How Can Hospital Staff Report to PSRS?

Once a hospital organization has decided to join the NASA PSRS, they can provide one or both of the following options for reporting.

Paper Copies - Staff are welcomed to report using paper forms which can be placed in staff areas around the facility or printed from the PSRS website. These forms can then be placed in the mail and sent directly to the NASA PSRS.

Electronic Reporting - Staff may be able to securely submit reports via the PSRS website.

What Services Does the NASA PSRS Provide?

Alert the healthcare community locally or nationally to serious system vulnerabilities:

Patient Safety Bulletins (PSBs) and For Your Information Notices (FYIs)
Reports describing potential serious system vulnerabilites or risks to patient safety are validated, de-identified, summarized and issued as PSBs or FYIs. These publications are sent to the appropriate individuals throughout the hospital system in order to provide the opportunity for additional focused evaluation and possible action.

Communicate widely using the following modalites:

FEEDBACK Newsletter
FEEDBACK is a two-sided, one-sheet newsletter that features de-identified excerpts from PSRS reports describing situations which reporters have experienced and reported to the PSRS in their own words.

Search Requests
Staff can request a search of the PSRS database on specific safety topics of interest. Completed search requests containing de-identified data are sent to the staff person requesting the information and not to external organizations.

Perform Outreach
This is a critical feature of the program. It allows hospital staff to get to know the PSRS staff as representatives of this external program and helps the PSRS provide continuous feedback to the reporting community. Outreach efforts provide staff with education regarding the benefits of safety incident reporting, thereby improving the culture of safety at your hospital organization.

Collaborate:
Work with groups and organizations within a hospital and the greater medical community to provide de-identified data to help solve problems.

For More information
Visit the PSRS website: **http://psrs.arc.nasa.gov**

Patient Safety Reporting System

See it.
Report it.
Make a Difference.

A confidential program that collects, protects, and uses event data to improve patient safety in medical facilities.

What is the Patient Safety Reporting System?

The Patient Safety Reporting System (PSRS) is a non-punitive, confidential, and voluntary program which collects and analyzes safety reports submitted by healthcare personnel. Staff can report close calls, suggestions, and incident / event related information and data to improve patient safety.

PSRS is an external, independent system administered by the National Aeronautics and Space Administration (NASA) and is available to collaborate with both private and federal medical facilities. Staff in all sectors of medical systems can voluntarily report any close calls, events or concerns they have which involve patient safety. Reporters can submit PSRS reports directly to NASA electronically, when established with a healthcare organization, or via the U.S. mail.

Why is NASA Involved in a Patient Safety Program?

NASA has administered the Aviation Safety Reporting System (ASRS), a similar and very successful program, since 1976 without ever violating a reporter's confidentiality. NASA is an independent, respected research organization that does not have regulatory or enforcement interests. It therefore serves as an "honest broker" that is an objective and trustworthy recipient of reports submitted by healthcare personnel.

What Types of Events May Be Reported to PSRS?

Use PSRS to report any safety-related issues, such as:

- ✓ "Close calls" - Events or situations that could have resulted in accident, injury, or illness, but did not, either by chance or through timely intervention.

- ✓ Unexpected serious occurrences that involved a death, physical injury, or psychological injury of a patient or employee.

- ✓ Lessons learned, safety ideas, or potential safety situations.

Does PSRS Replace Other Internal Reporting Systems?

The PSRS is available to act as a reporting system that is complementary to a medical facility's internal reporting system or serve as the primary system responsible for capturing close calls, events, patient safety concerns, and suggestions.

Are PSRS Reports Protected?

Yes, PSRS reports are protected from the Freedom of Information Act (FOIA) and protected by the Privacy Act. Other strong protections may be possible depending on the arrangement with the healthcare organization. Additionally, PSRS has strong procedural protections, which includes the removal of all personal names, facility names, locations, and other potentially identifying information before entering reports into its database.

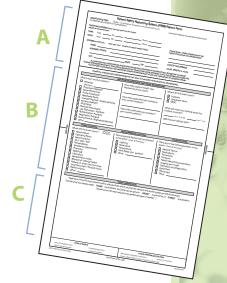## Are There Any Types of Events That May Not Be Reported?

Events such as criminal acts are not included in the PSRS. The inclusion of other intentional unsafe acts would depend on other state and federal laws and are handled on a case by case basis with the reporter.

How Is the PSRS Form Used?

Electronic and paper versions of the reporting form consist of three parts:

A **Reporter Return Receipt** - NASA will return this part of the form to you as proof that your report has been received. NASA does not retain any of the information you provide on the reporter receipt strip, but if additional clarifications about your report are needed, this information allows NASA to contact you.

B **General Information** - This section asks for background information about your position, experience, and general event characteristics.

C **Narrative** - A blank writing space where the reporter can describe what happened in your own words, and any safety lessons you may have learned from the experience. The back of the form provides additional space for the narrative.

What Happens to Your Report?

Once a report is received from your hospital, it is reviewed by two independent Medical Expert Analysts. These analysts may contact the reporter to gather additional information if needed. Reports are then de-identified to protect the reporter and other third party references. Once de-identified, they are entered into the NASA PSRS database using a coding taxonomy which provides ease for data extraction purposes. Reporter information is destroyed after analysis. ID strip with contact information is returned to the reporter.