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ALERT Event Reporting

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Your Role in Risk Prevention at SIU Medicine

How can you help?

When you see something that did not go according to plan or you had a near miss, we ask that you report it through the ALERT event management system.

Reporting gives us opportunities to find causes of harm or potential harm and correct it.

You have protections.

SIU policy prohibits any employee who reports an event in good faith from being retaliated against for doing so.

You should not document within the medical record that an ALERT report has been filed, nor print or share this information.
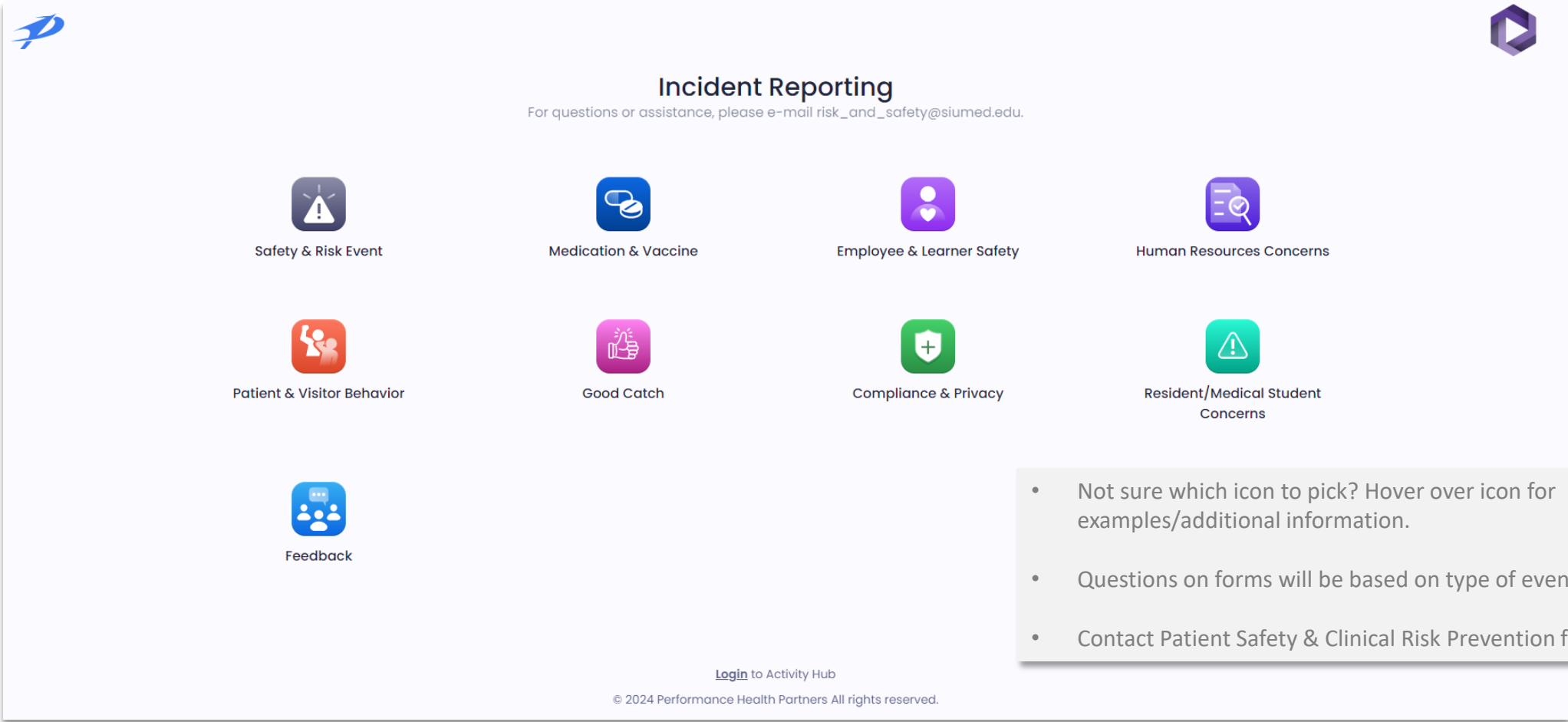

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ALERT

- Automated Logging and Event Reporting Tool

- ALERT is the SIU incident management system

- Links located on the Hive, Citrix, my.siumed.edu

- Bookmark it!

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Resident/Fellow Incident Entry

- Incident entry in hospital incident reporting system
  - Event occurs with patient/staff in hospital
  - Needlestick/exposure occurs in hospital

- Incident entry in SIU ALERT reporting system
  - Event occurs with patient/staff in SIU clinic
  - Needlestick/exposure occurs in SIU clinic

- If unsure, enter in ALERT system and we can address/assist to ensure correct parties are notified

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ALERT Launch Page

Incident Reporting

For questions or assistance, please e-mail risk_and_safety@siumed.edu.

Safety & Risk Event	Medication & Vaccine	Employee & Learner Safety	Human Resources Concerns
Patient & Visitor Behavior	Good Catch	Compliance & Privacy	Resident/Medical Student Concerns
Feedback			

- Not sure which icon to pick? Hover over icon for examples/additional information.
- Questions on forms will be based on type of event.
- Contact Patient Safety & Clinical Risk Prevention for help.

Login to Activity Hub

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Report, Report, Report

- ❑ **Workplace Violence Events***
  - ❑ Verbal abuse
  - ❑ Disruptive behavior
  - ❑ Drug seeking

- ❑ **Medication Errors**
  - ❑ Adverse reactions
  - ❑ 7 Rights of Medication

- ❑ **Medical Care and Treatment**
  - ❑ Missed/delayed diagnoses
  - ❑ Unexpected/adverse outcomes
  - ❑ Inadequate evaluation/treatment

- ❑ **Lab/Specimen**
  - ❑ Delays
  - ❑ Lost specimens
  - ❑ Labeling issues
  - ❑ Results delays
  - ❑ Ordering issues

- ❑ **Good Catch**

- ❑ **General Liability**
  - ❑ Falls
  - ❑ Equipment issues

- ❑ **Surgery/Procedure**
  - ❑ Complications
  - ❑ Contamination/infection control
  - ❑ Informed consent

- ❑ **Diagnostic Imaging**
  - ❑ Delays
  - ❑ Results delays/issues
  - ❑ Ordering issues
  - ❑ Exposure

- ❑ **Infection Control**
  - ❑ Hand hygiene compliance
  - ❑ Sterilization issues
  - ❑ Suspected infections/exposures

- ❑ **Patient Privacy****
  - ❑ HIPAA violations
  - ❑ Privacy/breach of patient confidentiality

- ❑ **Patient Experience**
  - ❑ Complaints regarding care/treatment
  - ❑ Communication difficulties

- ❑ **Compliments/Job Well Done**

- ❑ **Employee/Student Injuries**
  - ❑ Needlestick***
  - ❑ Bloodborne pathogen exposure***
  - ❑ Injuries
  - ❑ Hazardous material exposure

- ❑ **Unprofessional Behavior**
  - ❑ Abusive/intimidating behavior
  - ❑ Defamatory statements
  - ❑ Destruction/removal of property
  - ❑ Discrimination/harassment
  - ❑ Sexual misconduct
  - ❑ Suspected alcohol/substance abuse
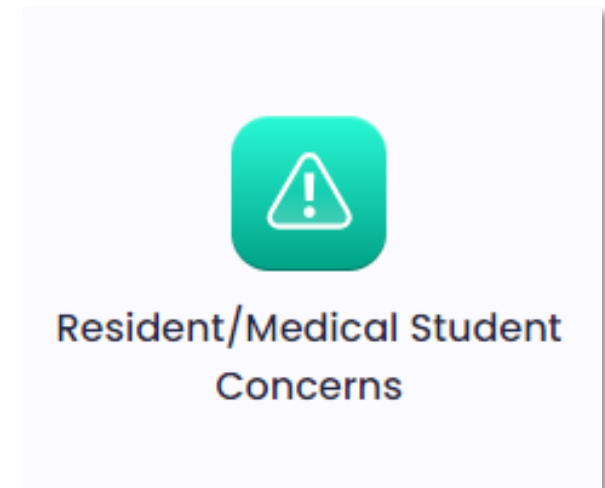
*Contact HR/Security as needed prior to entering
**Contact Compliance for questions
***Contact Employee Health immediately

When in doubt, report it out

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Resident/Medical Student Concerns

- Icon specifically for residents/medical students to report concerns of mistreatment
  - Within hospital or SIU clinics

- Report sent to GME or OSA for follow up
  - Resident concerns to Associate Dean of Graduate Medical Education
  - Medical Student Concerns to Associate Dean and Assistant Dean for Student Affairs
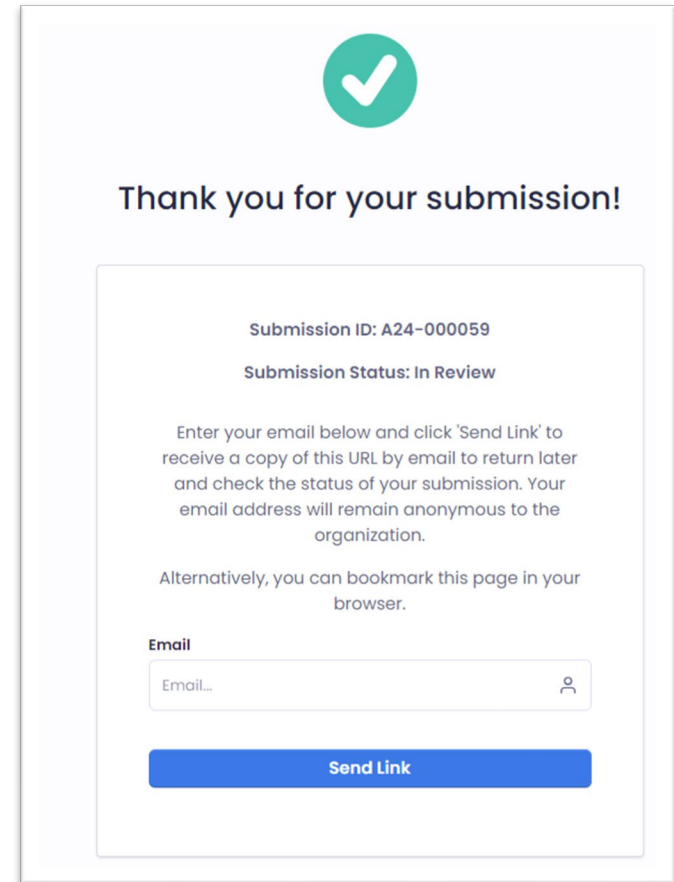

Resident/Medical Student Concerns

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Tips

- Make brief but _accurate_ description of issue/event and clarify patient expectations

- Ensure _all_ concerned individuals are listed

- Make sure location is correct

- Document actions taken

- Use quotations to provide what was said and tell story

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Can staff see status of report?

After submitting a report, you are given option to receive a link to check status of report.

This does not give details of follow up.

Thank you for your submission!

Submission ID: A24-000059

Submission Status: In Review

Enter your email below and click 'Send Link' to receive a copy of this URL by email to return later and check the status of your submission. Your email address will remain anonymous to the organization.

Alternatively, you can bookmark this page in your browser.

Email

Email...

Send Link

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What is next?

- After submitting, your report is routed to appropriate reviewer or department for follow up.

- Reported data is monitored to help organization review trends to determine if further action or process change to be considered.

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Links

[ALERT Launch Page](#)

Click to go to ALERT launch page for report entry.

[ALERT Training on the Hive](#)

Click to see training available on the Hive.

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Patient Safety Help

We are glad to help!

- Immediate concerns requiring Patient Safety, Security or other areas' immediate attention should be phone call or Halo

- Patient Safety can be reached through e-mail or Halo for questions

Thank you for reporting!

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Patient Safety & Clinical Risk Prevention

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"SIU Patient Safety and Clinical Risk Prevention"