

Good Catch! Help Identify and Prevent Safety Errors

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BACKGROUND

The Good Catch Committee started in fiscal year (FY) 2016 to investigate and improve our processes. Membership includes a multidisciplinary team across the campus.

Our goal as a high reliability organization is to identify and prevent errors from occurring at all points of care delivery. Our hospital's Quality and Patient Safety department, along with the Good Catch Committee review all Good Catches submitted through our internal reporting system (VRS). A Good Catch is an event or situation that could have resulted in an adverse event but did NOT reach the patient, whether by chance or through timely intervention; they are important because they show practices that give way to potential error.

In FY20, the Good Catch Committee identified a downward trend of Good Catch submissions and set out to reverse that trend through awareness and engagement in reporting Good Catches.

THE CHALLENGE

- The Good Catch Committee identified that there was a decrease hospital-wide in the reporting of Good Catches in FY20. From FY17 to FY20, there was a decrease in the number of Good Catch events reported.
- FY20 and FY21 were difficult years as we navigated a pandemic, along with a nationwide nursing shortage.
- Good Catches will help us identify trends in practices that give way to potential error.

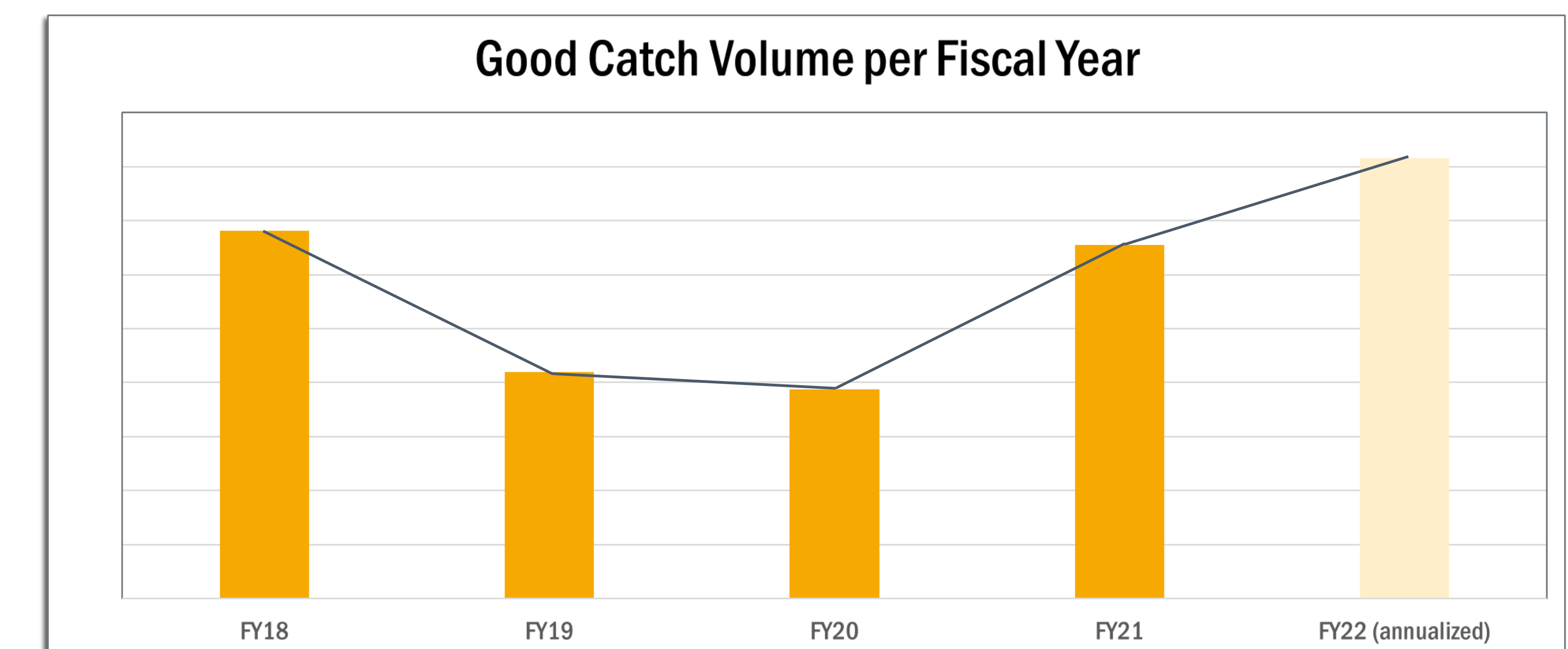
THE APPROACH

- The Good Catch Committee canvassed at multiple hospital-based committees and group meetings to raise awareness, get buy-in, and recruit members into our committee.
- Multidisciplinary committee members helped with roving cart inservices to spread education and increase awareness about submitting Good Catches into VRS.
- Enforced that all hospital employees can submit these Good Catches.
- The committee votes on and determines who is the Most Valuable Player (MVP) for the month. The MVP can be an individual or a group. The Good Catch MVP is celebrated by the committee and their leadership.
- The committee highlights Good Catch MVPs and events at leadership meetings throughout the campus
- The committee launched a hospital-wide fishing-themed tournament with our new committee mascot, Webby.
- At the end of each quarter the department that enters the most number of Good Catches will be awarded the coveted Good Catch traveling trophy.

PROJECT GOALS

- Our goal was to increase our number of Good Catches across the campus by 25% in FY21 as compared to FY20.

RESULTS



- In FY21, we increased Good Catches across the campus by 68.8%, far exceeding our aforementioned goal.



- For FY21Q4, FY22Q1 and FY22Q2, the Operating Rooms, Pre-Op, PACU, and Sterile Processing Teams won the Travelling Trophy for inputting the largest number of Good Catches among the campus departments.

LESSONS LEARNED

- The adage “7 times 7 ways” applied here, especially in the setting of a global pandemic.
- Collaboration between multidisciplinary teams was necessary to create and sustain a culture of reporting Good Catch events.