

A Monitoring Tool for Detecting Harm: Global Triggers

The Problem

Traditional methods of identifying adverse events (such as incident reporting) may not be comprehensive enough to capture all adverse events. The IHI (Institute for Healthcare Improvement) **Global Trigger Tool** provides a way to measure and monitor the overall level of harm within a hospital from the perspective of the patient. BIDMC began using this process in March 2008.

Aim/Goal

The **Global Trigger Tool** provides a mechanism to identify sources of harm so that performance improvement interventions may be developed to prevent these events in the future.

The Team

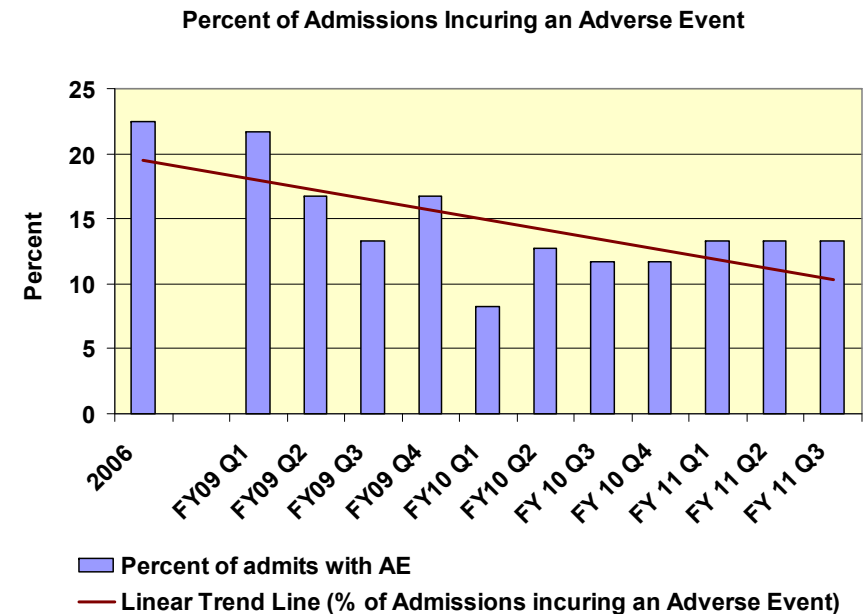
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- Mary Fay RN – Patient Safety Coordinator
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The Interventions

The Trigger Tool is applied to retrospective review of 20 records per month.

- 10 patient records from the total population of discharged patients are randomly selected every 2 weeks.
- A team of 2 RN's review each record for triggers (i.e. elevated INR, readmit within 30 days, glucose < 50 mg/dl)
- If a trigger is found, a focused review is conducted to determine if harm is associated with the event
- If harm has occurred, there is a scale of severity assigned to each event
- Findings are reviewed each month with physician leader
- Cases noted to have a higher level of harm are reported to the QI Director of the department involved

The Results/Progress to Date



Lessons Learned

- Ongoing surveillance using the **Global Trigger Tool** demonstrates efforts to decrease preventable harm have been sustained at **less than 15%** for the last 7 Quarters.
- Harm events have decreased compared to results from a pre-Global Trigger chart review (2006). Levels of harm at BIDMC remain **well** below the IHI National Average benchmark of 35%.

Next Steps/What Should Happen Next

Continue to utilize the IHI **Global Trigger Tool** to monitor for areas of vulnerability and to identify issues that may contribute to patient harm.



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