Incident Intel: Turning Reports into Results



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Learning Objectives

- Recognize the most common process breakdowns in multi-departmental incident investigations and identify where standardization yields the greatest return.
- Learn how structured incident management workflows improve accountability, reduce investigation cycle time, and support regulatory reporting requirements.
- Understand how applying analytics to incident data surfaces safety trends and supports outcome-driven quality improvement.



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Incident Reporting…Why it Matters

The dilemma we face in healthcare is underreporting.

- Every incident report represents a signal.
- Every near miss is a warning.
- Every good catch is a success story and a safety gift.
- The intersection of safety, quality, risk, and compliance.
- Learning depends on visibility



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What are the Challenges?

- Inconsistent intake - The Underreporting Problem
  - A 2025 HHS OIG review found hospitals failed to capture approximately half of patient harm events, significantly limiting opportunities for organizational learning and prevention

- The silo problem
  - "This is a department issue; we will manage within our department"
  - Hesitant to share lessons learned or good catches
    - Research from AHRQ identifies near misses and unsafe conditions as critical opportunities to reduce patient harm before injuries occur.

- Unclear ownership- Accountability Gaps
  - Who completes the investigation?
  - Who does the reporting?
  - Who do we report to?

- Limited analytics
  - Basic numerical data about events
  - Inability to identify trends or themes
  - Manual abstraction



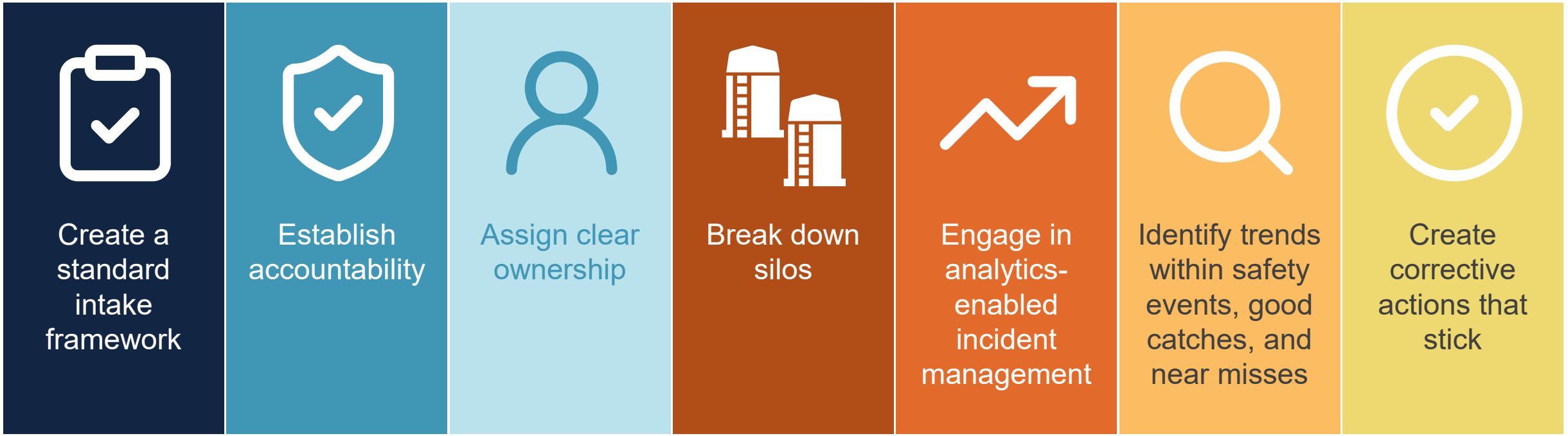
What do the Challenges Cost?

- Repeat events
- Delayed interventions
- Increased risk exposure
- Missed improvement opportunities
- Potential increase for litigation
- Impact on facility reputation

Every unreported event represents lost intelligence, and every lost signal is a missed opportunity to prevent future harm.

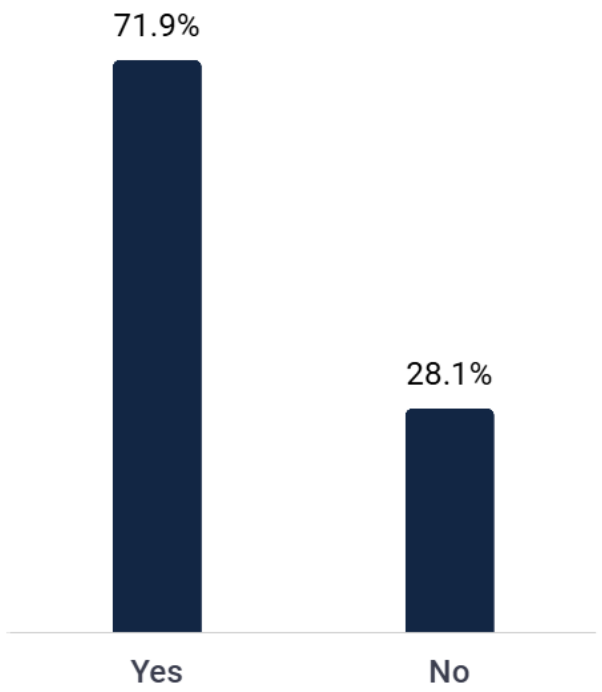
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Addressing the Challenges



Organizations that strengthen reporting don't just improve compliance.
They improve outcomes!

I know my organization's incident management process?



33 total participants | 32 votes

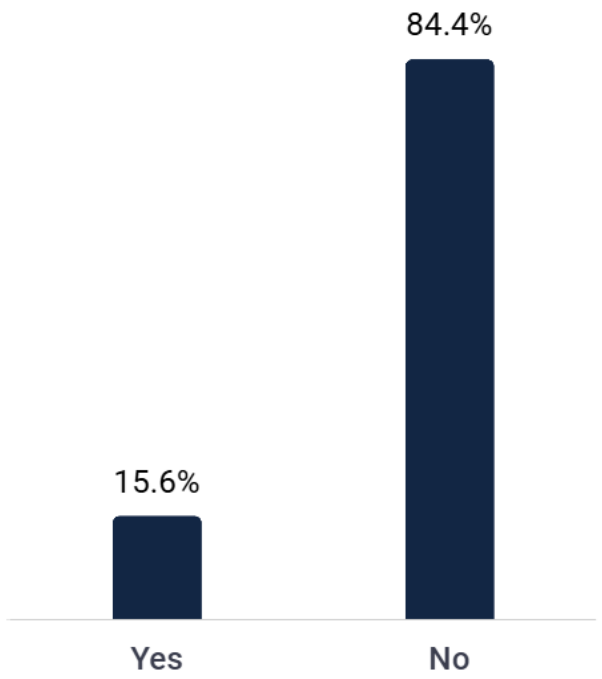
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Does everyone in the organization follow the same process?



33 total participants | 32 votes

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Structured Incident Management Workflows

- Provides a consistent process for identifying, investigating, learning from, and preventing patient safety events.
- Transforms reporting from a compliance activity into a connected risk intelligence system.

The goal is not only to resolve individual incidents but also to reduce the likelihood of recurrence through system improvement

Incident Workflow Example



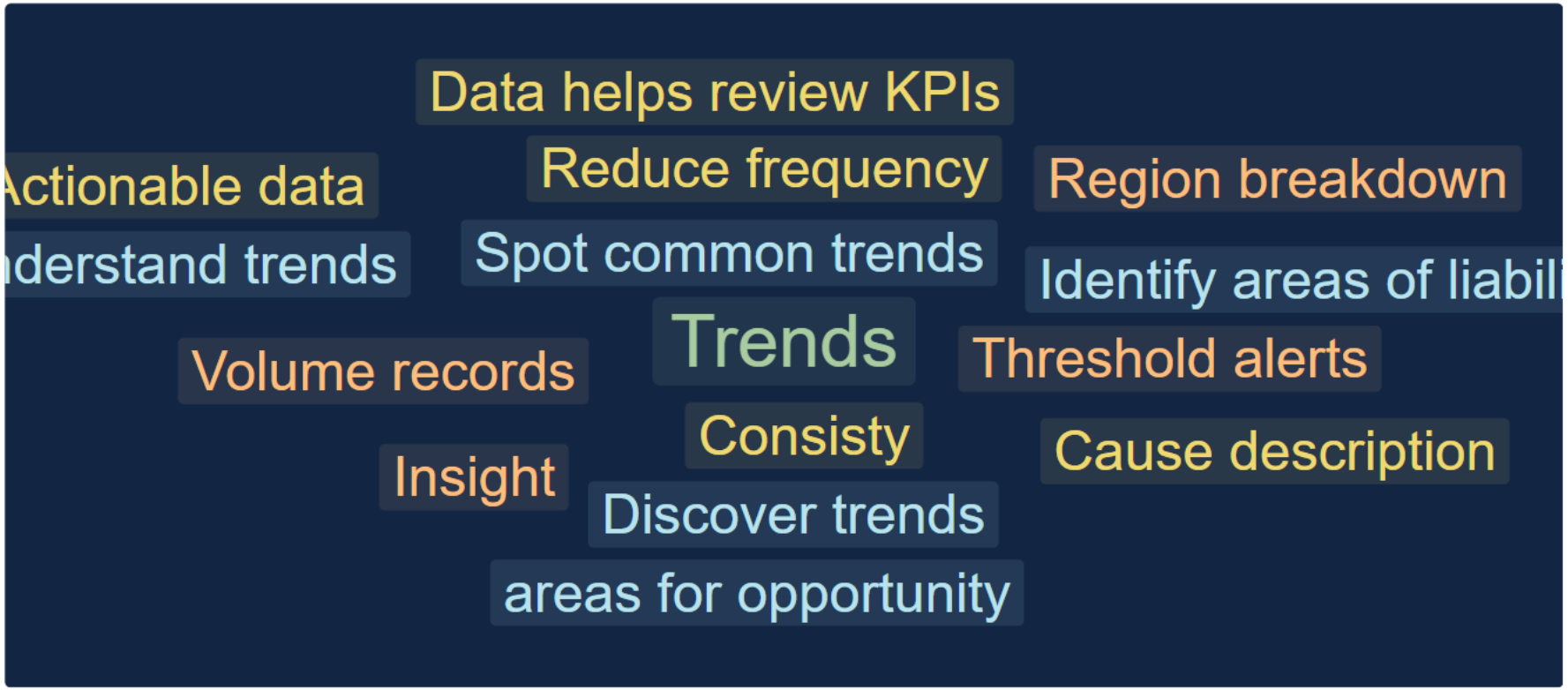
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Structured Workflow Benefits

- Improves Accountability
- Improves Reporting Culture
- Supports Regulatory Requirements
- Drives Quality Improvement
- Reduces Investigation Time
- Allows for Organizational Learning
- Minimizes Variation in Investigations

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How can analytics help with reviewing your safety events?



30 total participants | 16 answers

Note: Your response is limited to no more than 4 words and/or 40 characters.

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Every Report is an Opportunity!

- Healthcare event reporting is one of the most important tools for improving patient safety, quality of care, and organizational learning.
- Event reporting helps organizations identify patient safety risks before they result in serious harm.
- Every incident, near miss, and unsafe condition provides valuable information about healthcare systems and processes.
- A strong reporting culture encourages staff to speak up about risks, concerns, and near misses without fear of blame or punishment.
- Healthcare event reporting turns experiences into intelligence, intelligence into action, and action into safer care.



Best Practices – Improving Reporting

- The biggest barrier to reporting is fear.

  Healthcare professionals often worry about:

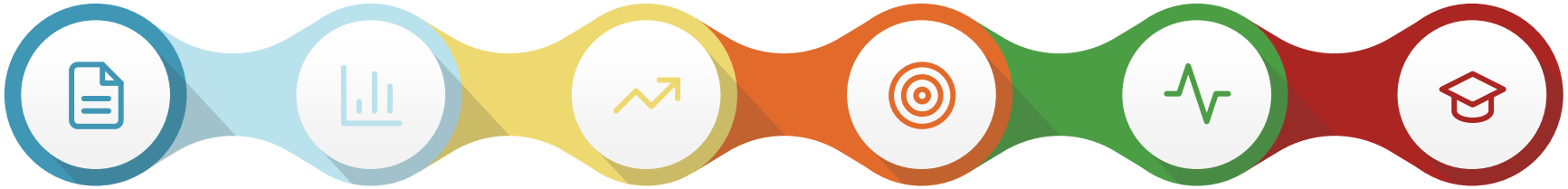
  - Being blamed
  - Disciplinary action
  - Damaging relationships
  - Looking incompetent
  - Increased workload

- Establish a Just Culture
- Make reporting easy
- Encourage reporting of near misses
- Recognize and celebrate reporting
- Train Leaders
- Make safety visible throughout the organization

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So, What About Analytics?

- The most effective healthcare organizations use analytics to convert incident reports into actionable intelligence:



- Applying analytics to incident data surfaces safety trends and supports outcome-driven quality improvement.

✓ Trends are detected earlier

✓ Risk scoring surfaces high-risk events

✓ Faster identification of root causes

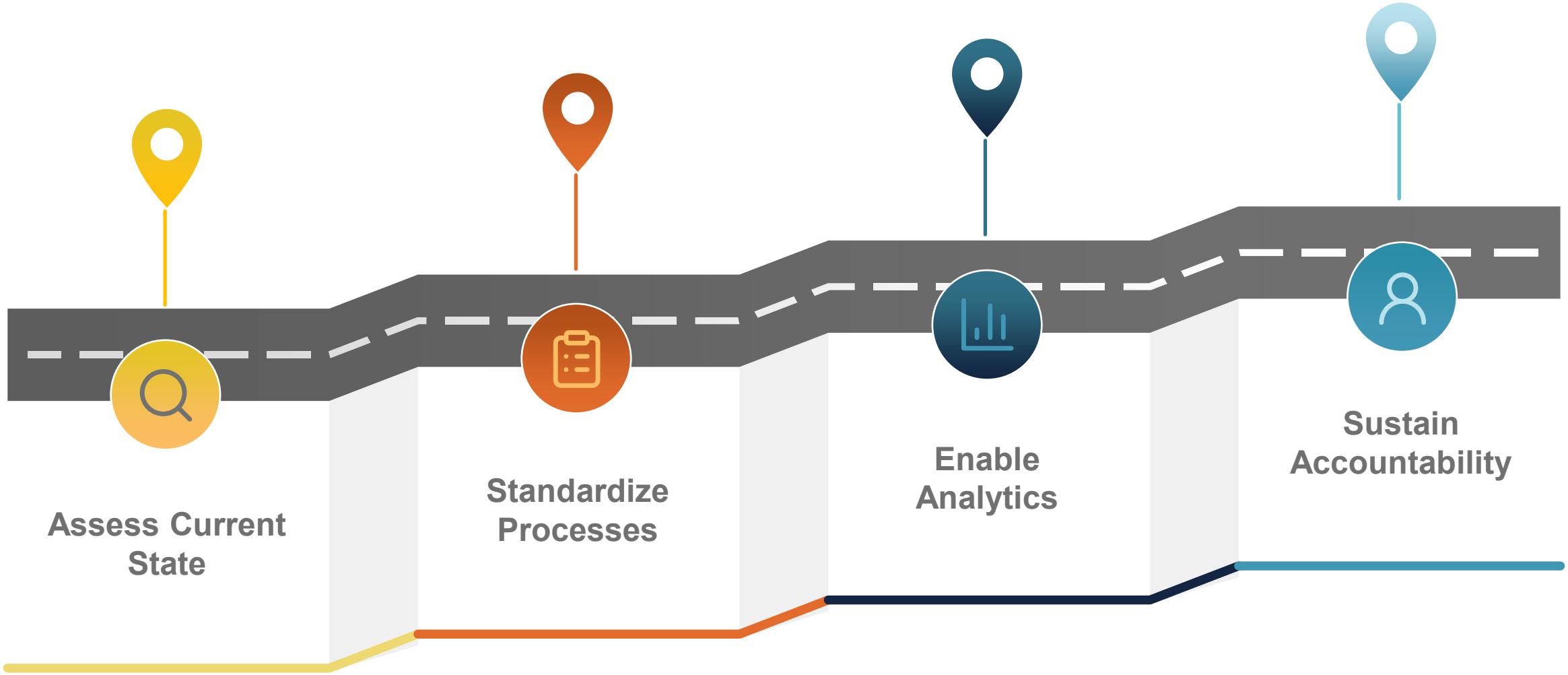
✓ Predictive analytics can identify areas where incidents are more likely to occur

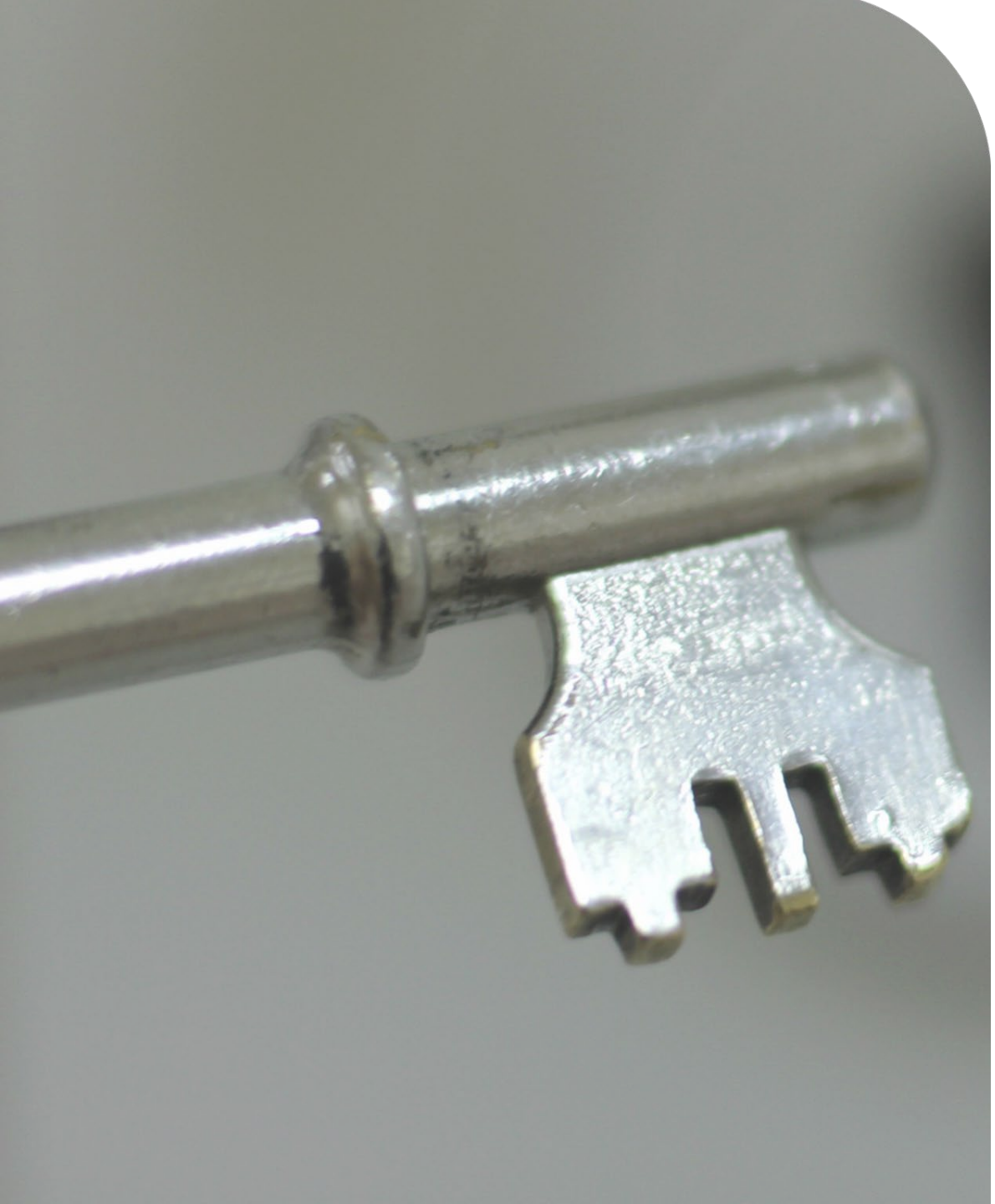
✓ Effectiveness of corrective actions can be evaluated

✓ Allows for benchmarks and comparisons across the organization

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Implementation Road Map | How to Get Started





Key Takeaways

- Every Report is an Opportunity
- Patterns Drive Prevention
- Analytics Enable Action
  - Drives performance improvement
  - Improves Safety
  - Enhances Quality
- Accountability Improve Outcomes



Organizations that connect reporting, analytics, accountability, and action don't just manage risk, they create a learning system where safety continuously improves.

Commitment to Patient Safety is Everyone's Business

- Every incident is a signal.
- Every near miss is intelligence.
- Every good catch is a success story.

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QUESTIONS

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CONNECT WITH ME

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THANK YOU
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