



CI Advocates Project: Reducing Emergency Medicine Treatment Errors

City of Tacoma | Fire Department

Community Vitality and Safety

June 13, 2019

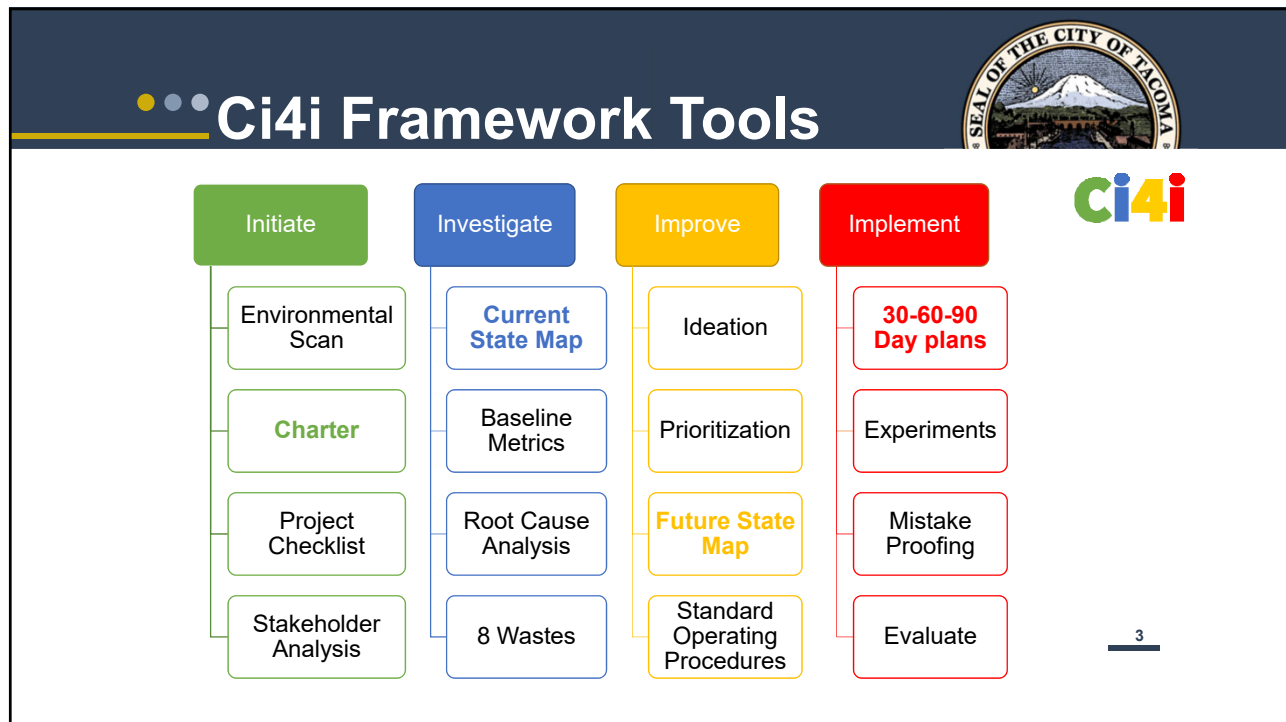
ITEM #



Introduction



- Sionna Stallings-Alailima, Lt./Paramedic
 - 6th Round of CIA program (Sep-Dec 2018)
- Diana Surma, CI Analyst
 - Curriculum Development/Program support



Initiate

Project Charter

Problem

- Errors are being made
 - Potential harm to patients
 - Liability issues
 - Recurrent errors could be avoided

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Initiate



Project Charter



Scope

- Dispatch to Documentation

Targeted Outcomes

- Reduce number of the errors to 0
- Improve data collection and reporting

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Investigate



Interviews/Discussion



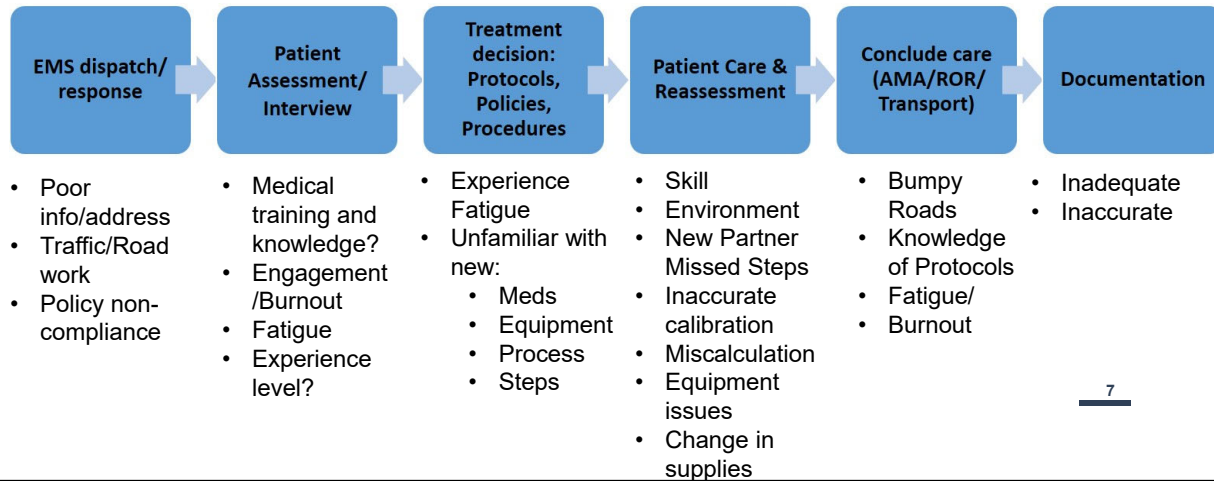
- Met individually with improvement team members:
 - Capt./PM: Reid
 - Lt./PM: Weinman
 - PM: Chaffey, Baurichter, Richardson, Hucke and Greatwood
- Discussed 4 questions
 - How can errors occur?
 - How would you report an error made?
 - What errors do you think HQ wants reported?
 - Ideas to maximize participation in reporting program?

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Investigate



Current State Map

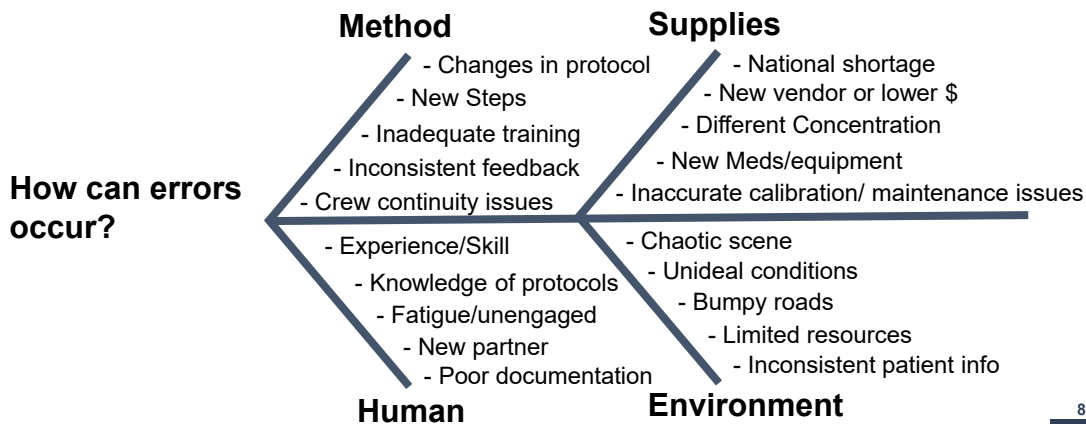


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Investigate



Fishbone Diagram



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Investigate



Questions



How are we currently receiving notification of errors?

- Referrals (ER/Trauma Team/Base station)
- Complaints from community
- ALS Peer Review
- QA/QI review of CPR and Trauma calls
- Self-Reporting (email/phone)

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Investigate



Questions



Why aren't more mistakes being reported?

- Minor issue, not worth reporting
- Too busy/forgot
- Didn't realize a mistake was made
- Worried about discipline
- No method or outlined process

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Improve



Recommendations (Short Term)



- Create SOP
 - What should be reported?, How?, When?
- Begin collecting data
- Provide feedback to the field

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Improve



Recommendations (Long Term)



- Streamlined reporting program with high field utilization
- Improved data tracking and analysis in order to:
 - ID trends/additional training topics
 - Initiate best practices
- Consistent updates to field personnel to encourage proactive error prevention

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Implement



Challenges and Next Steps



- Success of program will require:
 - Clearly outlined parameters
 - Buy-in from management and field staff
 - Reporting process that is non-punitive
- Work is currently being done to create a full time QA/QI position

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