

# Notifying Senior Leadership of Employee Incidents

## The Problem

- Top leadership of BIDMC were not aware of on-going trends concerning employee injuries.

## Aim/Goal

- Find a way to keep key BIDMC leadership abreast of recent incidents and trends.
- Set up a quarterly communication between EOHS and each designated area that would not just hospital-wide incidents, but also area-specific incidents.

## The Team

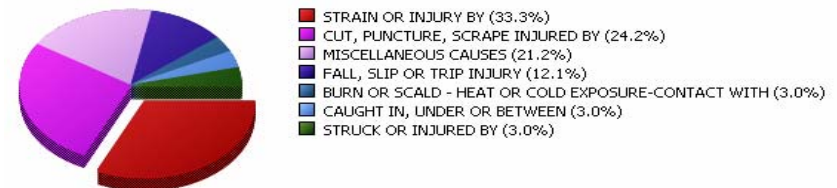
- Karen Bithell-Taylor
- Kelly Orlando
- Jayne Sheehan
- Matt Rabesa

## The Interventions:

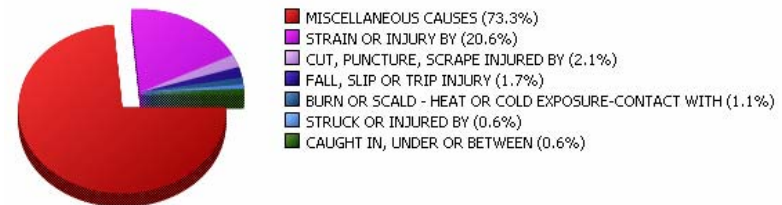
- Use of Third Party Administrator service (iCE).
- Several drafts of possible report that would be sent out quarterly.
- Addition of a “Detail Summary” for high volume areas.

## The Results

ED/Ambulatory by Cost of Incidents



ED/Ambulatory by Number of Incidents



## Lessons Learned

- As expected, many were unaware of most hospital-wide trends.
- The “Detail Summary” was the best way to highlight each area’s vulnerabilities.

## Next Steps

- These quarterly reports led to heightened awareness, and helped make employee safety a key goal for FY 2009.
- Using the new “Employee Safety Reporting Tool” to inform leadership of incidents and trends as they occur, as opposed to a quarterly update.

