- Indicate if you would like to **receive feedback**/updates in response to the event.
  - If you chose to submit anonymously you will not be able to receive these updates.

**Reporter Feedback**

Would you like an update on the review and actions taken in response to the event you reported?

Yes  No

- 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.

**Submit** **Save** **Save and Close** **Cancel** **Delete**

- If mandatory 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.



### Initial Report

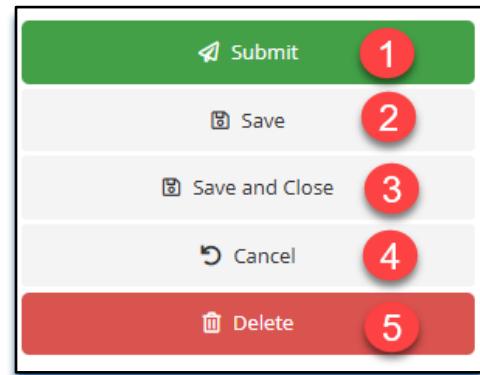
Date of Event (required)

Date of Event (required) is Required

## 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.
- Save:** Preserves the user’s current work on the case without exiting, allowing them to continue editing.
- Save and Close:** Preserves the user’s current work and then exits the case.
  - The event will be saved under the **My Pending section** of the dashboard to complete at a later date.



**My Pending**

Contains a list of your draft case entries. Once you complete and submit an entry form, it will disappear from the "My Pending" list.

**My Pending**

Workplace Safety WF-2025-000118 Pending Oct 6, 2025  
Workforce Medical Event RWJUH - New Brunswick (NB)  
Domain stuff

- Cancel:** Allows a user to exit a case without saving **only** if it has not been submitted already.
- 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.



<b>Version #</b>	<b>Purpose of Change</b>	<b>Author</b>	<b>Date of Change</b>
1.0	Initial Creation	A. Caprioli	11/2025



## High Reliability Platform (HRP) for Event Reporting – Patient Safety Module

### Event Type Categories Examples

The Patient Safety Module is intended for reporting of incidents (events), near misses and unsafe conditions of patients or visitors

Event Type Category	For Example
<b>Behavior</b>	<ul style="list-style-type: none"><li>• Refusal of care</li><li>• Suicidal or self-injurious behavior</li><li>• Disrupting the care environment</li><li>• Contraband</li><li>• Leaving Against Medical Advice w/ concern or opportunity</li><li>• Elopement</li><li>• DCPP Notification (for alleged child abuse)</li></ul> <p><i>NOT for Workplace Violence events initiated by a patient – use the Workplace Safety module</i></p>
<b>Blood or Blood Product</b>	<ul style="list-style-type: none"><li>• Transfusion of the wrong blood type</li><li>• Adverse reactions to transfusion</li><li>• Blood or blood product ordering or wasting issue</li></ul> <p><i>NOT for blood specimen issues – see Testing (Lab/Radiology) event type</i></p>
<b>Care Coordination</b>	<ul style="list-style-type: none"><li>• Communication breakdowns during patient handoffs</li><li>• Issues/concerns related to coordination, collaboration or response during a Medical Alert</li><li>• Bed availability or assignment concerns</li><li>• Lack of follow-up care after discharge</li><li>• Inadequate discharge planning</li><li>• Issues with patient transport between departments</li></ul> <p><i>NOT for interfacility (between hospitals) transfer or transport – see Interfacility Patient Transfer</i></p>
<b>Consent and Documentation</b>	<ul style="list-style-type: none"><li>• Lack of informed consent for a procedure</li><li>• Inaccurate informed consent</li><li>• Missing or incomplete documentation in the medical record</li></ul> <p><i>NOT for patient information found in the incorrect patient's record – see HIPAA/Privacy</i></p>
<b>Device or Medical/Surgical Supply, including HIT</b>	<ul style="list-style-type: none"><li>• Malfunctioning medical equipment</li><li>• Use of expired supplies</li><li>• Adverse reactions to implanted devices</li></ul>



## High Reliability Platform (HRP) for Event Reporting – Patient Safety Module

### Event Type Categories Examples

Event Type Category	For Example
	<ul style="list-style-type: none"><li>IV/Infusion Pump related issues <i>NOT for medication related issues – see Medication or Other Substance Event Type</i></li></ul>
<b>Diagnosis Related</b>	<ul style="list-style-type: none"><li>Assessment or monitoring issues that affect diagnosis</li><li>Misinterpreting test results</li><li>Failing to follow up on abnormal findings</li><li>Attributing symptoms to a benign cause when a serious condition is present</li></ul>
<b>Environment</b>	<p>Includes events that are unsafe conditions (no patient involved) or patient/visitor affected</p> <ul style="list-style-type: none"><li>Exposure to hazardous materials</li><li>Elevator malfunction or entrapment</li><li>Network, power, phone, fax failures and outages</li><li>Pests such as Lice and Bed bugs</li></ul> <p><i>NOT intended for workplace safety/team member related events – use Workplace Safety Module</i></p>
<b>Fall</b>	<p>All falls regardless of if were un/assisted, un/observed or resulted in injury/harm:</p> <ul style="list-style-type: none"><li>Falls from bed</li><li>Falls in the bathroom</li><li>Falls during ambulation</li><li>Developmental Falls</li><li>Baby/Child Drop from being held by caregiver</li></ul>
<b>Healthcare-associated Infection (confirmed infection)</b>	<p>Infections confirmed by the Infection Prevention team:</p> <ul style="list-style-type: none"><li>Central line-associated bloodstream infections (CLABSI)</li><li>Catheter-associated urinary tract infections (CAUTI)</li><li>Surgical site infections (SSI)</li><li>Pneumonia</li><li>C. diff</li></ul> <p><i>NOT for other infection-prevention related issues – see Infection Prevention Related event type</i></p>
<b>HIPAA/Privacy</b>	<p>Any breach in HIPAA/Privacy of patient Protected Health Information (PHI)</p> <ul style="list-style-type: none"><li>Patient information found in the incorrect patient's record</li><li>Patient information was given to the incorrect patient at discharge</li></ul>



## High Reliability Platform (HRP) for Event Reporting – Patient Safety Module

### Event Type Categories Examples

Event Type Category	For Example
	<ul style="list-style-type: none"><li>Patient information was faxed to the incorrect fax number</li></ul>
<b>Infection Prevention Related</b>	<ul style="list-style-type: none"><li>Failure to recognize or adequately treat a community-acquired infection leading to sepsis</li><li>Breakdown in infection control procedures (e.g., inadequate hand hygiene, improper sterilization)</li></ul> <p><i>NOT for confirmed HAIs – see Healthcare-associated Infection event type</i></p>
<b>Interfacility Patient Transfer</b>	<p>For issues with transfer or transport between hospitals</p> <ul style="list-style-type: none"><li>Delay in patient transfer from one hospital to another</li><li>Concerns with care while transporting a patient from one hospital to another</li></ul> <p><i>NOT for within facility transfers or transport – see Care Coordination event type</i></p>
<b>IV and Line Related</b>	<ul style="list-style-type: none"><li>Infiltration from IV/line</li><li>IV related phlebitis (<i>see skin/pressure injury for non-IV related phlebitis</i>)</li><li>Air embolism from IV/line</li></ul> <p><i>NOT for medications – see Medication or Other Substance</i> <i>NOT for procedure-related issues – see Treatment or Procedure</i> <i>NOT for IV/Infusion Pump issues – see Device or Medical/Surgical Supply</i></p>
<b>Medication or Other Substance</b>	<p>Includes medications, vaccines, contrast, biologics, nutritional products, breastmilk, radiopharmaceuticals and medical gases issues such as:</p> <ul style="list-style-type: none"><li>Medication overdoses</li><li>Wrong medication</li><li>Adverse drug reactions</li><li>Medication interactions</li><li>Controlled Substance Discrepancy or unsecured/incorrect storage (<i>enter as an unsafe condition, no patient involved</i>)</li></ul>
<b>Nutrition</b>	<ul style="list-style-type: none"><li>Aspiration from feeding</li><li>Electrolyte imbalances due to inadequate nutritional support</li><li>Incorrect maintenance of NPO or feeding status</li></ul> <p><i>NOT for nutritional products – see Medication or Other Substance</i></p>
<b>Perinatal</b>	<ul style="list-style-type: none"><li>Birth injuries</li><li>Postpartum hemorrhage</li><li>Fetal distress</li></ul>



## High Reliability Platform (HRP) for Event Reporting – Patient Safety Module

### Event Type Categories Examples

Event Type Category	For Example
	<i>NOT for retained foreign object during delivery – see Surgery or Anesthesia event type</i>
<b>Respiratory Care/Airway Management</b>	<ul style="list-style-type: none"><li>• Self/unplanned extubation (ET Tube)</li><li>• Tracheal decannulation</li><li>• Inadequate oxygenation</li><li>• Missed/delayed respiratory treatment</li><li>• Inaccurate ventilator settings</li></ul> <i>NOT for intubation complications or airway issues during surgery/anesthesia – see Surgery or Anesthesia event type</i> <i>NOT for medical gas related issues – see Medication or Other Substance</i>
<b>Security</b>	<ul style="list-style-type: none"><li>• Abduction</li><li>• Impersonating Healthcare Provider</li><li>• Infant/Child Discharged to Wrong Person</li><li>• Property Damage/Vandalism</li><li>• Patient property loss</li><li>• Security Failure (e.g., unlocked doors)</li><li>• Suspicious Package</li><li>• Unauthorized Access/Trespassing</li></ul> <i>NOT for Workplace Violence events – use Workplace Safety Module</i> <i>NOT for patient behavior events – see Behavior event type</i>
<b>Skin/Pressure Injury</b>	<ul style="list-style-type: none"><li>• Pressure injuries</li><li>• Skin tears</li><li>• Lacerations</li><li>• Abrasions</li><li>• Phlebitis (non-IV related)</li></ul>
<b>Surgery or Anesthesia (includes OR &amp; invasive procedure)</b>	<ul style="list-style-type: none"><li>• Wrong-site surgery</li><li>• Retained foreign objects</li><li>• Anesthesia complications</li><li>• Intubation complications (including intubations performed in locations other than the OR)</li></ul>



## High Reliability Platform (HRP) for Event Reporting – Patient Safety Module

### Event Type Categories Examples

Event Type Category	For Example
<b>Testing (Lab/Radiology)</b>	<p>Includes Laboratory and Radiology testing:</p> <ul style="list-style-type: none"><li>• Misinterpretation of test results</li><li>• Delays in reporting critical values</li><li>• Wrong test performed</li><li>• Mislabeled specimen</li></ul>
<b>Treatment or Procedure (outside of OR)</b>	<p>Complications of treatments or procedures (e.g. Dialysis, chest tube placement, central line insertion, lumbar puncture, other bedside procedures):</p> <ul style="list-style-type: none"><li>• Change in condition during treatment or procedure</li><li>• Delay of treatment or procedure</li><li>• Incomplete/inadequate treatment or procedure</li><li>• Incorrect treatment or procedure</li><li>• Monitoring issue during treatment or procedure</li></ul> <p><i>NOT for Operating Room related issues – see Surgery or Anesthesia</i> <i>NOT for Laboratory or Radiology issues – see Testing (Lab/Radiology)</i></p>
<b>Venous Thromboembolism (VTE)</b>	<p>Inadequate risk assessment or failure of prophylaxis results in either:</p> <ul style="list-style-type: none"><li>• Deep Vein Thrombosis (DVT)</li><li>• Pulmonary Embolism (PE)</li></ul>