A Culture of Safety
Enhancing a culture of safety is a priority for Aria Health. In December, 2014 Aria Health elected to conduct a Patient Safety Culture Survey. The survey was designed to measure staff perceptions of patient safety culture and compliance with The Joint commission standards. Since then there have been numerous initiatives to support and embrace a stronger culture of safety.

At this time, Aria is pleased to announce a new program that will highlight opportunities for improvement in the delivery of patient care and place a positive connotation to reporting and investigating “near misses”. This program is entitled the GOOD CATCH program.

Definition of a “Good Catch”
A “Good Catch” is the recognition of an event that could have been harmful to a patient, but was prevented – often referred to as a “near miss” or “close call”.

The Importance of a Good Catch
At Aria, approximately 500 event reports are submitted in a given month via STARS. Staff are encouraged to report all events and have the opportunity to report anonymously, if desired. Good catches occur at a much higher rate than events, but are significantly under reported. These good catch events represent processes that are not reliable. Reporting these events is critical to strengthening Aria’s safety culture. This enables investigation and follow up so events can be prevented from happening in the first place rather than reacting to mistakes that have been made.

Response to a Good Catch
Events that are classified as near misses may not routinely be reported because of time restraints and the belief that they are not of value when, in fact, they are opportunities to learn, implement safer practices, and celebrate. Aria Health is committed to a no blame culture for all event reports submitted. Additionally, all good catches will be celebrated and followed up to find out:

- What happened?
- Why did it happen?
- What helped identify it as a “Good Catch”?
- What can be done to prevent it from happening again?
GOOD CATCH Recognition Program:

Every Good Catch reported will be shared with the given individual’s supervisor/manager and recognized with a token of appreciation and a note. Every week, Aria will update Good Catch poster boards at each site to reflect the new catches.

Monthly an individual will be honored (from all reports received) as an “All Star”.

This individual will:
- Be provided 4 hours PTO time/token and certificate of appreciation
- Have their picture taken and posted, along with their story on the Good Catch poster boards at each site

Annually an “All Star” will be identified as the “Most Valuable Player of the Year”.

This individual will:
- Be provided 8 hours PTO time/token and certificate of appreciation
- Have their picture taken and posted, along with their story on the Good Catch poster boards at each site

This program and the stories shared and learned will be celebrated at numerous committee meetings and newsletters. Those recognized as All Stars will enjoy a celebration during Patient Safety Week.

“GOOD CATCH” Quiz

1. The definition of a Good Catch is the recognition of an event that could have caused harm, but was prevented due to the actions of an individual/team. True or False?

2. Good catch events can be reported by:
   a. Tipline- x29777
   b. Email- everypatienteverytime@ariahealth.org
   c. STARS reporting system
   d. All of the above

3. A care provider walks into a patient room without washing his/her hands and you immediately approach the individual to request or remind them of the need to wash hands- was that a good catch? Yes or No?

Answers: 1- True; 2- d; 3- Yes

Tell Us About Your “GOOD CATCH”

There are many ways to submit your story or that of another:

Call Tipline x29777
E-mail everypatienteverytime@ariahealth.org
STARS STARS report system - new event type called “Good Catch”

For any questions or concerns, please contact the Patient Safety/Risk Management Offices:

Janice Taylor,
Director of Risk Management at x25155

Linda Thomas,
Coordinator at x22689

Joan Meighan,
Patient Safety Officer at x26112

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