

Improving Patient Safety With Communication

Reporting software was implemented to track and identify trend incidents to enhance patient communication.

IMPACT

- Increased reporting through staff participation, thereby identifying:
- Opportunities for improvement
- Areas to target education
- Process improvement related to patient safety and quality
- Software implementation has led to the ability to identify and evaluate key areas to support a safe patient care environment, particularly:
- Near miss events across multiple domains of care
- Address patient concerns
- Areas for improvement

Cascade Medical, Washington

Cascade Medical identified the reporting system used at the hospital as an opportunity for improvement. To enhance communication and patient safety practices, Cascade Medical determined a risk management system would cultivate interdepartmental communication across the organization.

Cascade's paper-based reporting system for patient safety and feedback was a time consuming process and did not allow for reporting near miss events or provide patient safety and quality data.

With the charitable donation awarded by the Coverys Community Healthcare Foundation, Cascade Medical was able to invest in a software based risk management system. As a result, Cascade improved communication across departments and with patients, reporting practices, identified trends and improved processes for greater patient safety.



Chris Igne, PT, helps a post-surgical patient learn to walk again at Cascade Medical in Leavenworth. Cascade Medical's inpatient rehabilitation program has been described as "incredibly caring" and "very professional" by many patients here. We are committed to keeping our patients safe, especially those who are at risk of falling. Before discharging the patient, staff members visit the patient's home or next level of residence to assess the environment for risks, and suggest changes based on the patient's needs.



Dr. Miranda Raiche shares information with a patient in the Family Practice Clinic at Cascade Medical in Leavenworth. Our team of eight providers believe in taking more time with each patient to get to know the person holistically, and empower them with a better understanding of their health and well-being