

## Tip Sheet for Patient Safety Event Reporting: the ICare system

### What Is ICare and why do we report?

ICare is the online reporting tool used to report any patient safety event. Reporting actual patient safety events as well as good catches provides the opportunity to learn, improve our processes, and strengthen our culture of safety. Thank you for reporting and your commitment to patient safety.

### What is considered a patient safety event that needs to be reported in ICare?

Any situation or event that is not consistent with routine patient care or operations of the care setting and results in, or has the potential for, injury to a person or property.

- **DO** report patient safety events like:
  - Falls, medication events, pressure injuries, equipment and product issues, blood or blood product events, delays of care, surgery/procedure events, violence against a patient etc. (see full list in online system)
- **DO NOT** report:
  - human resources issues like a late co-worker; unless you consider it reckless behavior that impacts patient safety
  - violence events for which an employee is the target (enter as an employee incident)
  - certain audits or measures your department might be tracking (hand hygiene compliance)

### When should I report?

Reporters should enter safety events as soon as possible, but no later than the end of their shift. If a patient experiences a safety event that results in injury or harm, immediately notify the patient's care provider and your leader.

### How to report:

1. You can report online into the I CARE system from any Fairview location by clicking the I CARE icon found in your Start bar under Business or Clinical Applications or Select the ICare link on the Fairview Intranet page at the top of the screen (see below)
2. Select "Patient Incident Reporting" Note: *Choose "Employee/Student/Volunteer Incident Reporting" if it was an employee, student, or volunteer who was or could have been harmed.*
3. Follow prompts to answer a series of questions based on the type of safety event, just like you would an online survey; provide **as much detail as possible** including specifics such as medical record number and patient name.



### What happens to the event after I report it, and who reviews it?

All patient safety events are reviewed by multiple people:

- **Managers:** review events in their areas to ensure appropriate follow-up, help teams take action to prevent similar events from occurring in the future, and confirm events are entered accurately
- **Subject matter experts:** review specific events with deep expertise and knowledge about the event type (for example, pharmacists review medication errors)
- **Quality and patient safety super users:** ensure that the event has been reviewed, that appropriate follow-up was completed, and that events are categorized properly for final reports