

STARS: Safety Tracking and Reporting System

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



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- ☆ **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:

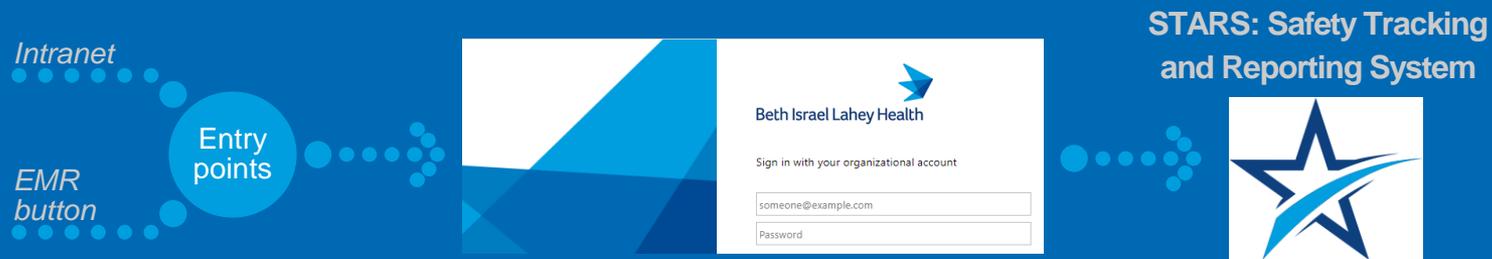
- Workplace violence
- Disrespectful behavior
- Discrimination/ Harassment
- Retaliation

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.

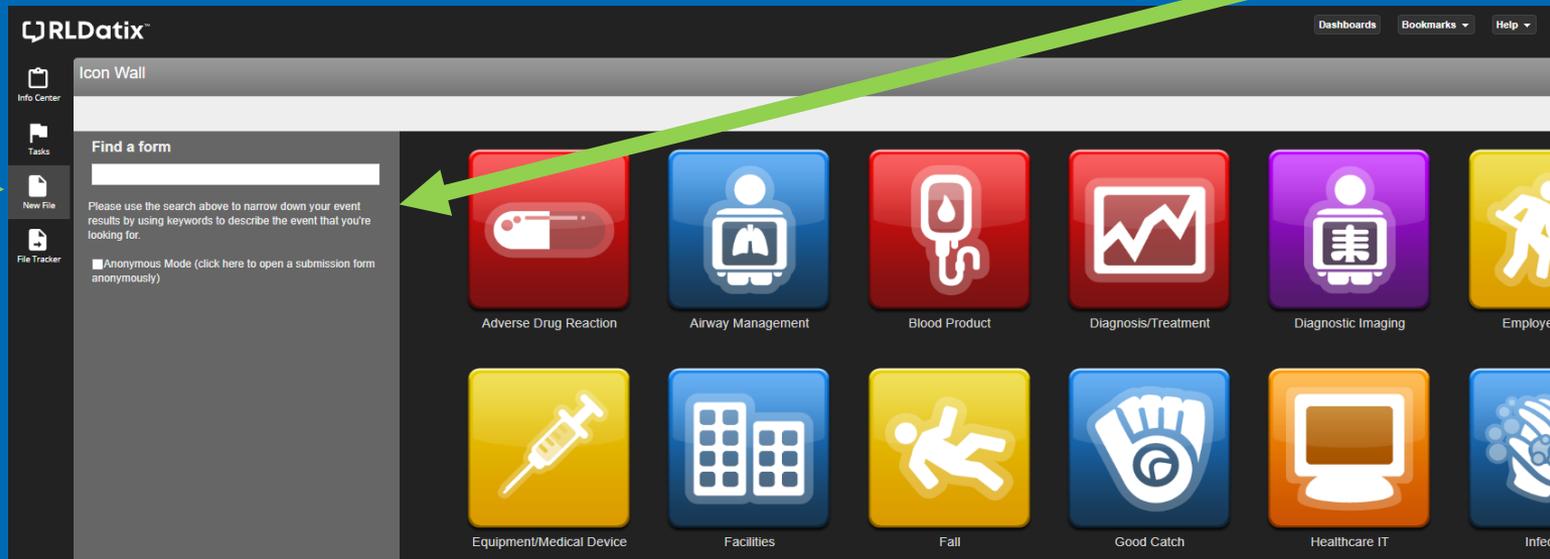
You may select the Icon to File a Safety Report by:

- 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
- ***
- 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



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Fall

General information about the fall event

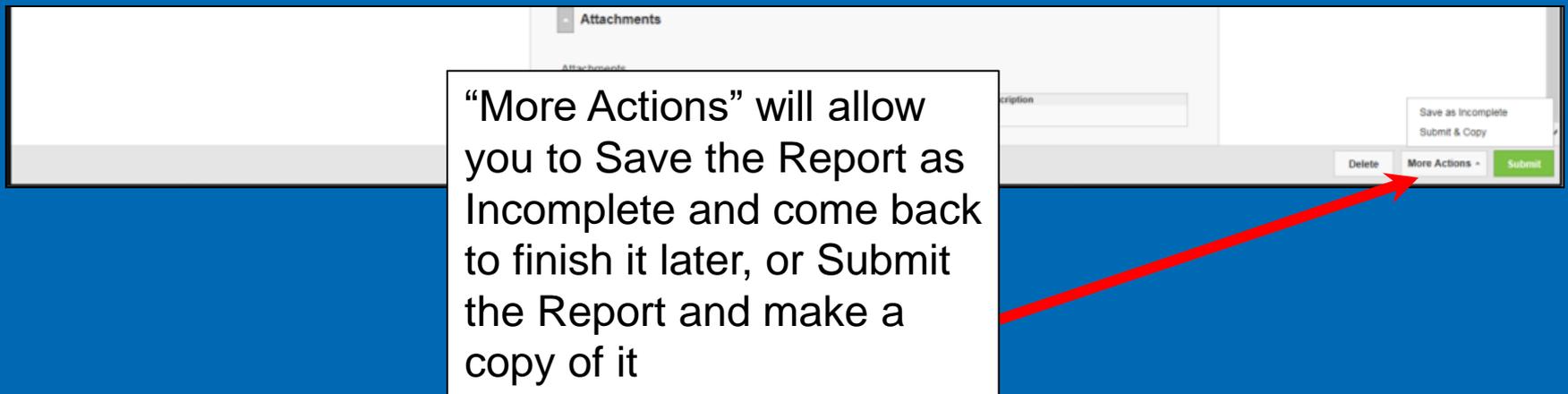
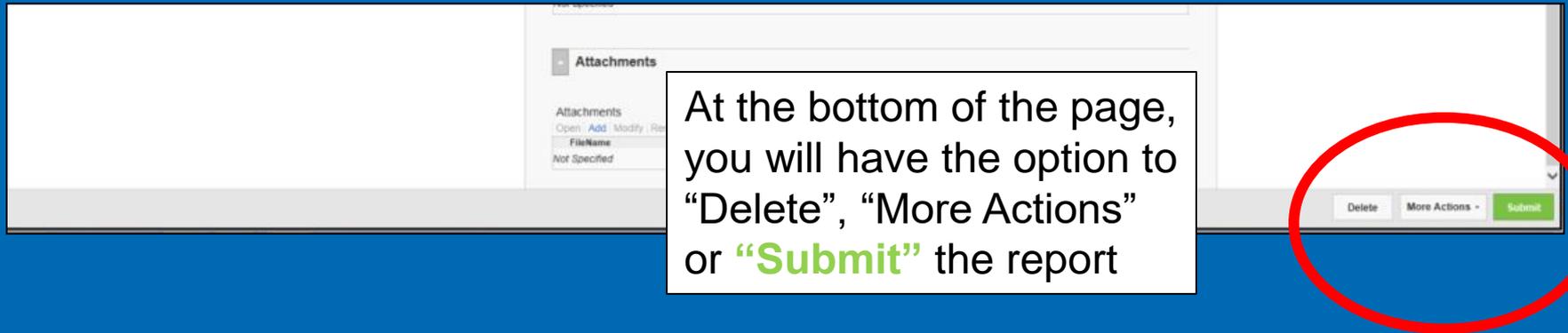
Type of Reporter *

Specific Event Type *

Type of Person Affected *

Severity Level (Reported) *

Brief Factual Description *



- **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