Quality Improvement through Event Reporting
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MEDSTAR BACKGROUND
Founded 1998
Private health care organization

Hospitals
10 Hospitals
Research institute
More than 100 care sites

Locations
Maryland
Washington D.C
Virginia

Employees
28,061 Associates
5,600 affiliated physicians

PRIVATE HEALTHCARE ORGANIZATION

PROJECT BACKGROUND
RL Solutions
Patient Safety Event Reporting Software

Report Type
Paper
RL Solutions

-11% reporting
-32% both
-57% reporting

PROBLEM STATEMENT

Lack of Standardization
Complex User Interface
Late Reporting

RL Solutions is not being utilized as effectively as it could be among MedStar’s hospitals.

SOLUTION

User Interface Changes

Conditional Selection
Hover Text
Form Restructuring
Added Specific Event Types & Categories

Standardized Data Dictionary

Standardization of the Specific Event Types and integrated with hover text into RL Solutions.

17 Standardized definitions
2 New specific event types
14 New subcategories

Educational Resources

Utilized hyperlinks to allow users access to infographics and searchable documents in the report.

PROJECT APPROACH

Identify
Design
Optimize
Validate

User Testing
Share resources
Simulation Environment
System Usability Survey

User Testing

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RESULTS

73% → 79%
System Usability Score Improvement

Feedback:
100% of users had “easier and faster experience”
More accurate categorization of events
Better data for high-level analysis

PREDICTED IMPACT

Increased patient satisfaction and care
Re-establishing MedStar as a High Reliability Organization
Easier to identify trends and prevent future errors

The improved RL Solutions will increase patient safety and quality of care at MedStar Hospitals.