

# MHA KEYSTONE PATIENT SAFETY ORGANIZATION DASHBOARD



The **Michigan Health & Hospital Association (MHA) Keystone Center's Patient Safety Organization (PSO) Dashboard** in KeyMetrics shares harm reporting data for member hospitals from Press Ganey's NextPlane platform. The pages within the KeyMetrics dashboard are meant to help improve patient outcomes and reduce patient harm by providing a snapshot of high and low performers across harm reporting domains. Members should use this resource as a guide to understand various changes in outcomes in their respective hospital or health system.

## FEATURED DATA

### ◎ PSO HARM REPORTING

A PSO is a federally recognized entity that helps healthcare providers improve patient care and reduce harm. PSOs provide a secure environment for healthcare organizations to report, analyze and learn from data on patient safety events, which is protected from external disclosure. This data source includes harm events by report type (i.e., unsafe condition, near miss, incident) and event type (i.e., no harm, mild, moderate, severe, death). Examples include medication mix-ups with similar-sounding drugs next to each other on a shelf, like Celebrex vs. Celexa, or an alarm system being turned off on a patient's heart rate monitor in an intensive care unit room. These events are categorized by report type and assigned a patient harm level.

#### Report Type Definitions

**Not Specified:** Unmapped report type.

**Incident:** A patient safety event that reached the patient, regardless of whether the patient was harmed.

**Near Miss:** A patient safety event that did not reach the patient.

**Unsafe Condition:** Any circumstance that increases the probability of a patient safety event.

#### Event Type Definitions

**Not Specified:** Unmapped harm type.

**No harm:** Event reached patient, but no harm was evident.

**Mild harm:** Bodily or psychological injury resulting in minimal symptoms or loss of function, or injury limited to additional treatment, monitoring, and/or increased length of stay.

**Moderate harm:** Bodily or psychological injury adversely affecting functional ability or quality of life, but not at the level of severe harm.

**Severe harm:** Bodily or psychological injury (including pain or disfigurement) that interferes significantly with functional ability or quality of life.

**Death:** Dead at time of assessment.



To access the dashboard, members must have a **KeyMetrics** account. Contact [keystone@mha.org](mailto:keystone@mha.org) for assistance with creating an account or navigating the dashboard.