

Enhancing Safety Through Engagement and Reporting

Version 3.0 for Hospital and Ambulatory Centers

Developer and Administrator: Michael R. Berman, MD, MBI, FACOG

Contact email: info@hygeia.org

Purpose

ESTER® promotes engagement in health system safety and quality processes, encouraging self-reporting of events without fear of unjust punishment or retribution. A unique feature of ESTER® is that it permits anonymous reporting along with feedback through a proprietary random access code generator for each entry. In this way, both anonymous and self-identified reporting can provide important feedback. ESTER® is available for use for all healthcare personnel at supporting hospitals and ambulatory care centers as an adjunct to the current reporting systems such as phone hotline and paper incident reports.

Background

- Former Chief Patient Safety Officer and Associate Dean for Quality and Patient Safety, Mount Sinai Health System
- Developed using experience and education from Master's Degree Program in Biomedical Informatics, Oregon Health and Science University (OHSU)
- Personal commitment to the tenets of event reporting as a foundation of a safety culture and the need for front line teams to recognize events and report them.

Features

- Available from any computer terminal within the Health Systems or Ambulatory Care Centers and registered smart phones , tablets, computers
 - Access outside system through two-factor VPN
- User interface is optimized for ease of use and smart-phones / tablets.
 - One click hyperlink for most event reporting!
 - Easy registration and sign-on for registered reporting
- Role-based administrative access
- Encryption and SQL database residing on Health System Ambulatory Care Center Information System servers.
- Structured data entry-where applicable-with drop down menus and check boxes to minimize time necessary to report incident.
- Searchable narrative fields for free text entry of event description
- Identified or anonymous reporting.
- Individual feedback provided for both identified reporting(registered users) and anonymous reporting
 - Registered reporter portal for tracking their event reports and feedback
- Reports immediately emailed to designated leadership, supervisors and QI Team
- Robust Administrative Portal for QI, System and Departmental Leadership Team
 - Data Analytics for trend analysis of events; tabular and graphic
 - Robust search features
 - Key word
 - Field search
 - Narrative word search
 - Print out of all data and daily data for daily safety rounds
 - Immediate Export of complete database to Excel Spreadsheet.
 - Feedback field to provide feedback to reporter(including anonymous reporting) from QI / Leadership team
- QI Resources and References
- Agile platform-site maintained to permit easy change or requests for customization
 - Departmental Specific data entry forms and reports