

# STARS: Safety Tracking and Reporting System

Introduction to Beth Israel Lahey Health's  
New platform safety event reporting system



Beth Israel Lahey Health

- ☆ **STARS is:** BILH's Safety Tracking And Reporting System
- ☆ **STARS is:** A web-based software application used to report and document safety events involving patients/clients, colleagues/employees, and visitors
- ☆ **STARS is:** A tool for YOU to report safety events

# Why Report?

## Safety event reports help us:

- Identify and analyze trends
- Uncover potentially dangerous situations that may harm patients
- Identify systems issues
- Identify and share best practices within the hospital and within the BILH system to prevent similar incidents from occurring in the future



# Who Should Report?

All staff and clinicians have the ability to enter a STARS report and are encouraged to do so.

## Who should report?

- Person responsible for the event, or
- Person who observes the event, or
- Person who discovers the event, or
- Person to whom the event was reported
- Duplicate reporting is NOT a problem

# What to Report?

# What is a Safety Event?

AKA Safety Occurrence AKA Safety Incident

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In general, a safety event is any situation that causes or has the potential to cause harm to a patient, employee, or visitor.

Examples include:

- Visitor, Client or Employee injuries
- Medication errors
- Equipment malfunction/failure
- Delays in treatment or diagnosis
- Patient identification issues
- Adverse reactions to drugs or treatment
- HIPAA/Privacy concerns
- Falls
- Unsafe situations



## Patient, Client, Visitor, and Staff issues including:

- Medication errors
- Falls
- Unsafe conditions
- Injuries

## Professional Conduct issues including:

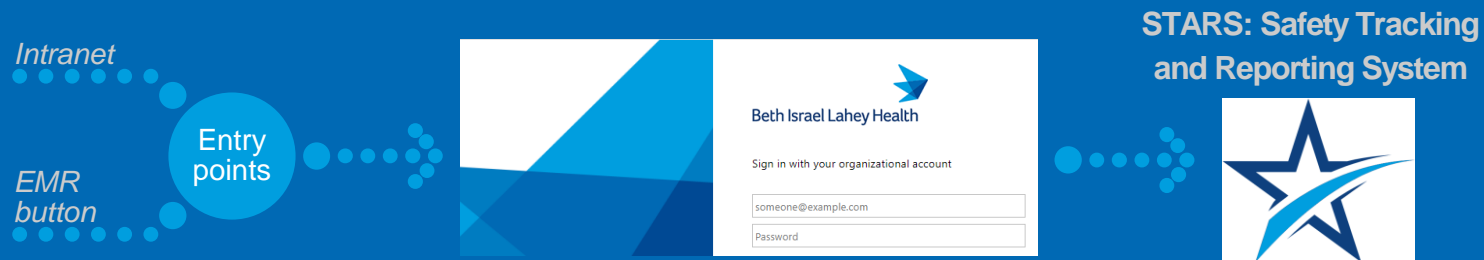
- Workplace violence
- Disrespectful behavior
- Discrimination/ Harassment
- Retaliation

# When Do I Report?

- Safety Events should be reported in STARS
- Within 24 hours or prior to the end of your shift
- This helps recollect the information closest to the event

# How to Report?

- You **must** be on a BILH Network or connected through Citrix / VPN in order to access STARS
- The entry points to STARS will look different at every BILH business unit. You will be able to access STARS through:
  1. Intranet
  2. Electronic Medical Record



- Education Toolkits will include information for adding shortcuts to your personal desktop or browser. These can be found on the local intranet.
- There is an anonymous reporting feature available.



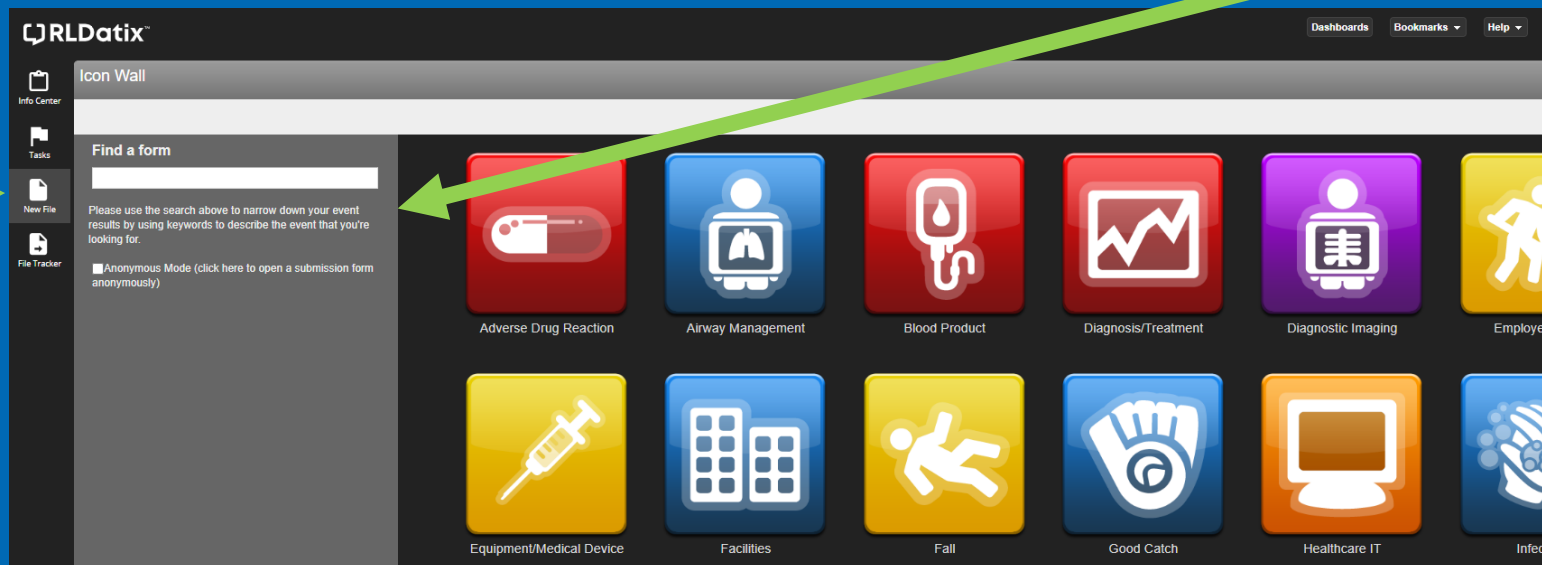
## You may select the Icon to File a Safety Report by:

- Scrolling down and reviewing the icons and click on the icon that best relates to the report you want to submit

OR

- Searching for a form by using the **“Find a Form”** search on the left side of the screen

On the side panel, select **“New File”**



## Fall - Submission Form

### Table of Contents

#### Fall

#### Fall Event Details

#### When and Where Event Occ...

#### Person Affected Details

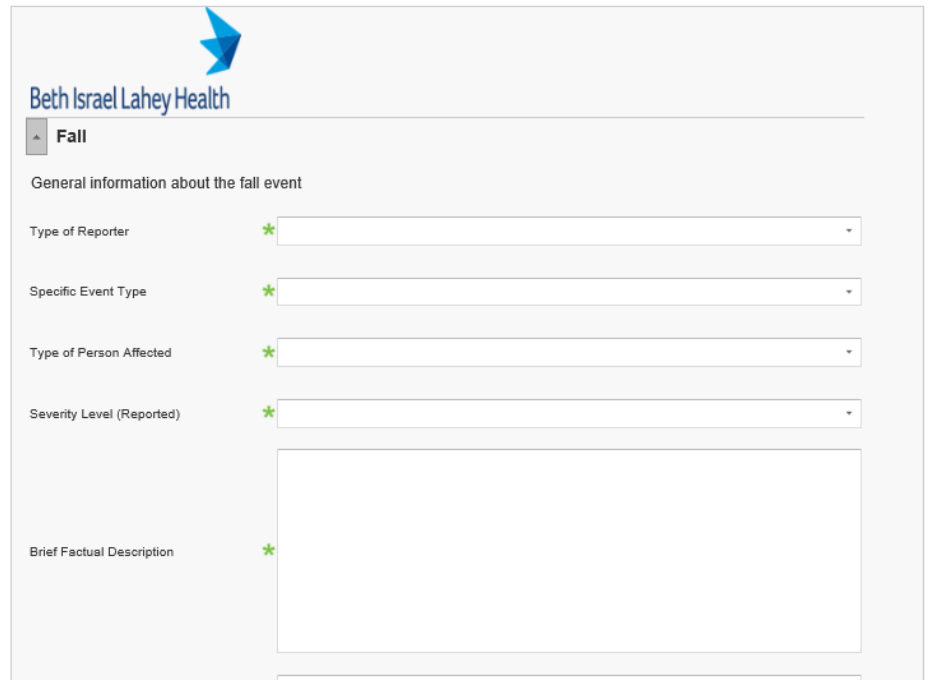
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### File Status

0 of 37 total fields completed.

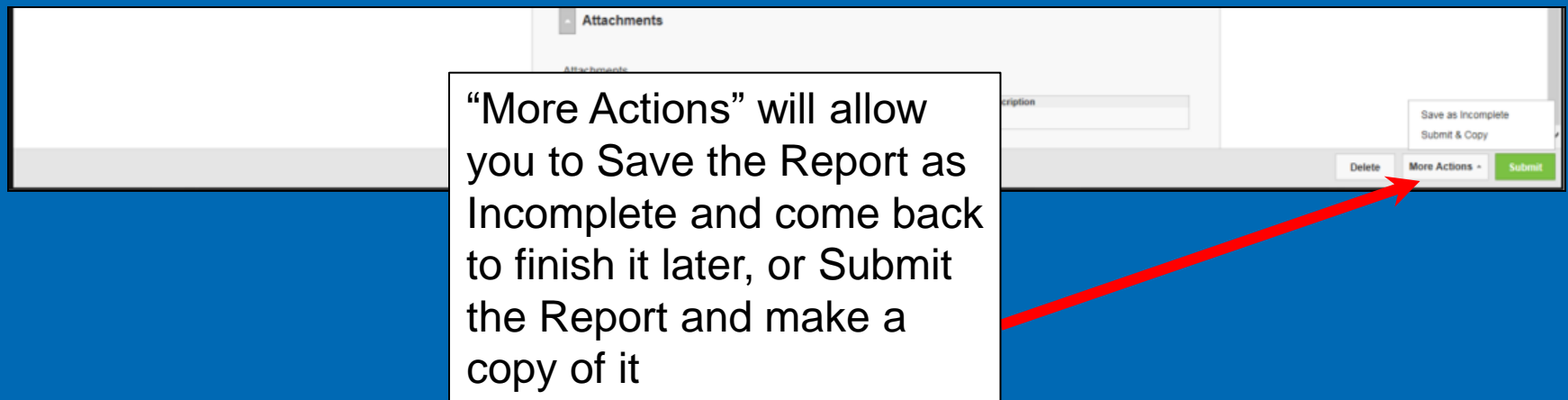
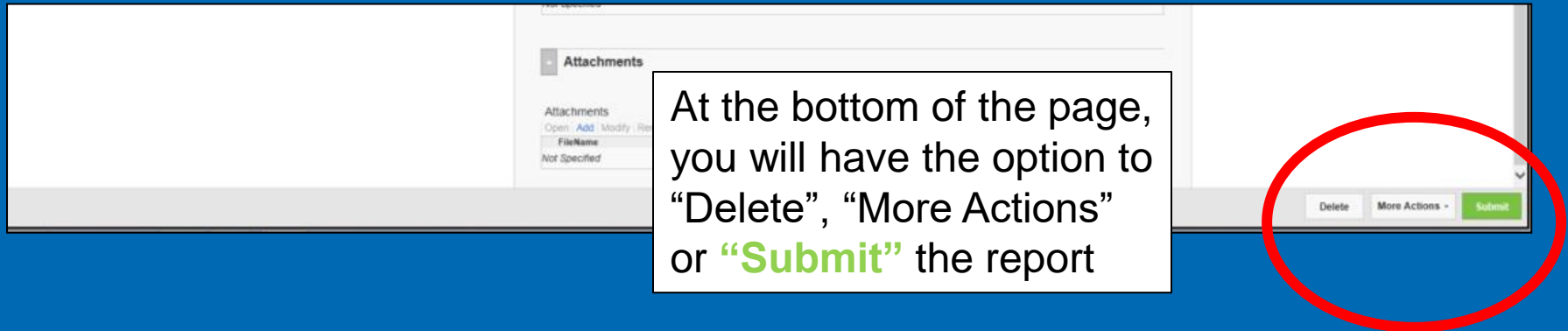
0 of 12 mandatory fields completed.

1. Fill in all **mandatory** fields marked with a **green star**. Complete other fields if you have the information.
2. Click **Submit** when complete



The screenshot shows the 'Fall' submission form for a safety report. At the top is the Beth Israel Lahey Health logo. Below it is a tab labeled 'Fall'. The form is titled 'General information about the fall event'. It contains several dropdown menus, each marked with a green star to indicate it is mandatory: 'Type of Reporter', 'Specific Event Type', 'Type of Person Affected', and 'Severity Level (Reported)'. Below these is a large text area for 'Brief Factual Description', also marked with a green star. The form is currently empty, showing only the input fields.

# Submitting the Safety Report





- **Be as detailed as possible!**
- Include only facts, do not speculate or use prejudicial language
- Document everyone involved or who may have witnessed the event, include names of notified parties if applicable
- Do not use individual names in the event details, rather use role of individual if necessary (MD, RN, MA etc..)
- Use “Employee Event” as the General Event type for events involving employees
- Do NOT document in the patients medical record that you entered a Safety Event report