

# PATIENT SAFETY BULLETIN



*Patient stories and patient safety improvement updates for providers and clinicians at UCSF*

## “GREAT CATCH” PATIENT SAFETY RECOGNITION

Health care organizations strive to be highly reliable in order to consistently deliver high quality, safe care. Characteristics of a highly reliable organization include:

- A preoccupation with identifying defects
- A culture that fosters speaking up when things don't seem right
- Resilience in problem solving
- Empowering people at the point of care to take action

Activities that promote transparency and reporting of near misses, hazardous conditions or errors help to maintain our focus on systems improvement.

In an effort to formally recognize staff, faculty, or trainees who have reported defects and taken action to prevent or mitigate harm, the “Great Catch for Patient Safety” program was developed. Nominations are obtained from the incident reporting system or word of mouth, vetted through the Patient Safety Committee and then publically acknowledged at the monthly Medical Center managers meeting. Awardees receive a letter of appreciation and a certificate.

The following people have been recognized for their attention to potential hazards, problem solving skills, commitment to patient advocacy and willingness to speak up to ensure patient safety.

- **Caleb Rutledge MD & Carleen Carolus RN** – prevented a wrong side surgery by stopping the line during a surgical timeout
- **Ruwan Kiringoda MD** - intervened to rescue a patient in respiratory distress due to a mistake in tracheostomy care.
- **Jenifer Lopes RN** - prevented CMV unscreened blood from administration to CMV negative patient
- **Elizabeth Owen RN** - prevented a patient from receiving unnecessary anticoagulation
- **Angelica Ng PharmD** - facilitated correction of medication orders for a patient with pulmonary hypertension
- **Brittany Leeman RN** - facilitated correction of a chemotherapy dosing schedule
- **Ana Posada Phlebotomist** - found a missing blood specimen
- **Siobhan Tellez RN** – intervened to assure safe discharge for patient on insulin

- **Jennifer Adeli PharmD** - prevented a high dose of levothyroxine from being administered
- **Maria Balingit RN** - facilitated correction of wrong Epogen dose
- **Andrea Robertson PharmD** - prevented administration of wrong potassium dose
- **Jessica Finn MD** - identified inadequate QC in pathology special stains section
- **Kimberlee Hartzog, Paul Nadler MD, & Kelly Flannery RN** - expedited transfer of a pregnant patient to Mission Bay L&D

Each of these events was reviewed and improvements implemented, as appropriate.



From the UCSF Patient Safety Committee and Office of GME

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*Disclaimer: Clinical details of cases have been altered to protect patient & provider confidentiality.*