

Great Catch Take Aways

Situation: X Healthcare is on a journey to become a High Reliability Organization with zero defects and zero harm.

Background: There are many Great Catches that occur in our hospital in which staff prevent a patient safety event from occurring by intervening and/or mitigating risk.

Assessment: Recent Great Catches:

- A pharmacist prevented a likely hypoglycemic event from occurring by questioning an unnecessary increase in an insulin dose by a physician.
- An RN prevented an invasive eye exam from being done on the wrong patient by questioning the physician about why this exam was being done on a patient with an unrelated diagnosis.

Recommendations:

- Know why and “comply”: if a rule makes sense, apply it, if it doesn’t make sense, STOP and verify
 - Speak up for safety: if something doesn’t seem right, seek more information before moving forward
 - Utilize CUS: “I’m concerned, uncomfortable, this is a safety issue (or stop)
- Have a questioning attitude: ensure our choices are best for a given situation
- Validate and verify: critically think about if it makes sense and if needed, utilize resources to verify (charge RN, supervisor, manager pharmacy, physician, P & Ps, etc.)