STARS Reporting- Getting Started

STARS: Safety, Trending and Action Report

1. The LINK: 2 ways to access

   Access 1: Physician Portal Link:
   ▸ Go to the Physician Portal > References and Resources (alphabetical) > Click on the STARS/Event Reporting link
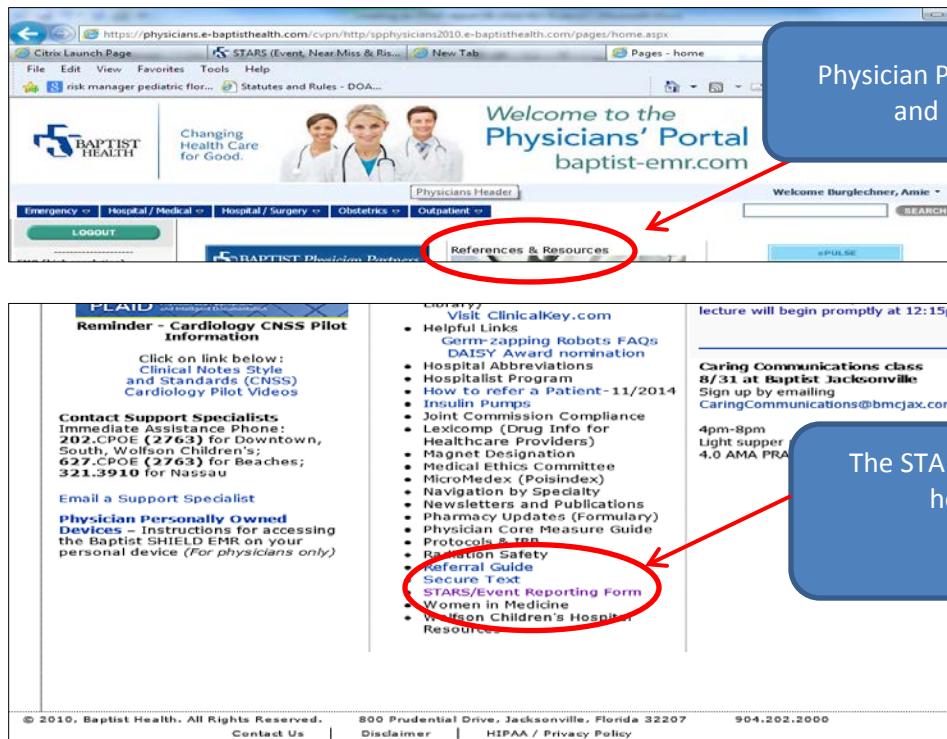
Physician Portal access: 'References and Resources' section.

The STARS/Event reporting link is here at the bottom.

It's alphabetical.

   Access 2: Baptist Intranet Homepage Link:
   ▸ Baptist Homepage > Under 'Quick Links' > Click on Stars/Event reporting
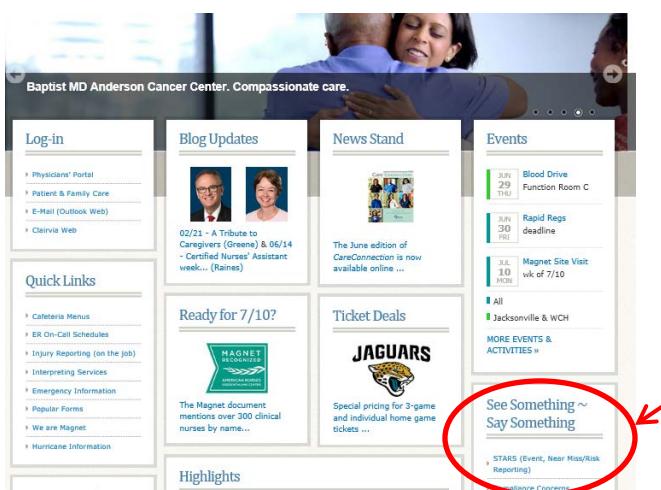
Intranet Homepage access: on the left under 'Quick Links'> STARS/Event reporting link

2. The TYPE of event
    ▸ Click on the appropriate type of event

Patient Event:
It reached the patient and may or may not have caused harm

Safety Trending & Action Reporting (STARS)
STARS is part of our patient safety evaluation system.

Patient Hosp Event
Enter Hospital Patient Event

Event
"An event that reached the patient, whether or not the patient was injured."

Patient Non-Hospital
Enter Non-Hospital Pat. Event

Enter Near Miss
"An event that did NOT reach the patient."

Near Miss:
It was caught before it ever reached the patient

Complaints Grievances
Enter Complaints Grievances

Complaints/Grievances; Unsafe Condition; Environment or General Risk
"A circumstance that can pose a risk to visitors, team members, or patients"

Unsafe Condition
Enter Unsafe Condition Environment or General Risk
Enter Visitor Events here

Unsafe Condition/ General Risk:
No patient involved.

Systems
"Organized support structure and controls we place around the team member on the performance of their job."

Behaviors
Human Error
At Risk
Reckless

Values & Culture
Patient Experience   Excellence   Privacy
Respect   Stewardship

People
Patients   Teams   Visitors

3. LOG IN

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Safety Trending & Action Reporting

S T A R (Part of BHS Patient Safety Evaluation System – PSES)

Please enter your UserID and Password

User ID
Password

Login

Use your Baptist Login and Password (same as your EMR Login & Password)

4. THE FORMAT

‣ Here is the initial page where you input information.
‣ Start by selecting the correct facility. In your case, that will be WCH for Wolfson.
‣ There are multiple pages to the STAR program.
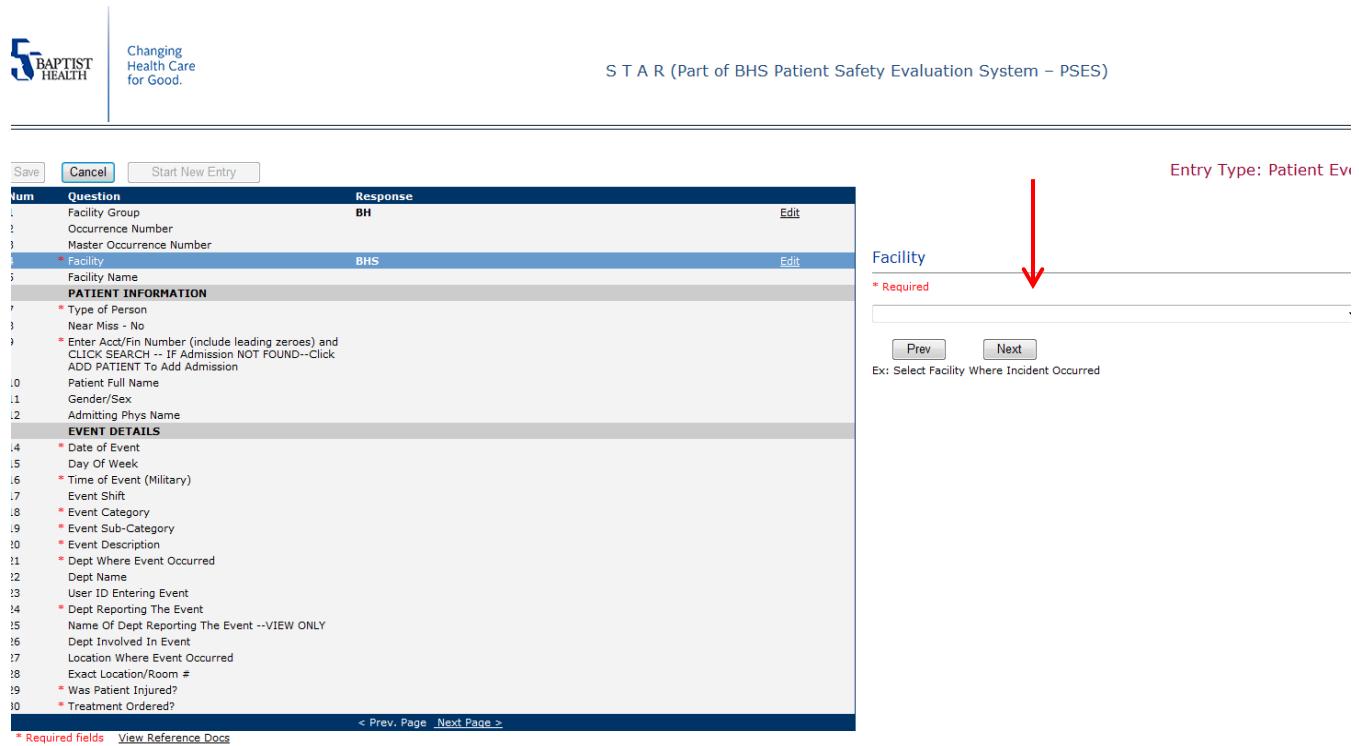
‣ Questions and input are on the right.

‣ Completed information shows on the left.

‣ Some of the information will be filled in automatically
   Example: Choose calendar date>   day of week is auto filled by the program

‣ Click 'NEXT' to move on.

SAVE is greyed out until all mandatory questions are completed.

You can see 'WCH' was selected and it auto populated 'Wolfson Childrens Hospital'

Click on 'Edit' if you need to change your original entry.

Red asterisks indicate mandatory fields.

Save   Cancel   Start New Entry

Num	Question	Response	
1	Facility Group	BH	Edit
2	Occurrence Number		
3	Master Occurrence Number		
4	* Facility	WCH	Edit
5	Facility Name	WOLFSON CHILDRENS HOSPITAL	
	PATIENT INFORMATION		
7	* Type of Person	PATIENT	
8	Near Miss - No	N	
9	* Enter Acct/Fin Number (include leading zeroes) and CLICK SEARCH -- IF Admission NOT FOUND--Click ADD PATIENT To Add Admission		Edit
10	Patient Full Name		
11	Gender/Sex		
12	Admitting Phys Name		
	EVENT DETAILS		
14	* Date of Event		
15	Day Of Week		
16	* Time of Event (Military)		
17	Event Shift		
18	* Event Category		
19	* Event Sub-Category		
20	* Event Description		
21	* Dept Where Event Occurred		
22	Dept Name		
23	User ID Entering Event		
24	* Dept Reporting The Event		
25	Name Of Dept Reporting The Event --VIEW ONLY		
26	Dept Involved In Event		
27	Location Where Event Occurred		
28	Exact Location/Room #		
29	* Was Patient Injured?		
30	* Treatment Ordered?		

< Prev. Page   Next Page >

▶ To correct a mistake, go to the EDIT link to the right of the question that you answered. Click on that EDIT link. You can now choose a different answer on the right hand side. You will see the change on the left once you click NEXT.

▶ MANDATORY items are noted with a red asterisk.

▶ The SAVE button is gray until all the mandatory information has been completed.

5. Enter the PATIENT

▸ 'PATIENT NAME' from the drop down box to find your patient. (LAST, FIRST)
  OR
▸ Financial Number

✓ FINANCIAL number is the most accurate way to find the patient. The program is linked to the hospital information (EMR-Cerner) and if the name is entered it will pull ALL PATIENTS AND ENCOUNTERS with that name. You will need to choose the correct patient and the correct date of admission. Choosing the correct encounter will prepopulate information unique to this patient and decreases the number of questions you are asked.

▸ Can't find the patient?

▸ If for some reason the patient is not found, click ADD PATIENT and add your patient's name, then click the SEARCH button to move on and complete the report.

Search

Select Field   Value
Patient Name ▾   [   ]   [Search]

[Add Patient]

[Prev]   [Next]
Ex: IF ADMISSION NOT FOUND--Click ADD PATIENT BUTTON To Add Patient

IF ANY ISSUE -- Contact Risk Management at Extension 2-2971

Having problems?
Call Risk
Management at
202.2971.

6. SAVE to submit.
  ▸ The SAVE button is in the upper left-hand corner.
  ▸ The SAVE button is gray until all the mandatory information has been completed.
  ▸ Note: Once saved you cannot modify.
  ▸ After the event is saved, it automatically sends the report to risk management, the nurse managers and directors of the units involved.

✋Note: It's important to complete the report from start to finish! If you walk away, the system will eventually time out (like with Cerner) and you will lose your work.

Your Risk Manager for WCH is:
Amie Burglechner, RN LHRM
202.5639
Cell 904.403.3183